

Innovation and Technology Department 2026 Overview Presentation

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Department of
INNOVATION & TECHNOLOGY



SECURE
BY DESIGN



CONNECTED
COMMUNITY



INNOVATIVE
SOLUTIONS



OPERATIONAL
EXCELLENCE



SERVICE FOCUSED
PEOPLE FIRST



2026 OVERVIEW

Building a smarter, safer, and more resilient Texas City through technology and innovation.

DEPARTMENT STAFF

Dedicated professionals supporting technology, public safety, and city operations.

- 
01 Kyle Hunter
 Director
 DECEMBER 2024
- 
02 Cecil Lerche
 IT Manager
 SEPTEMBER 2025
- 
03 Emily Smallen
 Public Safety System Administrator
 JULY 2024
- 
04 Edward Garza
 IT Analyst
 DECEMBER 2025

DEPARTMENT ORGANIZATION



SKILLED TEAM

Experienced professionals delivering reliable solutions.



CUSTOMER FOCUSED

Committed to supporting our city and community.



INNOVATIVE

Driving technology forward to improve outcomes.



SERVICE DRIVEN

Responsive, reliable, and dedicated to excellence.

DEPARTMENT MISSION



Deliver **secure, reliable, and innovative** technology solutions



Support **public safety** and city operations



Improve **cybersecurity** and communications



Enhance **operational efficiency** across all departments



Responsibly **manage** and **modernize** technology resources to ensure reliable services while maximizing efficiency and reducing unnecessary costs to taxpayers.



TECHNOLOGY SOLUTIONS. STRONGER COMMUNITY.

Enabling our city. Supporting our people. Securing our future.



SECURE



SUPPORT



INNOVATE



IMPROVE



SERVE

THE MODERN ROLE OF INNOVATION & TECHNOLOGY

The Innovation & Technology Department has evolved into a critical operational service responsible for maintaining secure, reliable, and compliant technology systems that support city operations, public safety, communications, and digital infrastructure across all departments.



WHAT WE DO



CYBERSECURITY

Protecting city systems, accounts, data, and sensitive information from evolving threats.



COMPLIANCE

Ensuring adherence to state requirements, cybersecurity mandates, and data protection regulations.



INFRASTRUCTURE

Managing networks, servers, internet, devices, and facilities that keep the city connected.



PUBLIC SAFETY

Supporting public safety systems, communications, and connectivity for first responders and city operations.



COMMUNICATIONS

Delivering secure email, collaboration platforms, and mobile technology that enable efficient communication.



SUPPORT SERVICES

Providing responsive helpdesk support and technology services across all city departments.



REGULATORY & COMPLIANCE RESPONSIBILITIES

- ✔ State cybersecurity training requirements
- ✔ AI awareness compliance initiatives
- ✔ CJIS-related public safety considerations
- ✔ ADA digital accessibility initiatives
- ✔ Data protection and operational resiliency requirements



The following metrics and project updates represent only a portion of the operational, cybersecurity, compliance, and infrastructure responsibilities managed daily by the Innovation & Technology Department.



SECURE



CONNECTED



COMPLIANT



RELIABLE



TECHNOLOGY SUPPORTING CRITICAL CITY SERVICES






CITY OF TEXAS CITY IT SNAPSHOT

MAY 2025 VS MAY 2026

Investing in technology to enhance operations, strengthen connectivity, and support a safer, smarter Texas City.

IT RESOURCES	MAY 2025	MAY 2026	CHANGE
 Staff Computers	526	561	 +35
 Servers	55	55	 0
 Managed Mobile Cellular Devices	Baseline Not Available	1,050	 New
 Network Devices (cameras, switches, etc.)	Baseline Not Available	670	 New
 Zoom Users	Baseline Not Available	253	 New
 Zoom Desk Phones	302	243	 -59
 Active Email Accounts	474	467	 -7
 IT Software Vendors	68	73	 +5
 Locations with IT Equipment (City Facilities)	28	28	 0

POWERED BY PARTNERS YOU TRUST


RELIABLE
Dependable technology you can count on.



CONNECTED
Keeping our city and community connected.



SECURE
Protecting data, systems, and public safety.



EFFICIENT
Optimizing resources to deliver better service every day.

