

MAYOR
Brian West

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Monty Parks

CITY COUNCIL
Bill Garbett
Spec Hosti
Tony Ploughe
Nick Sears
Kathryn Williams



CITY MANAGER
Bret Bell

CITY CLERK
Fabian Mann

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Edward M. Hughes
Tracy O'Connell

CITY OF TYBEE ISLAND

**City Council Workshop
September 24, 2025 | 3:00 PM**

**Tybee Island Public Safety Building
78 Van Horne Avenue
Tybee Island, GA 31328**

AMENDED

AGENDA

Call to Order

Approval of Agenda

Infinity IT Services Presentation

Solomon Avenue Improvements

Land Development Code Report

Council Discussion

- City Council Meeting Agenda Review (09.25.25)

Public Comments

Adjournment

Individuals with disabilities who require accommodation in order to allow them to observe and/or participate in this meeting, or who have questions regarding the accessibility of the meeting or the facilities are required to contact Fabian Mann at 912.472.5080 promptly to allow the City to provide reasonable accommodation.

**403 Butler Avenue
P.O. Box 2749
Tybee Island, Georgia 31328-2749**



**(912) 786-4573 tel
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www.cityoftybee.org**



City of Tybee Council Workshop – Infinity Inc. Strategic Overview

Presenting strategic plans for community development

Introduction



City of Tybee Council Workshop

Strategic IT Overview

Provides council members with a clear overview of IT service improvements and strategic direction.

Infrastructure Transformation

Highlights the shift from under-secured systems to a modern, secure, and responsive IT infrastructure.

Progress and Future Plans

Focuses on key accomplishments and outlines future IT goals for continued excellence in service.



A Team Effort

City of Tybee Council

City of Tybee Executive Management

City of Tybee Department Heads

City of Tybee Employees

Infinity

Infinity Inc.

Overview

Infinity Inc. – Your Strategic IT Partner



Managed IT Support Services

Infinity Inc. specializes in managed IT support to maintain smooth and secure technology operations for clients.

Network Security Solutions

Provides comprehensive network security to protect sensitive data and prevent cyber threats effectively.

Business Continuity and Emergency Support

Infinity offers 24/7 emergency support and onsite technical resources for rapid response and business continuity.

Tailored Solution for the Way Tybee Works

Proactive and responsive approach meets the evolving IT needs of municipalities like Tybee.

Infinity Inc. – A Partner vs. A Player



Why a GREAT MSP Is Better Than An Employee

- We have the resources to ensure there's never a gap in coverage. An individual gets sick, takes leave and moves on.
- An individual usually doesn't have the resources or the time to properly document SOPs, track time, log issues, etc. We follow SOPs strictly; we document time and issues relentlessly. Lack of documentation leads to siloed information that disappears when the individual does.
- Technology is a complex field; no one person can master it all. An individual rarely has the time or capacity to train on all of the technologies an organization needs. An MSP has the process and people to ensure they maintain the training needed.
- An individual who is very good at managing and installing your equipment probably won't have the skill set to design and engineer your network. And if they do, they probably won't be prepared to have strategic discussions with leadership on long term planning. Again, we do.

Initial IT Challenges

Initial Challenges & Risks



Infrastructure Gaps

No reliable inventory, outdated systems, poor bandwidth.

Security Risks

Unsupported phones, weak redundancy, Apple device management issues.

Operational Pain

Scaling challenges, limited reliability

Unstructured IT Support

Previous IT staff had left, taking irreplicable knowledge with them. No ticketing system was in place, no tracking of issues and their resolution.

No Plan to Upgrade From Windows 10

In October, Windows 10 computers will pose a serious security risk and there was no plan to mitigate this risk.

Initial Challenges & Risks



Lack of Security Framework

The absence of a formal security framework left the IT environment vulnerable to multiple threats and breaches.

Weak Authentication Policies

Poor password policies and no multi-factor authentication increased risk of unauthorized access to systems.

Unmanaged Devices and Poor Documentation

Devices were unmanaged and lack of documentation hindered effective IT management and response.

