CITY OF STOUGHTON
DEPARTMENT OF IT AND MEDIA SERVICES
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2021 Activity End of year Summary Report

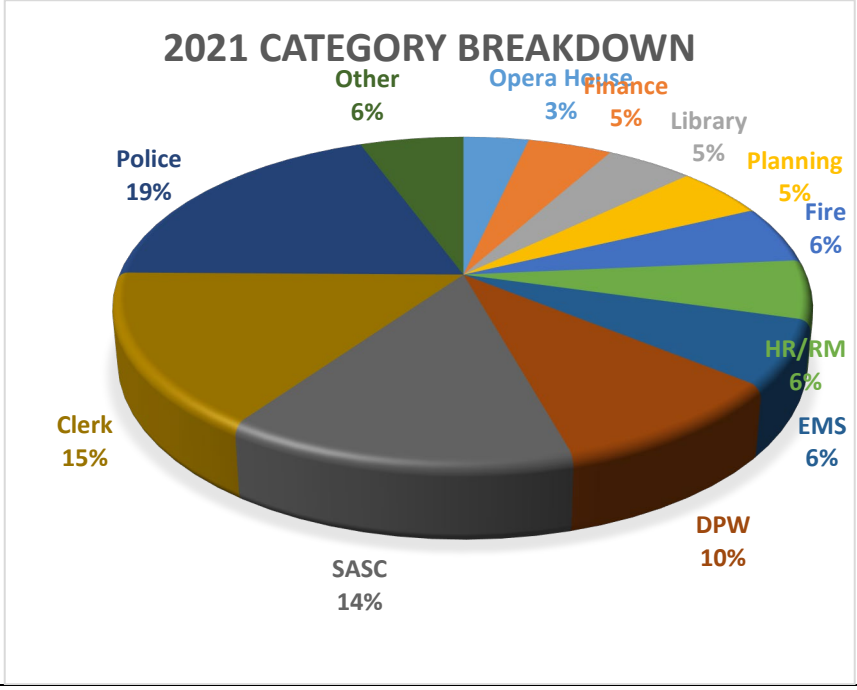
Information Technology

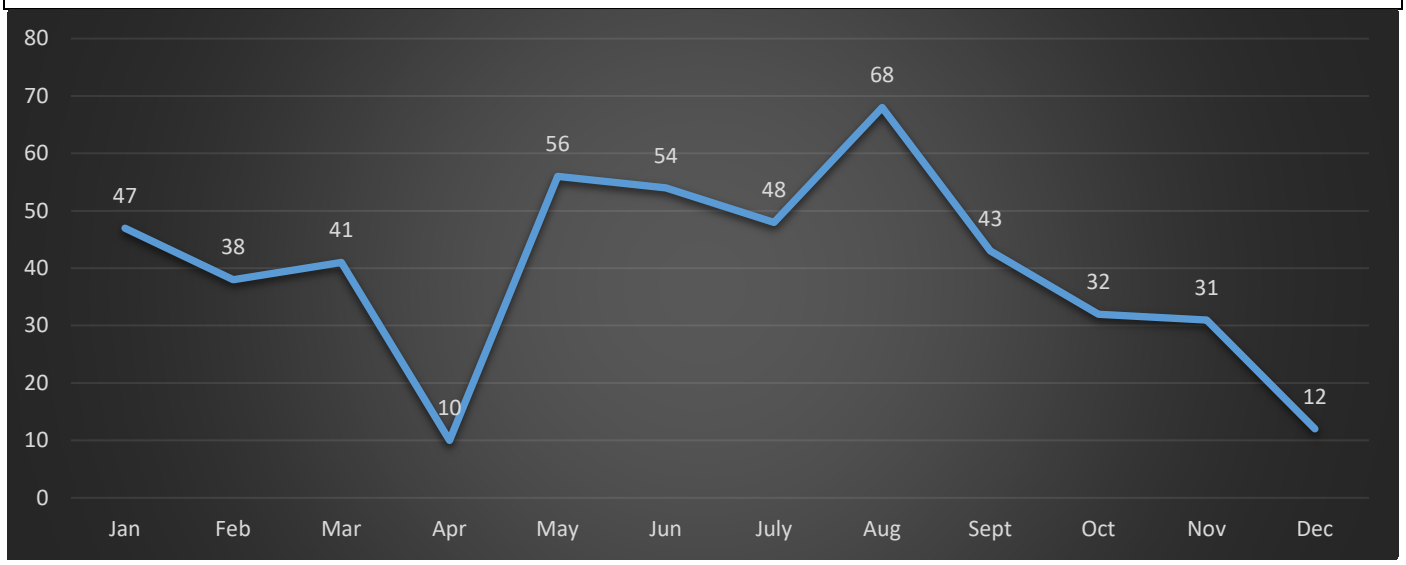
- Update to Public Safety vehicles tough books completed. Vehicles included are those for both Fire and Police.
- Remote location HOST and storage for replicated servers is completed. Replication jobs are running daily.
- Replaced devices within the computer lab located at the Stoughton Area Senior Center. Those devices previously managed previously by the Stoughton School District.
- Replaced outdated DVR and NVR devices at SFD, Youth Center, Opera House, SASC and EMS.
- Outages
  - Microsoft:
    - identified an issue that allowed actors to exploit an on premise MS Exchange Server vulnerability. Unfortunate these actors took advantage of the situation three months before Microsoft was made aware and four months before they notified the world. Our Exchange server was compromised resulting in a network breech. Powershell scripts were introduced to the task scheduler which propagated to several severs and work stations. Wisconsin Statewide Intelligence Center (WSIC) cyber agents performed a forensic investigation and advised all servers and workstations be destroyed and rebuilt. Critical services were restored in about two (2) weeks. Most other services restored within four (4) weeks. Some of the effects of that breech continue to be felt nine months later.
    - Additional measures introduced to help avoid future exploitations.
    - Barracuda Cloud
    - Network password Group Policies enhanced
    - Domain Admin Group restricted
  - Fiber
    - Squirrel chewed through fiber cable between the school district administration building and the library. This created a data/telephone outage for the Senior Center and several school facilities
    - A semi-trailer caught the fiber behind the library between the building and pole. Services pulled out of the library building as well as damage on the Public Safety Building side.

