

From: [IT Agency](#)
Bcc: [All Email Users](#)
Subject: IT July Newsletter
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Importance: High



CITY OF MADISON

INFORMATION TECHNOLOGY



IT July Newsletter

Phone System Changes

Beginning **Wednesday, July 15, 2020**, the City is migrating to a new phone system.

What Will Change

7-Digit Dialing

- 5-digit dialing on all internal calls (calls within the City network) will no longer be available.
- All internal calls should be made by dialing all 7 digits of the phone number.
 - Example: 123-4567
- External dialing will remain the same. Dial a "9" before the external phone number you wish to call.
 - Example: 9-123-4567. Include an Area Code when necessary.

Caller-ID on Outbound Calls

- External call recipients will receive Caller ID information.
- We understand that some individuals or whole departments will not want their number displayed. Therefore, we can "mask" your number to display your department's mainline

or other numbers to external recipients.

Masking Phone Numbers

- If you or your department would like to mask your phone number to a department mainline or another number, please [email the HelpDesk](#).
 - **Please include the following in your request:**
 - What line you are changing (current phone number)
 - What you would like the number changed to (new/masked phone number)
- If you have a current phone extension that you would like to keep, you do not need to take action.
- If you choose to mask your phone number or change a current extension, remember to update your email signature and other contact cards with the new number.

Who Is Impacted

All City employees with an assigned phone number and department and front desks with a mainline number will experience this change.

When Will Changes Occur

All changes will take place on **Wednesday, July 15, 2020**.

Online Safety: 5 Daily Steps

Cybersecurity is present in every aspect of our lives, whether it be at home, work, school, or on the go. Use these [five simple tips](#) to protect yourself and make the online world safer for everyone. #StopThinkConnect

Enable Stronger Authentication

Always enable stronger authentication for an extra layer of security beyond the password that is available on most major email, social media and financial accounts. Stronger authentication helps verify that a user has authorized access to an online account.

Make Your Passwords Long & Strong

Use complex passwords with a combination of numbers, symbols, and letters. Use unique passwords for different accounts. Change your passwords regularly, especially if you believe they have been compromised.

For instructions on changing your password remotely and creating a strong, secure password, visit our [Passwords](#) page.

Keep A Clean Machine

Update the security software, operating system, and web browser on all of your Internet-connected devices. Each month, HelpDesk releases Microsoft updates and patches to protect your City-owned device. Keeping your security software up to date will prevent attackers from taking advantage of known vulnerabilities.

When In Doubt, Throw It Out

Links in email and online posts are often the way cyber criminals compromise your computer. If it looks suspicious (even if you know the source), delete it.

For more tips on email phishing, visit our [Cybersecurity Awareness](#) page.

Share With Care

Limit the amount of personal information you share online and use privacy settings to avoid sharing information widely.

Check out the [CISA Social Media Cybersecurity Tip Sheet](#) for more social media best practices.

IT EmployeeNet Homepage

The IT EmployeeNet homepage is updated with our new processes for handling project requests, hardware purchase requests, and new software requests. If you have a request, please fill out the appropriate form or contact the HelpDesk.



Hardware Purchase
Request



New Software
Request



Project Request

[Project Request](#)

To best serve you, we ask that all new project requests go through our Project Process. The Project Request page outlines the definitions of project and service requests, our Project Process, and examples of project and service requests.

[Hardware Purchase Request](#)

All IT-related hardware purchase requests over \$10,000 are required to complete the IT Hardware Purchase Request form. The Hardware Purchase Request page outlines the process for requesting hardware and the review workflow of each request.

[New Software Request](#)

The New Software Request Process ([APM 3-20 PDF](#)) applies to all software and online services, including **free** software. Information Technology approval is required for all software, including downloaded, web-based and equipment embedded with software on City-owned devices, regardless of price. The New Software Request page outlines the process for requesting new software and the review workflow for each request.

[LEARN MORE](#)

Our Madison – Inclusive, Innovative & Thriving Through Technology

Information Technology

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<https://www.cityofmadison.com/employeenet/information-technology>