Operational and Trust Risks

These IT vulnerabilities risked data integrity, operational efficiency, and citizen trust in services.

Lack of Strategy

Lack of a long-term strategy and direction results in higher risk and cost.

Current IT Status



Current State – Secure, Stable, Supported

Robust Security Framework

We've implemented a layered security framework, covering a variety of threat vectors.

Data Backup and Protection

Microsoft 365 data backups ensure critical city cloud data is securely stored and recoverable when needed, while Axcient image backups protect remaining servers.

Tracking of All Issues and Responses

We've logged over 3,300 service tickets in the last year, tracking every issue and resolution. (includes event tickets)

Local Support Enhanced with Onsite Resource

Infinity resource reports to City of Tybee daily to provide immediate resolution to departmental issues.



Current State – Secure, Stable, Supported

Documentation is Key

All service tickets are logged and categorized, facilitating root cause analysis to prevent repeat issues.

Internet Upgrades

Thanks to the work of Tybee’s management team, Tybee government buildings will have two redundant Internet providers ensuring reliable internet connectivity. This is an ongoing project.

Support When You Need It.

Infinity has supplied a resource to embed with City of Tybee for the last two years for Orange Crush, ensuring we were prepared to deal with IT issues when you can least afford to be down.

Key Accomplishments

Key Wins & Cost Savings

System Upgrades for Security

Migrating from Windows 10 to 11 reduced security risks and improved system protection for the organization.

Cost Reduction Measures

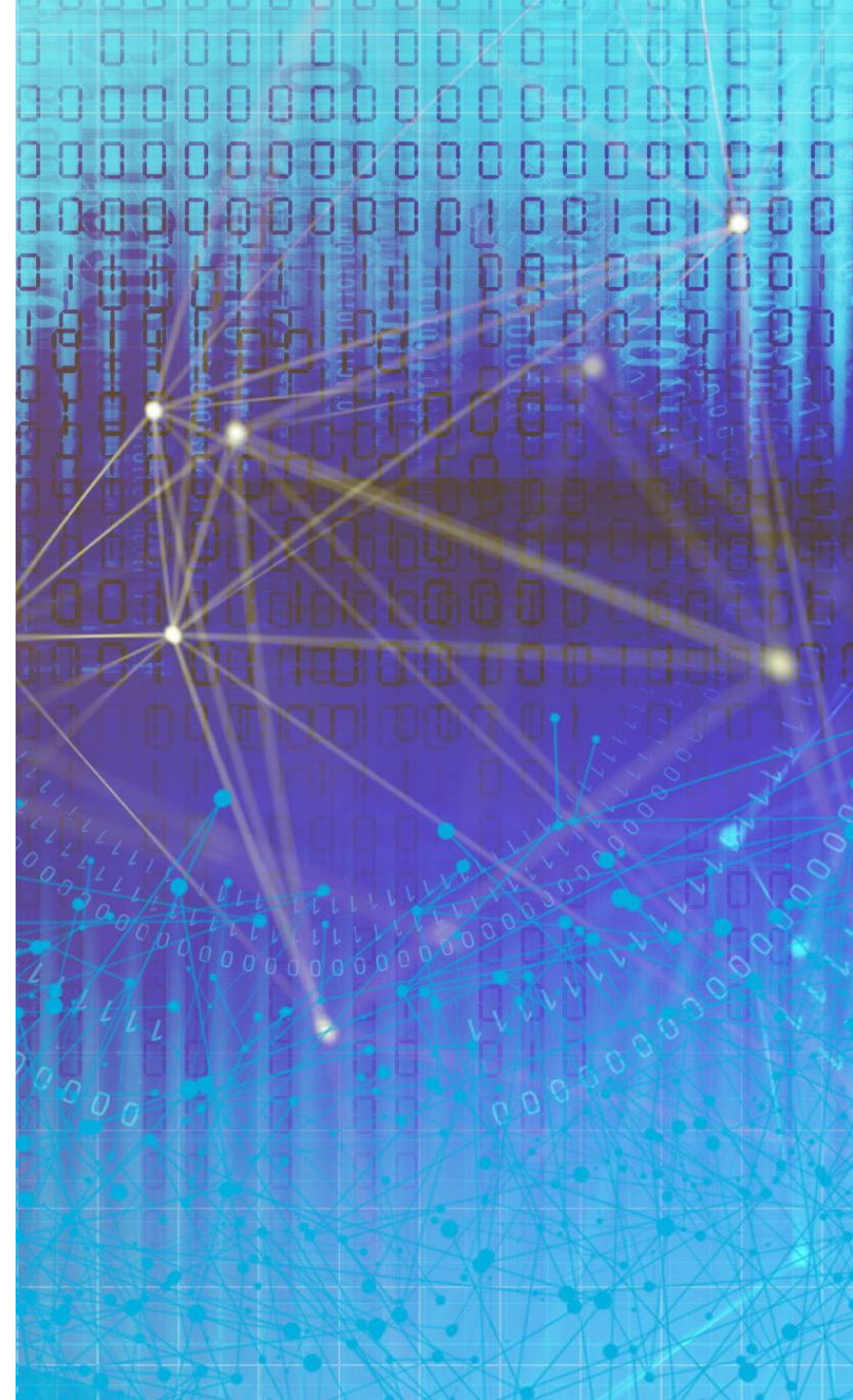
Removing Parallels software saved \$500/month and rightsizing Bigleaf appliance lowered operational costs by roughly \$800/month and reduced complexity.