HELPDESK TICKET VOLUME COMPARISON

Comparing Helpdesk Ticket Volume Across Reporting Periods

OCTOBER 2024 – SEPTEMBER 2025
(12 MONTHS)



2,287
TICKETS

Total Helpdesk Tickets Submitted

OCTOBER 2025 – MAY 2026
(7 MONTHS)

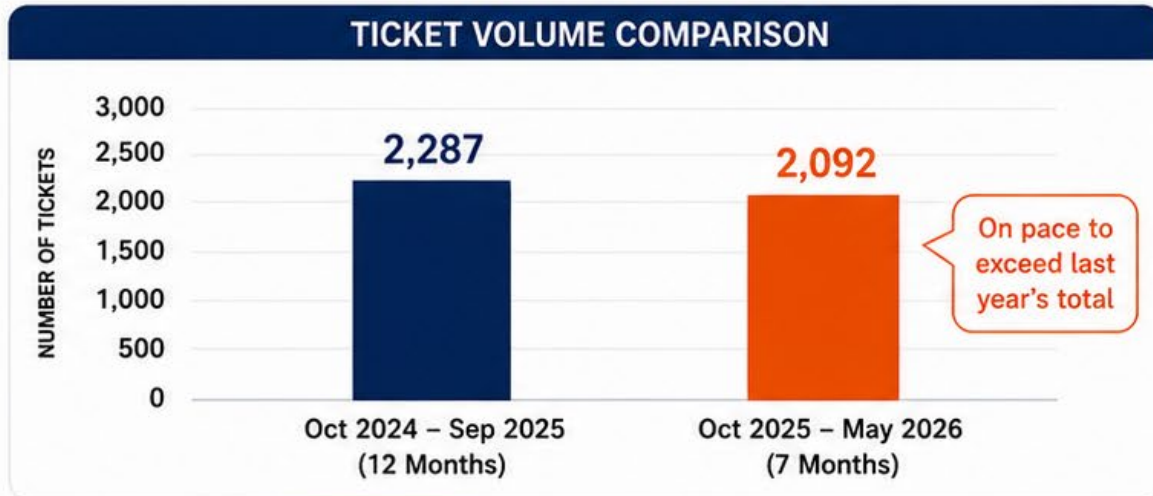


2,092
TICKETS

Total Helpdesk Tickets Submitted



91%
OF PREVIOUS YEAR
VOLUME REACHED
IN ONLY
7 MONTHS



KEY TAKEAWAY



Helpdesk demand continues to increase significantly. Through May 10, 2026, the department has already received 91% of the total tickets submitted during the entire previous fiscal year.

-  Desktop & Hardware
-  Account & Access
-  Email & Messaging
-  Network & Connectivity
-  Software & Applications
-  Security & Other Issues

EMAIL SECURITY – EXECUTIVE SUMMARY COMPARISON

Comparing email traffic, threats blocked, and protection effectiveness across reporting periods

OCTOBER 2024 – SEPTEMBER 2025 (12 MONTHS)

- Total Inbound Email**
1.47M+
- Rejections (Spam/Viruses)**
360K+
- Legitimate Inbound Email**
1.1M+
- Average Rejection Rate**
24% – 28%
- Total Outbound Email**
~180,000+
- Total Internal Email**
~1.2M+

~26% REJECTED

Legend: Rejected (Orange), Legitimate (Blue)

Inbound Email Trend (Monthly Average)

Month	Inbound Email (Monthly Average)
Oct	~90K
Nov	~95K
Dec	~100K
Jan	~105K
Feb	~110K
Mar	~115K
Apr	~120K
May	~125K
Jun	~130K
Jul	~135K
Aug	~140K

Significant increase in email volume and threat activity. Rejection rates increased due to more phishing, spam, and malware campaigns targeting municipalities.

OCTOBER 2025 – MAY 2026 (8 MONTHS)

- Total Inbound Email**
915,000+
- Rejections (Spam/Viruses)**
235K+
- Legitimate Inbound Email**
680K+
- Average Rejection Rate**
25% – 34%
- Total Outbound Email**
~130,000+
- Total Internal Email**
~800,000+

~29% REJECTED

Legend: Rejected (Orange), Legitimate (Purple)

Inbound Email Trend (Monthly Average)

Month	Inbound Email (Monthly Average)
Oct	~70K
Nov	~80K
Dec	~90K
Jan	~100K
Feb	~110K
Mar	~120K
Apr	~130K

Elevated threat environment continues. Some months exceeded 30% rejection rate (April 2026 reached 34.36%). Strong security protections continue to be essential.

KEY INSIGHTS

- THREAT VOLUME INCREASED**
Email volumes and cyber threats have increased significantly across reporting periods.
- HIGHER REJECTION RATES**
Average rejection rates increased from 24–28% to 25–34%, reflecting a growing number of malicious and unwanted emails.
- PROTECTIONS ARE WORKING**
Hundreds of thousands of threats were blocked, preventing them from reaching city employees.
- AWARENESS MATTERS**
Continued user awareness training and good security habits help reduce human risk.
- CONTINUED INVESTMENT**
Ongoing investment in security tools, training, and layered defenses supports resilient operations.

