



City of Marathon – Information Technology Department Monthly Report

Reporting Period: October 2025

Prepared by: Hank Kokenzie, IT Director

Date: November 7, 2025

1. Department Overview

The City of Marathon IT Department continues to support all city divisions with technology operations, system maintenance, cybersecurity, and modernization efforts. Key activities this month focused on improving network resilience, upgrading aging hardware, and enhancing digital services for staff and residents.

2. Key Projects and Updates

- A. Infrastructure & Network
 - Continued transition from Windows 10 to Windows 11 across departments (approx. 80% complete).
- B. Cybersecurity
 - Conducted phishing simulation training with all departments—overall success rate improved by 12%.
 - Updated citywide endpoint protection software and reissued MFA tokens to all administrative users.
- C. Applications & Systems
 - Coordinated with CivicPlus on website refresh and ADA compliance testing.
 - Supported Finance and Planning in implementation of cloud-based permitting software.
- D. Support & Operations
 - 92 help desk tickets processed (response time average: 1.8 hours).

- Completed onboarding for two new staff members (accounts, equipment, security training).

3. Upcoming Goals (November 2025)

- Finalize Windows 11 migration for all city workstations.
- Begin testing of VOIP and analog line troubleshooting for the Council Chamber AV room.
- Conduct department-wide data backup verification.
- Develop IT policies for USB device usage and cybersecurity incident response.

4. Challenges / Issues

- Supply chain delays on Dell monitors and UPS battery replacements.
- Inconsistent network coverage in Fire Station #14—planning mesh Wi-Fi install.
- Legacy SCADA systems at Plants #3 and #5 require PLC updates; coordinating with ENS vendor.

5. Notable Highlights

- Successful recovery drill of city data from offsite backup.
- Decommissioned 18 obsolete workstations, properly recycled under city sustainability plan.

6. Summary

Overall, the IT Department continues to deliver reliable technology services while driving modernization and security improvements. Focus for the coming month includes completion of the Windows 11 rollout, enhanced communication tools, and continued emphasis on cybersecurity readiness.