Improved Security Management

Centralized Microsoft license management and blocked unauthorized VPN access improving security and compliance.

Threat Detection and Resolution

Threat detection systems effectively flagged and resolved rogue programs, enhancing operational safety. Implementation of MFA, secure firewalls, and password management enhances city's cybersecurity defenses.



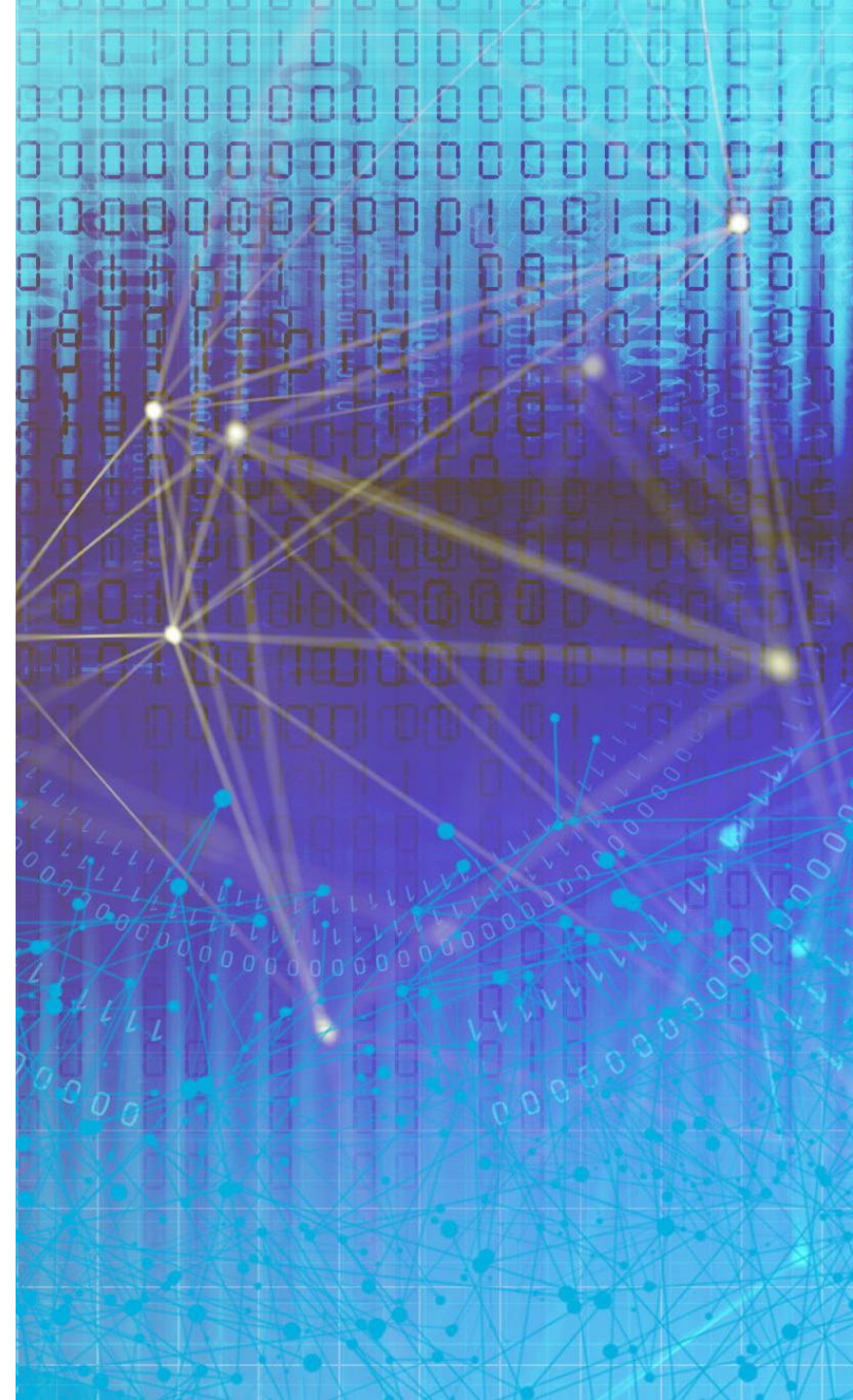
Key Wins & Cost Savings

Phone System Upgrades

An upgrade to the existing 6-year-old phone system will provide more responsive support to the departments as well as modern reporting for improved citizen service.

Hard Drive Destruction Policies

Dictated by GCIC data handling standards, all hard drives from decommissioned equipment are securely destroyed and documented.



Strategic Vision

Strategic Vision & Next Steps

Proactive Strategic Planning

Infinity Inc. focuses on forward-thinking strategies and infrastructure upgrades for sustainable growth.

- Strategic Planning Sessions with Infinity C-Level and City Manager Quarterly
- Strategic Business Reviews with Infinity Client Success Manager and Assistant City Manager Monthly
- Strategic Check Up visits with Infinity Team and Department Heads bi-annually