2.38M+
TOTAL INBOUND EMAILS
Processed across both reporting periods

595K+
THREATS BLOCKED
Spam, viruses, malware, and other malicious emails

25–34%
AVERAGE REJECTION RATE
At the height of the most recent reporting period

2M+
INTERNAL EMAILS
Supporting city operations and communications

VERY LOW
HUMAN RISK RATING
Maintained strong security posture (Mimecast Report)

CITY NETWORK SECURITY – EXECUTIVE HIGHLIGHTS

October 1, 2025 – May 10, 2026

KEY NETWORK & SECURITY OVERVIEW



4.5 TB

NETWORK TRAFFIC PROCESSED



35.6M

SESSIONS INSPECTED



208K+

THREATS ANALYZED



710K+

CONTENT INSPECTIONS PERFORMED



156K+

URL FILTERING EVENTS PROCESSED



19K+

GLOBALPROTECT AUTHENTICATIONS

THREAT PREVENTION



- 32M+ vulnerability events detected
- Blocks malware, phishing, and ransomware
- Protects City systems and data



Advanced protections to stop threats before they impact our City.

SECURE ACCESS & CONNECTIVITY



- 100+ successful secure remote connections
- Supports remote workforce and City resources
- Ensures secure, reliable access



Enabling secure access so our teams can work where they are.

EMAIL & WEB PROTECTION



- 1,100+ applications identified
- Blocks malicious emails and dangerous websites
- Reduces risk from email-based threats



Keeping inboxes and browsing safe every day.

STRONG INFRASTRUCTURE



- A complex, connected environment
- Hundreds of devices monitored
- Built for reliability and resilience



A resilient network built to support our City's mission.



PEOPLE PROTECTED

Security that protects our employees and residents.



SYSTEMS SECURED

Layered defenses keep our systems and data safe.



RISK REDUCED

Proactive monitoring reduces threats and downtime.



CITY COMPLIANT

Meets standards and supports responsible governance.

CYBERSECURITY & RISK MANAGEMENT

Strengthening our defenses. Protecting our people, systems, and data.



MICROSOFT MFA & VPN MODERNIZATION

- Multi-Factor Authentication enforced across City systems
- Modern, secure VPN access for staff and operations
- Stronger identity security and reduced unauthorized access



MIMECAST EMAIL SECURITY & AWARENESS

- Advanced email threat protection and filtering
- Continuous security awareness training for cybersecurity and AI awareness
- Dramatically reduces risk from phishing, malware, and scams



MEETING STATE COMPLIANCE

Mimecast Security Awareness Training helps the City meet Texas House Bill 3834 compliance requirements.



CROWDSTRIKE FALCON COMPLETE

- Next-gen endpoint protection across all City devices
- Prevents, detects, and responds to advanced threats in real time
- 24/7 threat hunting and intelligence
- Stops breaches and reduces dwell time



CONDITIONAL ACCESS & ENHANCED PHISHING PROTECTIONS

- Conditional access controls for all users and devices
- Stronger protections against phishing and credential theft
- Least privilege access to sensitive resources
- Improves security posture and reduces risk



Our layered security approach helps ensure the confidentiality, integrity, and availability of City data, systems, and services.



People Protected



Systems Secured



Risk Reduced



State Compliant

TOP COMPLETED PROJECTS

Delivering secure, reliable, and efficient technology solutions that support City operations and enhance service to our community.

1



CYBERSECURITY & REMOTE ACCESS MODERNIZATION

- Implemented Microsoft MFA and enhanced VPN security protections
- Improved identity security and reduced unauthorized access risks
- Expanded secure remote access capabilities for staff and operations
- **Completed implementation of monthly and bi-monthly cybersecurity and AI awareness training and ongoing risk assessments**

2



NETWORK INFRASTRUCTURE IMPROVEMENTS

- Upgraded and optimized core network infrastructure across city facilities
- Improved connectivity, resiliency, and operational reliability
- Enhanced support for voice, cameras, public safety, and cloud services

3



ADA WEBSITE & ACCESSIBILITY INITIATIVE

- Advanced citywide ADA website and document accessibility compliance efforts
- Improved accessibility standards for public-facing digital services
- Supported ongoing compliance with state and federal accessibility requirements

4



PUBLIC SAFETY CONNECTIVITY ENHANCEMENTS

- Improved connectivity and resiliency for public safety operations
- Enhanced support for dispatch, cameras, and interdepartmental communications
- Continued development of secure and reliable operational technology systems

5



VENDOR & SOFTWARE LICENSE CONSOLIDATION

- Consolidated software vendors and licensing management
- Improved visibility into recurring technology costs
- Reduced duplication and streamlined vendor oversight

6



CITY HALL SOUTH TECHNOLOGY RELOCATION

- Planned, prepared, and deployed network infrastructure and staff technology for City Hall South
- Coordinated equipment setup and user migrations with minimal operational disruption
- Ensured continuity of city operations during transition activities

7



IT ASSET CLEANUP & INVENTORY MODERNIZATION

- Consolidated, recycled, and auctioned outdated technology equipment
- Reduced excess inventory and improved asset tracking
- Streamlined storage and lifecycle management processes

