



## Memo

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**File #:** TMP-6789

**Agenda Date:** 12/15/2023

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**TO:** Beth Beatty, City Manager

**FROM:** Chris Sternal - CIO

**DEPARTMENT:** Information Technology

**SUBJECT:**  
Technology Training Initiatives

**PURPOSE:**

IT has a number of training initiatives to increase the overall usability of technology resources provided to city staff.

**FACTS:**

- Proofpoint
  - Provides cybersecurity training through interactive training modules and email threat simulations.
  - Cybersecurity training aligns with our Security Risk Assessment initiative.
- Brainstorm
  - Provides end user training on Microsoft 365 platform.
  - Will be expanded to include training for other applications in use throughout the city.
- Tyler PACE
  - Conducts training on modules throughout Tyler ERP, Cashiering, Time & Attendance and other Tyler applications.
  - Performs evaluations on current state usage of modules and programs.
  - Provides recommendations on improvement opportunities.