IT Asset Reviews

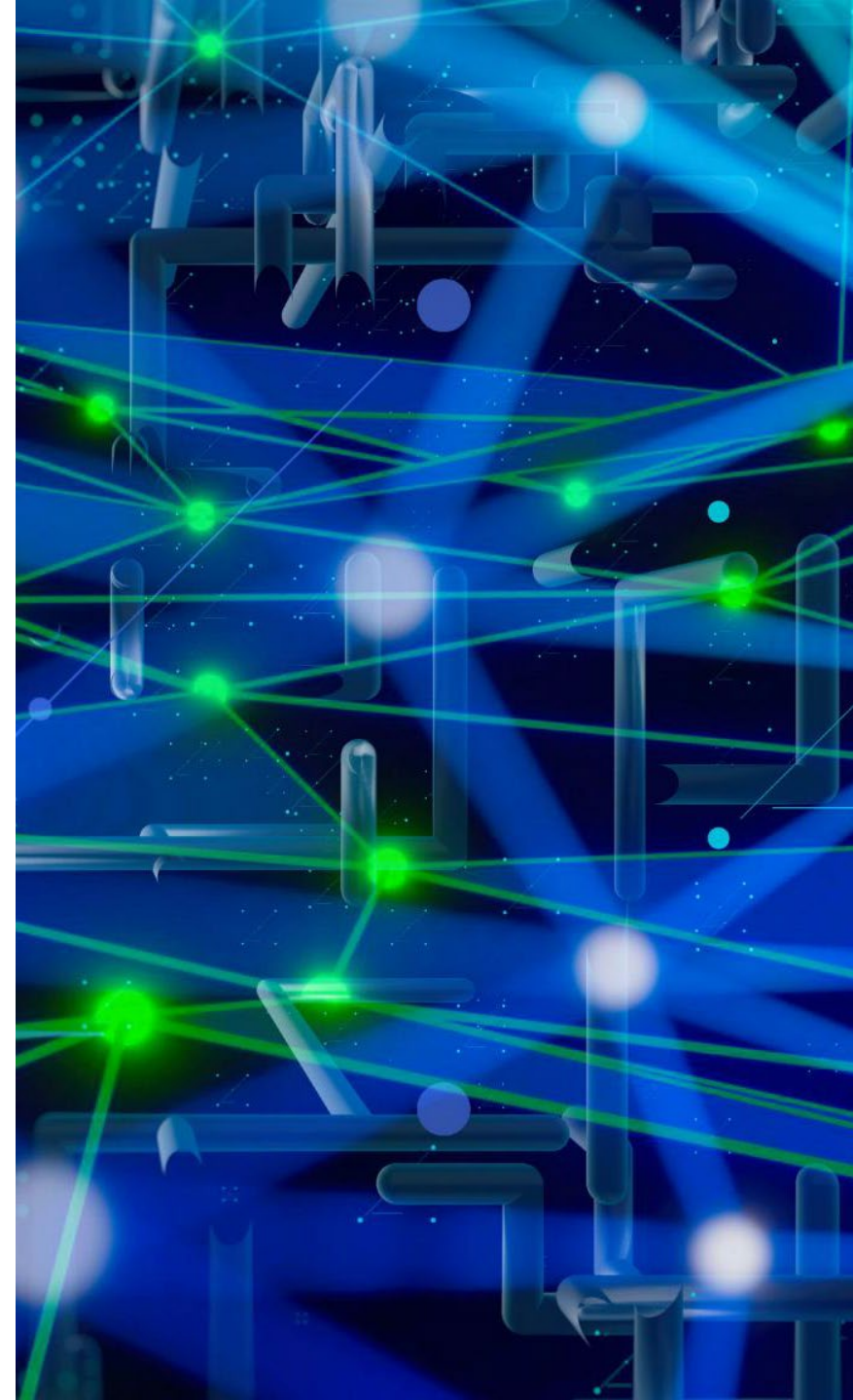
Quarterly reviews align IT assets with budget and evolving technology requirements efficiently.

Enhanced Security Training

Continuous security training and advanced tools such as Breach Secure Now reduce risks and protect against cyber threats. Employee participation can be measured and tracked.

AI Standardization & Productivity

Standardizing AI use boosts productivity and safeguards data integrity across operations.



Strategic Vision & Next Steps

Productivity Training

SmartShift Learning System to help City team make more effective use of Microsoft 365 Suite and standardize City-required training paths.

Enhanced Ai Based Spam Filtering

Deployment of Avanan email security will significantly reduce the number of false positives being filtered out and the amount of spam being allowed through, reducing overall risk.



