



INFORMATION TECHNOLOGY

Finance and Debt Committee

May 25, 2023

Introductions

Anne Bennett – Director of IT

Chad Johnson – GIS Support Manager

Jenny Jaqua – Customer Service & Engagement Commissioner

Agenda

- Security Awareness Training & Testing
- GIS Demonstration
- Engage Toledo Metrics

A person with short hair, seen from behind, stands in the foreground looking towards a large, modern building with a glass facade. In the middle ground, there is a tall, abstract sculpture. The building's glass reflects the surrounding cityscape. The entire image has a teal color overlay.

Cybersecurity Awareness

Cybersecurity Posture

- Education & Awareness
- Prevention
- Ongoing Monitoring
- Post-event Preparedness

Education & Training

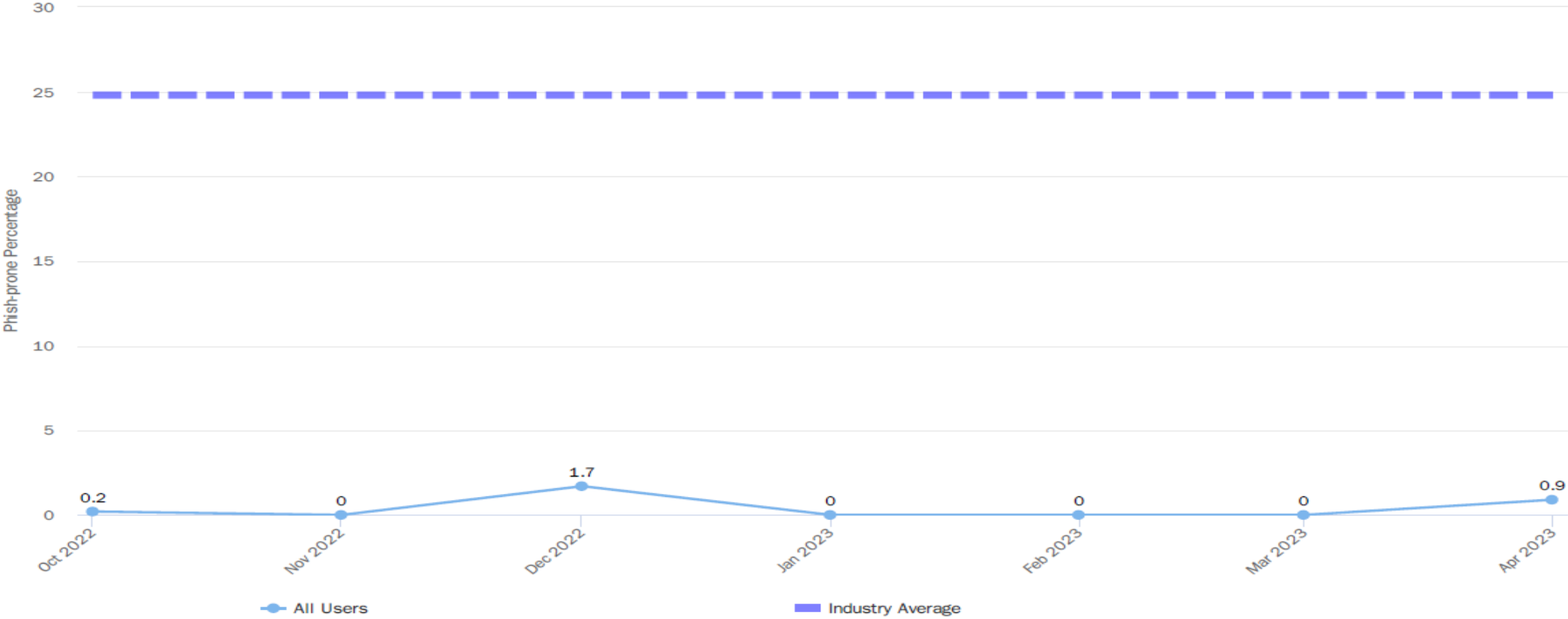
KnowBe4 Security Awareness Training

- Training
 - At hire
 - Annually
 - After failed test
- Testing
 - Quarterly campaigns with increasing difficulty

Phishing Test Results

Phish-prone Percentage By Group

This report displays the average Phish-prone Percentage of selected users.



