MEMORANDUM

TO: Steven J. Pinkerton
General Manager

FROM: Jeremy Breeden
Director of Information Technology

SUBJECT: Status Report for February 2018 – Information Systems & Technology

DATE: March 19, 2018

Information Systems & Technology

Perimeter Firewall
Firmware Upgrade: Upgraded firmware on the perimeter to resolve significant vulnerabilities related to the cryptographic hash used for encryption.

Load Balancing: Enabled load balancing/failover to provide continued internet connectivity utilizing the secondary Spectrum Broadband connection in the event of service disruption on the AT&T internet circuit.

SSLVPN: Replaced the legacy pre-shared key authenticated “Global Connect” remote access VPN with Active Directory integrated SSLVPN to increase security by requiring users to authenticate using their ivgid.org Domain credentials.

Network and Server Monitoring
Deployed WhatsUp Gold network and server monitoring to provide performance and availability statistics and automated alerting to allow for a proactive approach to IT administration.

Email Encryption
Configured and deployed email encryption services utilizing existing technology built in to the Email Security Gateway.

Email Gateway High Availability
Deployed a second Barracuda Email Security Gateway in a High Availability Cluster to prevent failure of a single device or internet circuit from disruption mail flow.
Remote Support Software
Replaced LabTech/ScreenConnect with DameWare Remote Support to provide more efficient remote support capabilities at a significant recurring cost savings.

Self-Service Password Reset
Deployed Self-Service Password Reset technology to enable end-users to more efficiently and securely reset their own ivgod.org password and reduce the workload on the IT Help Desk.

Public Works vCenter Virtual Appliance
Replaced the Windows Server based vCenter Server installation with a virtual appliance to increase security, reduce resource consumption, and reduce administrative overhead.