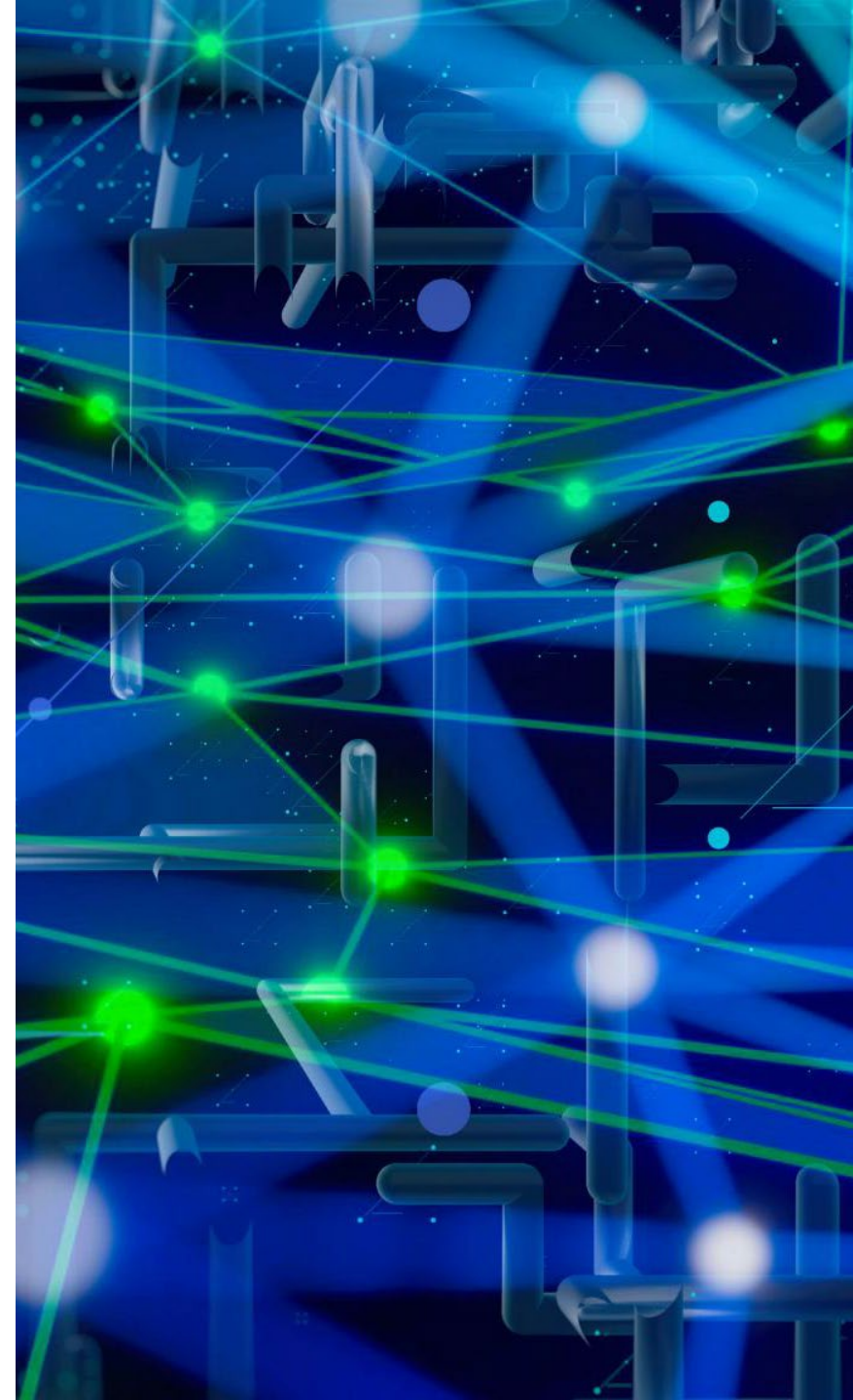
Strategic Vision & Next Steps

Productivity Training

SmartShift Learning System to help City team make more effective use of Microsoft 365 Suite and standardize City-required training paths.

Work With Department Heads to Help Achieve Their Goals

- Develop Computer Lab for staff to do certifications and online training.
- Public Works – consider ai tools to make invoice workflow more accurate, efficient and timely.
- Public Works – work with PW team to implement new SCADA system
- Public Works – consider long range plan to modernize scale system, avoiding future problems.
- Public Works – more fully deploy Pubworks, which has features to automate and improve customer service with minimal investment.
- Fire Department – Preplanning for new fire station technology
- Fire Department – work to document and improve disaster communications technology and plan
- Fire Department – assist as needed to implement new Fire application
- Finance – Assist with PCI Certification project as needed



Security
Infrastructure

Comprehensive Security Stack

WatchGuard Firewall Protects Your Perimeter

A properly configured firewall prevents thousands of intrusion attempts.

Data Backup and Recovery

Microsoft 365 backups ensure critical data is securely stored and can be restored in case of loss or breach.

