

CITY OF APPLETON

INFORMATION TECHNOLOGY DEPARTMENT



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To: HR/IT Committee

From: Corey Popp, Information Technology Director

Date: April 21, 2022

Re: Update: Infrastructure, Systems, and Vulnerability Assessment

The IT Infrastructure, Systems, and Vulnerability Assessment approved by the Common Council on March 16, 2022 (#22-0297) began on Wednesday, March 30, 2022. Four Heartland Business Systems engineers are performing the assessment; they include a Senior Systems Engineer, Database Administrator, Technical Architect, and an Information Security Architect. The assessment is ongoing, and at this time I do not have an estimated completion date, though after speaking to the engineers informally, I believe it will be at least three more weeks before the technical assessment is completed and preparation of the written assessment can begin.

The Senior Systems Engineer discovered one item for which they recommended I take immediate action. One of the fiber-optic circuits between City Hall and the Appleton Police Department is registering “millions” of CRC (cyclic redundancy check) errors. These errors have been imperceptible without circuit monitoring in place, and they are a strong indicator of poor data transmissions due to a physical defect with the fiber. I am in the process of arranging physical testing using 2022-budgeted consulting dollars.