8



TELECOMMUNICATIONS & CONNECTIVITY COST OPTIMIZATION

- Consolidated city internet and mobile device services
- Reduced operational overhead and recurring connectivity costs
- Improved management and visibility of telecommunications services

9



TECHNOLOGY STANDARDIZATION INITIATIVE

- Began standardizing equipment and technology platforms citywide
- Improved ease of support, training, and deployment
- Reduced long-term operational complexity and support overhead

10



STRONGER TECHNOLOGY FOUNDATION

- These projects strengthen our ability to deliver secure, reliable, and efficient services
- Supporting City operations today and building for the future



Strengthening our technology, protecting our people, and delivering value to the community.



People Protected



Systems Secured



Risk Reduced

TOP FUTURE PROJECTS

Investing in resilient, secure, and innovative technology to support City operations and better serve our community.



FIBER & INTERNET CONNECTIVITY MODERNIZATION & REDUNDANCY

- Expand fiber infrastructure and improve internet resiliency
- Increase redundancy for critical City facilities and operations
- Reduce reliance on temporary or single-path connectivity solutions



CAMERA & ALARM PLATFORM STANDARDIZATION

- Standardize security camera and alarm systems citywide
- Improve centralized monitoring and operational visibility
- Enhance supportability, reliability, and long-term scalability



EXPANDED CYBERSECURITY INITIATIVES

- Continue strengthening cybersecurity protections and monitoring
- Expand security awareness and AI awareness training programs
- Enhance phishing protection, endpoint security, and access controls
- Support ongoing compliance with state cybersecurity requirements



DISASTER RECOVERY IMPROVEMENTS

- Improve backup, recovery, and continuity planning capabilities
- Expand redundancy for critical systems and infrastructure
- Increase operational resiliency during emergencies and outages



AI & AUTOMATION INITIATIVES

- Identify opportunities to automate operational workflows
- Explore responsible use of AI technologies to improve efficiency
- Reduce manual processes and improve service delivery



CREATE & UPDATE DEPARTMENT AND CITY IT POLICIES

- Create and update department and citywide IT policies
- Improve technology governance, security standards, and operational procedures
- Align policies with evolving cybersecurity, AI, and compliance requirements



These projects will strengthen our infrastructure, enhance security, improve resiliency, and drive innovation to support the future of Texas City.



Stronger Security



Improved Connectivity



Greater Resiliency



Operational Excellence



Better Service for Our Community

CHALLENGES & STRATEGIC NEEDS

Addressing today's pressures while planning for a secure, resilient, and future-ready technology environment.



CONTINUED GROWTH WITH LIMITED STAFFING

Continued operational growth and expanding digital infrastructure with limited staffing resources.



CYBERSECURITY THREATS

Increasing cybersecurity threats targeting local government operations and public infrastructure.



STATE COMPLIANCE & REGULATORY CHANGES

Evolving state compliance mandates, reporting requirements, and technology regulations.



SOFTWARE, LICENSING & VENDOR MANAGEMENT

Growing software platforms, licensing management, vendor oversight, and support responsibilities.



LIFECYCLE & SUPPLY CHAIN CONSTRAINTS

Ongoing lifecycle replacement planning amid supply chain limitations and rising technology costs.



EXPANSION OF CONNECTED TECHNOLOGIES

Rapid expansion of connected systems, mobile technologies, cloud platforms, and operational technology environments.



BALANCING MODERNIZATION, SECURITY & COST

Balancing modernization, cybersecurity, operational resiliency, and cost efficiency while supporting citywide operations and delivering reliable services to the community and public safety.



STRONGER SECURITY



GREATER CONNECTIVITY



OPERATIONAL RESILIENCY



STRATEGIC PLANNING



BETTER SERVICE FOR OUR COMMUNITY

SUPPORTING TODAY. INNOVATING FOR TOMORROW.



Supporting city operations through secure and reliable technology.



Driving innovation while improving resiliency and cybersecurity.



As you can see, **The Innovation & Technology Department** has evolved from primarily desktop and server support into a critical operational service responsible for **cybersecurity, communications, public safety connectivity, mobile technology management, compliance initiatives, and citywide infrastructure reliability.**



QUESTIONS & DISCUSSION

Thank you for your continued support of Innovation & Technology.



SECURE
PROTECTING OUR
PEOPLE & DATA



CONNECTED
IMPROVING COMMUNICATIONS
& CONNECTIVITY



INNOVATIVE
DELIVERING SMART SOLUTIONS
FOR THE FUTURE



RESILIENT
BUILDING RELIABILITY &
OPERATIONAL CONTINUITY



SERVICE FOCUSED
SUPPORTING OUR CITY,
EMPLOYEES & COMMUNITY