

Information Technology Department Report



Meeting Date: October 14, 2025

To: Honorable Mayor and City Councilmembers

From: Henry Kokenzie, IT Director

Through: George Garrett, City Manager

Department Overview

The IT Department continues to make progress across multiple infrastructure, operational, and modernization initiatives. Efforts this month have focused on improving emergency readiness, optimizing asset tracking, and advancing the City's new website development.

1. Starlink Emergency Connectivity

All Starlink satellite units are fully deployed and operational across designated City facilities. The system has been tested for speed, redundancy, and reliability, confirming full readiness for the upcoming Emergency Management mock run. This capability provides enhanced network resilience during potential communication outages, ensuring critical City operations remain online during storm or power-related disruptions.

2. IT Asset Inventory and Tracking

The inventory and tracking project continues to move forward using Asset Panda for centralized asset management. Devices across departments—including desktops, laptops, switches, and UPS units—are being logged and verified for accuracy. Barcode labeling and lifecycle tracking are being implemented to improve maintenance scheduling and replacement planning. Once completed, this system will improve accountability, warranty management, and long-term budgeting accuracy.

3. New City Website Project

The new City of Marathon website has officially transitioned to the web developer's phase. The IT Department continues to coordinate with Revize to ensure accessibility compliance, improved navigation, and mobile responsiveness. Next steps include departmental content review, final integration of service forms, and security testing before launch. A soft launch is anticipated later this year, pending successful testing and feedback rounds.

4. Ongoing and Upcoming Initiatives

Cybersecurity Enhancements: Continued monitoring of endpoint protection and phishing defense systems.

Network Health: Routine firmware updates and UPS maintenance cycles completed across multiple locations.

User Support: Daily helpdesk ticket turnaround times remain consistent, with increased automation being tested for repetitive tasks.

Summary

The IT Department remains focused on reliability, modernization, and user readiness. With Starlink systems live, asset tracking well underway, and the new website in development, the City's technology infrastructure is positioned for greater efficiency, transparency, and resilience.