



Dear Mayor,

I want to thank everyone in the City for entrusting me with this role. I know many of you—both on the Council and within the City—advocated for creating this position, and I take that responsibility seriously. My commitment is to deliver results, meet expectations, and ensure progress. Though I stepped in midyear, I hit the ground running, launching and advancing several key initiatives before the close of 2024. Below is an overview of those efforts and accomplishments.

Employee Handbook Revisions

I collaborated with HR to modernize the employee handbook, incorporating updated policies on cell phone use, proper data handling, and asset retirement. These revisions help ensure compliance and improve overall IT security practices.

Windows 11 Updates & System Replacements

With Windows 10 reaching end-of-life on October 14, 2025, we have begun upgrading or replacing machines across the City. This transition is expected to be completed by mid-2025. Additionally, many employees have moved from desktops to laptops, improving efficiency and mobility.

Cybersecurity Program Implementation

We initiated citywide participation in the Pii-Protect portal, ensuring compliance with insurance and government regulations. Departmental cooperation has been outstanding in getting employees up to date.

Password Management System

A password management system has been implemented for all top-level staff, enhancing security and ensuring seamless access transfer during staff changes.

E-Waste & Recycling Policy

To address confusion around the disposal of City-owned electronic assets, I worked with Council to develop a clear electronics recycling and waste policy. This approach prioritizes security while allowing the City to recoup value where possible. This policy has also informed the broader asset disposal guidelines for other departments.



Telecommunications Cost Savings

We partnered with SpyGlass to audit emergency services phone billing alongside Finance. As a result, we transitioned to a new provider and achieved annual savings of over \$30,000.

Standard Operating Procedures (SOPs) for City Processes

Throughout various renewals and proposals, I focused on documenting critical IT processes. Establishing these SOPs will ensure consistency and continuity, addressing gaps that arose when QualityIP lacked the staffing to maintain updated records.

Firewall Replacement & Network Optimization

A significant infrastructure upgrade this year involved replacing the City's aging firewalls. This upgrade enhanced security and streamlined our network by downsizing unnecessary components. Additionally, we secured promotional licensing that will provide cost savings throughout the product's lifecycle.

In 2025, the continued focus will be on strengthening internal infrastructure to enhance City operations. I appreciate the patience and cooperation of the staff as we implement these critical improvements and look forward to working together to drive continued progress.

Respectfully,

Jonathan Bender – IT Director