

IT/GIS 2022 Annual Report

The team, and their *specialties* as noted, are Fash Farashahi (Director – GIS), Cole Royal (Network Administrator – *Security and Knowledge Base*), Tim Brezovec (Technology Specialist – *Architectures and Hardware Guru*) and Julie Elwell (GIS/Data Specialist – *GIS and Data Archives*).

The IT/GIS Department is responsible for maintaining, supporting, and implementing Peterborough’s municipal technology and infrastructure. Our technology team provides support to all employees who use computers, printers, mobile devices, and audio-visual equipment, to ensure employees have access to necessary resources. The team is also responsible for the protection of electronic records from unauthorized access and safeguard data for disaster recovery purposes. The system architecture also includes resiliency where not cost prohibited including telecommunications and document access. Backup systems replicate to separate data appliances located at two municipal locations. We have a layered approach to security with built-in hardware and application protections for ransomware. All users of town business email accounts (PeterboroughNH.gov) must comply with Multi-Factor Authentication (MFA) requirements and Identity Security practices.

TECH TIP: Longer Passwords are better than short, complex passwords. Long, simple memorable phrases with complexity work best.

2022 Inventory

110 Desktops & Laptops
110 M365 E5 Licenses
35 iPhones
14 iPads
28 Network Switches and Wireless Gateways
12 Wireless APs
10 Firewalls
3 Physical Servers hosting 28 Operating Systems
2 x 30 TB Data Storage and Backup Units

The best mitigation of ransomware and security breaches is education and training of our computer and technology users. The continued Cyber Awareness Training and Annual Assessment has been successful in raising awareness of phishing and scams. Any target suspicious calls to the Town are reported to our Police Dispatch. Phishing emails are reported to the IT Team - In 2022, our government email users reported over 1,000 phishing attempts. This helped train our filters to be more responsive to targeted phishing attacks. For the general public’s cyber education, our Technology Specialist Tim Brezovec conducts classes and provides help at the Peterborough Library’s weekly technology drop-ins. The public has been very responsive to the tech education programs and technology demonstrations.

2023 Upcoming Technology and GIS Projects:

1. Asset management and work order system.
 2. Lead Water Services Inventory.
 3. Next Gen Firewalls and modern dashboards with real-time threat information.
 4. Natural Resource Inventory (NRI) Mapping Project with Town Conservation Commission. Exciting maps for public education and outreach. There will be poster-sized maps of Peterborough for all the public to view and an online web application will also be created.
- Stay Tuned!

Fash Farashahi
GIS & IT Director