

From: [IT Agency](#)
Subject: October 2022 IT Newsletter: National Cybersecurity Awareness Month
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CITY OF MADISON
INFORMATION TECHNOLOGY



October 2022 IT Newsletter

National Cybersecurity Awareness Month



**CYBERSECURITY
AWARENESS
MONTH 2022**

As our digital workplace expands, we are connected to technology more than ever before, making us even more dependent on healthy cybersecurity best practices. The City of Madison is proud to be a part of [National Cybersecurity Awareness Month](#) to help us all

understand the latest ways to protect our City online.

Simple Steps, Big Impact

The small strides add up. Here are some quick ways you can increase your personal and work cybersecurity practices to make our City safe and secure for everyone.

- Recognize and report phishing attempts.
 - At work, you can report phishing attempts to helpdesk@cityofmadison.com and City IT will work with you to mitigate the risks.
 - Learn more about identifying phishing attempts at the City of Madison: <https://www.cityofmadison.com/employeeenet/information-technology/cybersecurity-awareness>
- Update software to ensure the most current protection.
 - City IT performs routine software updates and security patches to ensure our online safety. This includes our monthly Microsoft Updates and Email Maintenance.
- Use long, random and unique passwords.
- Enable multi-factor authentication (MFA) for all important online activities to provide an additional layer of security.

Each of you are our first line of defense against cybersecurity threats. That's why we will continue to share more cybersecurity resources from the Cybersecurity and Infrastructure Security Agency (CISA) throughout October to make us all more aware of these best practices.

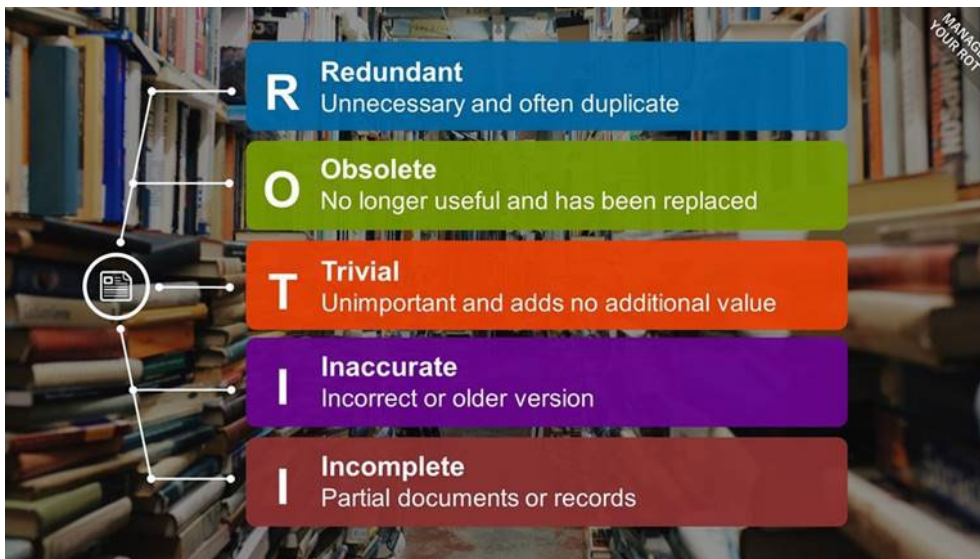
IT Project Updates

Microsoft 365 Implementation & SharePoint Migration

We continue to work with agency M365 Change Champions to conduct a ROTII analysis for each agency's SharePoint sites. In addition, we are finalizing contracting with the M365 Project Consultant and look forward to kicking off the overall implementation roadmap.

Learn more about how to clean up ROTII in your agency:

<https://www.cityofmadison.com/employeeenet/information-technology/records-management/rotii>



IT Ticketing Self-Service Portal

We continue to test and make adjustments to the future IT Customer Portal, which will be a self-service portal for requesting IT services and reporting IT-related incidents. When we approach a launch date, we will provide proactive training and communications to build staff awareness.

In the meantime, please continue to submit your technology requests through the IT Help Desk by emailing helpdesk@cityofmadison.com or calling **(608) 266-4193**.

General Reminders

[Appointments Required for In-person Help Desk Assistance](#)

In efforts to provide the best experience possible and to protect the health of IT staff, **all in-person Help Desk support is by appointment only**. Please contact the Help Desk to set-up a service appointment, as walk-in or “stop-by” assistance is not supported.

Contact the Help Desk

Phone: 266-4193

Email: helpdesk@cityofmadison.com – this email will auto-generate a service ticket

[Technology Tools for Telework & Hybrid](#)

For some of us, our working environments are changing as staff begin to transition back into the office. Whether you’re continuing to telework, moving back to City spaces, or using a hybrid approach, our technology tools will remain the same. View the [IT June Newsletter](#) for tips and tricks on leveraging our technology tools to make the most of your collaboration experiences.

[IT Request Forms](#)

As agencies onboard and off-board employees, please remember to complete relevant IT

Request Forms to ensure proper processing and compliance with security best practices.

The IT Request Forms

- [New or Transfer Employee](#)
- [Network Permission Changes](#)
- [Employee Directory Change](#)
- [Employee Name Change](#)
- [Employee Termination](#)

[Passwords](#)

Visit the Passwords page for instructions on changing your network password at work and remotely (via VPN or RDS). You can also find tips on creating a strong password and remembering your password to keep our technology infrastructure safe.

SharePoint Assistance

All SharePoint issues and service requests should be submitted to the Help Desk. Please email helpdesk@cityofmadison.com or call 266-4193 to have a service ticket created. Once created, the Help Desk will assign your ticket to the SharePoint team for further assistance.

**Please note that with the migration to Microsoft 365 and SharePoint Online, all new SharePoint requests will be handled on a case-by-case basis to ensure appropriate business analysis for the City.*

IT EMPLOYEE NET

Our Madison – Inclusive, Innovative & Thriving Through Technology

Previous Newsletters: <https://www.cityofmadison.com/employeeenet/information-technology/training-support/it-monthly-newsletters>

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