- Migrated citywide Spectrum internet connection and TDS BYOC MIPS-PRI.
    - Migrated Charter 200/50 internet to 250/250 fiber
    - All DI numbers routing to current MiTel PBX.
    - Preparing Platform migration from on premise PBX to Cloud Based Managed IP.
    - Due to supply chain issues this will be a Q1 project. All telephones sets to be replaced.
- SPD
    - Assisting with their speed/ALPR board (Automatic License Plate Reader). Configure users, general operation and set-up. In-depth training will be completed by the vendor to designated officers.
    - Traffic and surveillance camera product solutions and implementation.

SpiceWorks

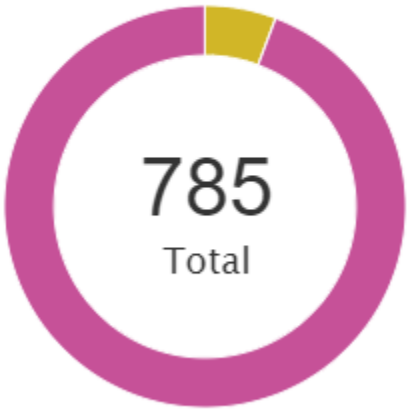
- SpiceWorks is software used by the department to help manage and track end-user requests. These numbers do not include emails, phone calls and in-person requests.
  - Ticket Requests:

Jaunary 1- December 8, 2021	
Tickets Created: 480	
Tickets Closed: 476	
Tickets Worked: 479	



Threat Origins

Total Threats / Viruses: Overview



Threats / Viruses Detected

Category	Total	Percentage
Viruses	45	6%
Advanced Threats	740	94%

- WSTO
  - Configured Encoders for upcoming TDS P.E.G services
  - TDS Business TV Service installed planned for 12/22/2021
  - PON Internet will be installed during P.E.G phase of project.
  - Due to Covid and other restrictions no Stoughton School events were recorded or televised. The schools uploaded events to their YouTube channel and the station would re-broadcast.
  - Several in-studio productions were schedules and taped for Skaalen Nursing Home for broadcast to their residents.
  - Stoughton Chamber of Commerce requested our services to record interviews (20+) from local residents for the 175th Anniversary of Stoughton. A 'living history' if you will.
  - Various Department requests for video services.
  - Staffing is an issue only one part time individual remains plus the full-time manager of WSTO. Hoping to resolve this in Q1 2022.