March 2022 IT Report

- Corrected a few problems with new iPhones
- IT Budget
- Fixed County Office of Emergency Management laptop that would not boot up
- Worked on software integration for switch from NW Fire Records to Image Trend Elite
- Set up CAD View at PFinlay's desk
- MDT problems involving locking up. Two MDTs sent to Getac for repair.
- Assisted CHorsens with data mining New World records
- Repaired paper tray for Station 2 printer
- email distribution list maintenance
- Reset Station 4 Crew 3 computer to factory default to correct computer's problems
- New Station 4 items – computer and A\V shelving, adjusting PA system volume levels
- New Windows Server version 2022 familiarization in preparation for deployment
- Participated in Cybersecurity forums that emphasized possibly eminent hacks related to Russian/Ukraine situation.
  - High on the list of precautions is implementation of Multi-Factor Authentication (MFA) where a user receives a pin code to complete login to systems. Follow up will include options and costs of MFA.
  - Reviewed firewall settings
  - Reiterated warnings during morning meetings and email, especially the fact that by far the majority of successful hacks rely on end users opening phishing emails that steal login/password information.
- The usual batch of "minor" help desk assists with keyboards, printing problems, and such