St. Charles Parish

Information Technology Office Report

April 7th, 2025

Anthony Ayo
Chief Information Officer

Information Technology Team

Anthony Ayo – Chief Information Office
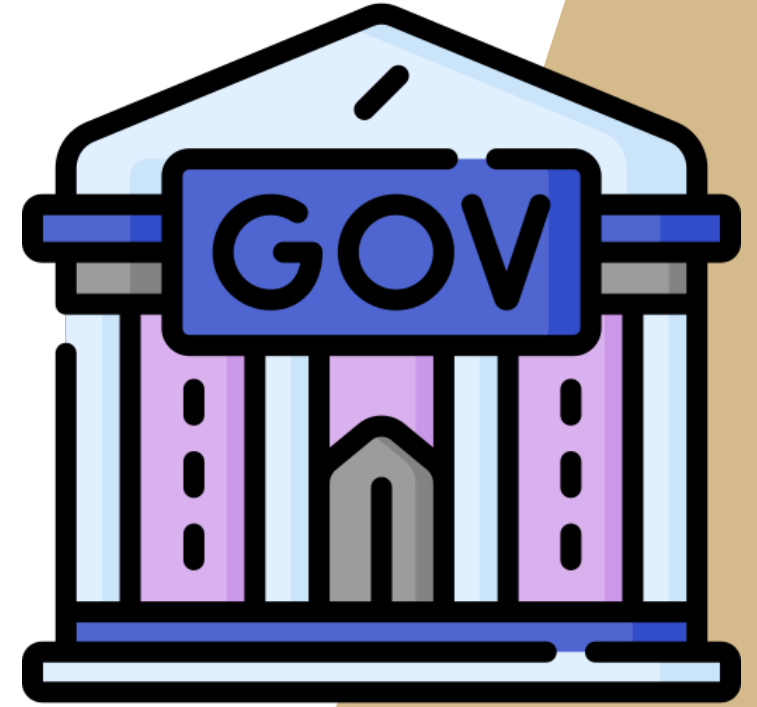Erik Dufrene – Computer Systems Supervisor
Kimberly Cheramie – Information Systems
Specialist
Abel Dufrene – Information Systems Analyst

Who do we support?

- All St. Charles Parish Government Offices and Departments
- District Attorney's Office
- 29th Judicial Court
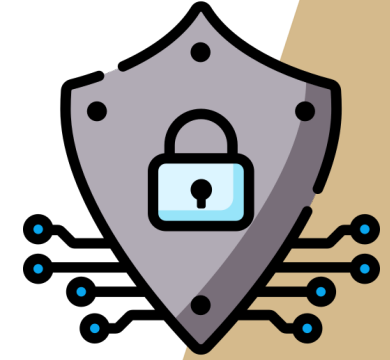- Clerk of Court's Office
- Registrar of Voters

Technology Accomplishments in 2024

- Wired network infrastructure upgrade (parish wide)
- Contract Lifecycle Management Program (CLM)
- Security Patch Management Enhancement and Automation (New Tools)
- SIP Trunk Cloud Migration (Phone System)
- Network Resource Consolidation Plan
- Point to Point Network Project (EOC to Courthouse)
- EOC Ringdown Migrations
- Waterworks Office move
- Cleark of Courts Renovation Support
- 3rd floor conference room upgrades
- Serve on State of Louisiana Cyber Security Grant Committee

Cybersecurity Report for 2024

- Over 3.8 Billion Data points Analyzed
- 256 Investigations
- 116 Reported Items for Evaluation

Event Type Examples
- Security Changes (Administrative/3rd party)
- Admin failed login attempts
- Dangerous IP access attempt
- External Country successful login
- Dark Web Data Found
- Behavioral Analytics

OBSERVATIONS TO TICKETED ALERTS

3,847,898,594
OBSERVATIONS

256
INVESTIGATIONS

116
TICKETED ALERTS

Technology Goals for 2025

- Citizen's Request Management System (CRM)
- Security Camera Upgrades (Remote Sites)
- Alertus Project (Courthouse Security Project)
- Waterworks Call Center Solution (In Progress)
- Mobile Command Unit – Infrastructure Upgrades
- Phone Systems Redesign (Phase 2 - Resiliency)
- Policy and Documentation Review

Final Thoughts

Special Thanks
- IT Staff
- Parish Employees
- Parish President's Administration
- Councilmembers

Thank You!

Questions or Comments?