

**From:** [IT Agency](#)  
**Bcc:** [All Email Users](#)  
**Subject:** IT September Newsletter: What's New in IT  
**Date:** Tuesday, September 1, 2020 4:25:52 PM  
**Attachments:** [image003.png](#)  
[image014.png](#)  
[image020.png](#)  
[image021.png](#)  
[image022.png](#)  
[image024.png](#)  
[image029.png](#)  
[image030.png](#)  
**Importance:** High



**CITY OF MADISON**  
INFORMATION TECHNOLOGY



## IT September Newsletter

### What's New

#### IT EmployeeNet Updates

We launched a new version of the [IT EmployeeNet homepage](#)! We have created new pages to connect you with more resources on cybersecurity, video conferencing, and virtual committee meetings.



Cybersecurity



Video Conferencing



Virtual BCC Meetings

#### [Cybersecurity](#)

City employees are the first line of defense to cybersecurity threats. The Cybersecurity Awareness page provides you with tools and best practices to help keep our City safe and secure.

## [Video Conferencing](#)

The Video Conferencing page highlights the City's primary video conferencing tools: Zoom and Skype for Business. These tools can be used for internal meetings, collaboration, screen sharing and public participation meetings.

## [Virtual Board, Commission & Committee Meetings](#)

The City is continually learning and adapting as Virtual Board, Commission, & Committee (BCC) meetings grow and change. The Virtual Board, Commission & Committee Meetings page will guide you through the virtual committee meetings processes and classifications. Please refer to this page for the most current information.

## [Recording Virtual Meetings & Events](#)

**Recording any virtual meetings or events requires prior approval from the City Attorney's Office and Information Technology.** This page explains the [Recording Virtual Meetings & Events Policy](#) and provides step-by-step instructions for requesting to record your virtual meeting or event.

*Please note that all [Board, Commission, and Committee meetings](#) are pre-approved for recording.*

---

## Coming Soon

### GlobalProtect: A New VPN Client

We have heard your VPN concerns! As we continually improve our telework services, we are also working in parallel to implement a new Virtual Private Network (VPN) client, GlobalProtect.

GlobalProtect will replace Cisco AnyConnect in the near future, providing users with more bandwidth and better network performance. We are currently piloting GlobalProtect in select agencies to complete testing and gather customer feedback. A citywide roll-out is to be determined.

As a reminder, please disconnect from VPN when using Zoom to provide bandwidth for your coworkers that are also teleworking. Visit the [Video Conferencing](#) page to learn more about [Zoom Best Practices](#).

### Zoom Enterprise Migration

We are in the process of transitioning to an enterprise-wide licensing model for Zoom. We expect to begin the account transition in mid-September.

If you would like to request a Zoom Meetings license, please work with your supervisor to share the current licenses available to your agency.

[ZOOM LOGIN](#)

---

## Process Reminders

You can find links to our processes for handling project requests, hardware purchase requests, and new software requests on the [IT EmployeeNet homepage](#). 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  
210 Martin Luther King Jr Blvd  
Madison, WI 53703  
IT HelpDesk: (608) 266-4193  
[https://www.cityofmadison.com/employeenet/information-  
technology](https://www.cityofmadison.com/employeenet/information-technology)