Threat Detection and Response

Huntress MDR/EDR provides advanced monitoring and rapid response to cyber threats, enhancing security posture.

Password Management and Training

LastPass manages passwords securely while ClipTraining and Breach Secure Now offer cybersecurity education and compliance tools.

AI-Powered Email Security

Avanan replaces traditional phishing tools with AI-powered email security to prevent threats effectively.



Municipal Relevance

Why IT Matters for Tybee

Small City Budget and Population

Tybee's small population and limited budget require efficient IT management to maximize resource use and service delivery.

Cyberattack Financial Impact

Cyberattacks cost small governments an average of \$200,000 per incident, highlighting the need for strong IT security.

Human Error in Breaches

Ninety-five percent of security breaches involve human error, stressing the importance of training and proactive IT strategies.

Proactive IT Solutions

Infinity's proactive IT approach helps avoid downtime, penalties, and protects taxpayer funds and citizen data.



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CITY OF TYBEE ISLAND

City Council Regular Meeting September 25, 2025 | 6:30 PM

**Tybee Island Public Safety Building
78 Van Horne Avenue
Tybee Island, GA 31328**

AGENDA

Opening Ceremonies

Call to Order

Invocation

Pledge of Allegiance

Approval of Agenda

Executive Session

Discuss Litigation

Announcements

Recognitions

Tybee Island Maritime Academy, 2025 School of Distinction Honoree

Consideration of Items for Consent Agenda

Consideration of Approval of Consent Agenda

City Manager Discussion

1. Action Item List Update

Public Comments

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If anyone wishes to speak on any item on the agenda, please approach the podium and limit your comments to five minutes.

Consideration of Approval of Meeting Minutes

2. City Council Regular Meeting Minutes — September 11, 2025

Consideration of Ordinances and Resolutions

3. Second Reading and Approval of Ordinance 2025-05, Amendments to Sec. 22-69 of the Property Maintenance Ordinance to Revise Definitions of Personal Property
4. Second Reading and Approval of Ordinance 2025-06, Amendments to Sec. 22-29 of the Code of Ordinances to Clarify the Definitions of Nuisance Conditions on Private Property
5. Second Reading and Approval of Ordinance 2025-07, Amendments to Sec. 10-5 of the Code of Ordinances to Clarify Enforcement on Nuisance Animals and Fowls
6. Second Reading and Approval of Ordinance 2025-08, Amendments to Sec. 10-16 of the Code of Ordinances to Address Animals Left Unattended in a Parked Car
7. Second Reading and Approval of Ordinance 2025-09, Amendments to Sec. 66-150 of the Code of Ordinance to Address Parking in Public Rights of Way
8. Second Reading and Approval of Ordinance 2025-11, Text Amendment to Land Development Code Regarding Significant Trees
9. First Reading of Ordinance 2025-10, Sec. 34-39.1 of the Code of Ordinances to Create an Appeal Process for the Denial of Business License and Permit Requests Related to Short-Term Rental Properties
10. Resolution 2025-15 to Ratify the Approval of a Revenue Bond Issued by the Tybee Island Building & Public Facilities Authority for Acquiring Real Property and Conveying that Property to the Authority to be Leased to the City for a Fire Station Complex

Adjournment

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***PLEASE NOTE:** Those wishing to speak on items listed on the agenda, other than public hearings, should do so during the citizens to be heard section. Citizens wishing to place items on the council meeting agenda must submit an agenda request form to the City Clerk's office by Thursday at 5:00PM prior to the next meeting scheduled. Agenda request forms are available outside the Clerk's office at City Hall and at www.cityoftybee.org.



THE VISION OF THE CITY OF TYBEE ISLAND

"is to make Tybee Island the premier beach community in which to live, work, and play."

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THE MISSION OF THE CITY OF TYBEE ISLAND

“is to provide a safe, secure and sustainable environment by delivering superior services through responsible planning, preservation of our natural and historic resources, and partnership with our community to ensure economic opportunity, a vibrant quality of life, and a thriving future.”

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