

## **Information Technology**

*Patrick Stokes, Director*

The Information Technology Department is responsible for the oversight of the City's computers, printers, copper and fiber network infrastructure, audiovisual systems, VoIP phone system, building access systems, fire monitoring and testing, security monitoring and video surveillance systems. This past year we added public safety and departmental radio systems oversight as well. Some of the specific duties include network administration, website maintenance, social media presence, computer repairs and upgrades, along with resolving a multitude of miscellaneous technical issues and problems.

Over the past two years and into 2021, the Mishawaka IT Department has undertaken and completed the largest IT-related project in its history – a replacement and upgrade of the entire citywide networking infrastructure. This involves replacing network hardware at every city-owned site throughout Mishawaka, upgrading existing cabling and endpoint hardware, and ensuring the end-of-life equipment around the city has been replaced with state-of-the-art technology that will serve Mishawaka far into the future. Part of the network infrastructure upgrade also includes network security features, such as isolation of rogue internet traffic-generating devices and providing end-to-end encryption of all city traffic on our network. We have also implemented new two-factor authentication around the city. This provides additional security, which helps with shielding against some of the malicious malware and crypto-locking issues other cities have experienced all over the country.

This year, the IT Department will continue focusing on safety and security as a top priority by continuing to implement more advanced security measures. With many park renovations completed and more to come, cameras continue to be a major focus for Mishawaka, as it will continue to enhance the protection of city property, employees, and the citizens of Mishawaka. Central Park, Mary Gibbard Park, Battell Park, and Beutter Park are just a few of the areas that are benefiting from new and expanded coverage along with adding public Wi-Fi to some parks, adding future park locations in the near future.

These are only a few of the larger projects the IT Department has in the works for this year. As the City of Mishawaka continues to grow and expand, the IT Department strives to keep up-to-date with the latest technology and software to bring the city employees the most secure workplace possible.