Report Details ▼

User Groups: All Users

Date Range: Last 6 Months (10/01/2022 - 04/24/2023)

GIS Updates

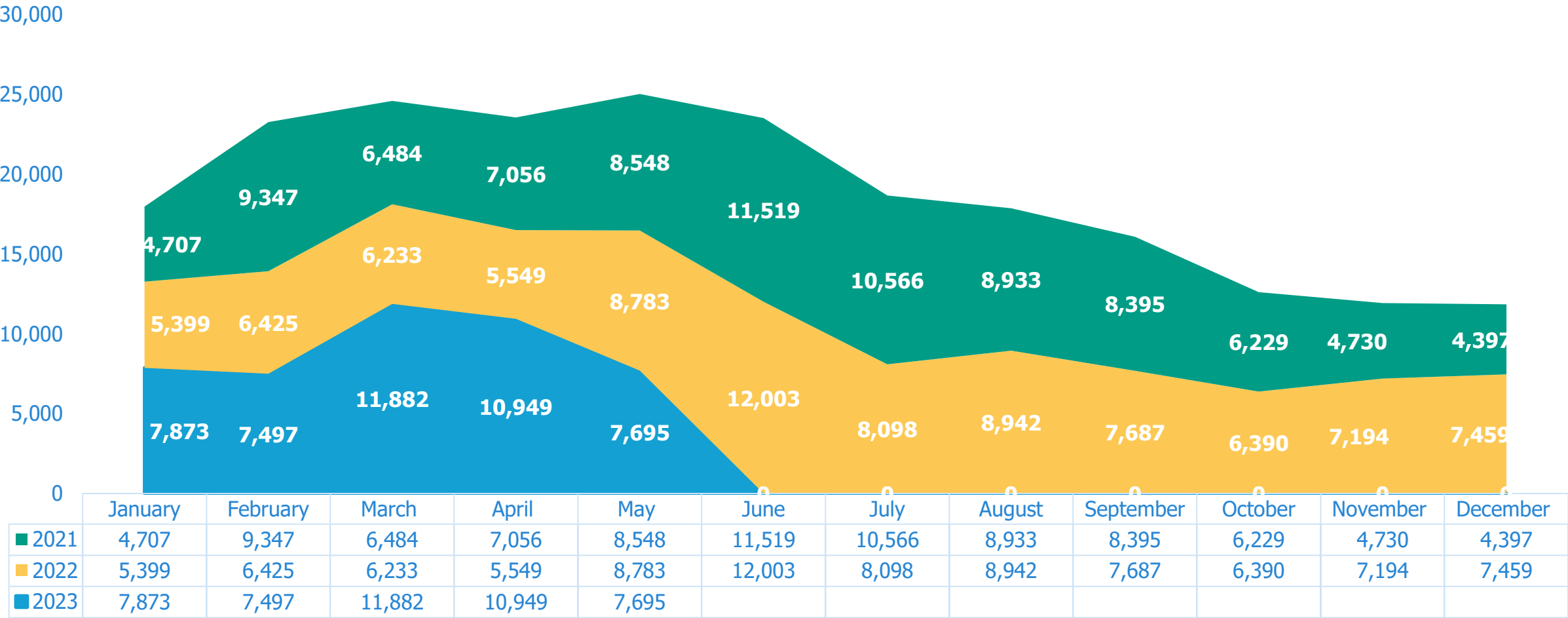
- **Architecture** – the current GIS architecture was built over 10 years ago and piecemealed together. We are conducting a comprehensive review to update and design for the future. This includes a review of our current design and usage. It also measures our current capacity and load on system. This will also support our future Winter Weather Operations program at Transportation.
- **Internal Support**
 1. GPS – developing new work flows using GPS locators to update inventory of assets (Taps, curb boxes, outfalls)
 2. Map and applications – we support various divisions with maps and apps to provide information, track work and conduct analysis. Here are a few maps making a difference for the City
- **External Support**
 1. Open Data Hub (<https://data.toledo.gov/>)
 2. City Website maps



Engage Toledo Statistics

Inbound Calls, Historical View

(2023, January 1- May 21st)



Top Three Zip Codes for Service Requests

2023, YTD thru May 21st

Zip Code 43604

4,137

Request for Services

District Four

Zip Code 43612

2,714

Request for Services

District Six

Zip Code 43605

2,262

Request for Services

District Three

Division of Taxation Data

- In the last thirty days, 1,157 calls and requests for account specific information
 - customers seeking assistance with installment plans
- Since January 1st, 6,324 calls and requests for services
- Assessment letters for the second half of the year are being mailed to residents soon, and Engage Toledo will handle any calls for assistance or answer general questions.

Ambassadors Update

- The Ambassadors observed a Council meeting last week and the feedback was extremely positive.
- Engage Toledo Ambassador Academy graduation is May 25th at 5:30 pm in Council Chambers
- The 2nd Annual Junior Ambassador Academy begins in conjunction with the city's Summer Internship Program on June 5th and will run every Thursday for nine weeks.
- All Alumni Ambassador Event will take place on September 28th at the Glass City Metroparks Pavilion



Thank you.

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