INFORMATION TECHNOLOGY COMMITTEE MEETING MINUTES
DECEMBER 11, 2018

INFORMATION TECHNOLOGY COMMITTEE MEMBERS PRESENT: O'Brien, Hogan, Fedler, Moore, Ferguson, Middleton, Clary
INFORMATION TECHNOLOGY COMMITTEE MEMBERS ABSENT: None.
SUPERVISORS: Henke, Shaw, Idleman, Campbell

Debra Prehoda, Clerk of the Board	Al Nolette, County Treasurer
Chris DeBolt, County Administrator	Teri McNall, CIO-Information Technology
Melissa Fitch, Personnel Officer	Public

AGENDA AS PRESENTED IN COMMITTEE NOTICE:
1. Call to Order
2. Accept Minutes – November 6, 2018
3. County Attorney
    A. Cyber Security Report
    B. Accept Cyber Security Grant
4. Information Technology
    A. Project Status Update
    B. NYS DOT Program Request
5 Other Business
6. Adjournment

Chairman O'Brien called the meeting to order at 9:58 A.M.

COUNTY ATTORNEY: In the absence of Roger Wickes, County Attorney, Chris DeBolt, County Administrator, addressed the following items with the committee:
• Cyber Security Report – handout attached.
• Accept Cyber Security Grant – Karen Pratt, Cyber Security Officer, applied for a State cyber security grant a few months ago and the County received notification of the award of a $50,000 FY2017 Cyber Security Grant; 100% State funding. The grant application was to purchase security software and we still have a need for that but parallel to that the State Board of Elections came and did a security audit of our election systems and apparently, they have a security system to offer. The County Attorney is requesting permission to accept the grant and authorize the Chairman to sign. Further discussion is needed between the Cyber Security Officer, Information Technology CIO and Board of Elections on whether to proceed with purchasing this originally requested software or not or consider leveraging the Board of Elections security system for the entire county. We are still going to purchase security software just unsure what it is going to be. The goal is the same, cyber security software, just what that will be needs further discussion. A motion to accept Cyber Security Grant in the amount of $50,000 and forward resolution authorizing Chairman to sign to the full Board for approval was moved by Mrs. Fedler and seconded by Mr. Middleton. Discussion. Teri McNall, CIO IT, stated these are different types of solutions but the County could take that Board of Elections equipment and expand the services and pay the difference. She thinks there is a combination of things that can be put in place; expand the Board of Elections equipment and an internal SIM solution. Funds will not be expended this month and the grant funds will be recognized in January in the 2019 budget. This software needs to be procured properly. The motion to accept Cyber Security Grant in the amount of $50,000 and forward resolution authorizing Chairman to sign to the full Board for approval was moved by Mrs. Fedler, seconded by Mr. Middleton and adopted.

INFORMATION TECHNOLOGY: Teri McNall, CIO, addressed the following items with the committee:

- Project Status Update – handout attached. She will add start date column for next month. Almost all the second page is complete. They have not added much new just moving forward and completing current projects. A lot of time was spent this month on laser fiche training relating to the County Clerk's program. The County Clerk is up and running and they are scanning. Mr. Moore suggested color coding the projects relating to their status. Teri stated most projects are on target and a lot of them she is targeting to complete by the end of the year. They are having a problem contacting the vendor regarding the IMO project but working through that. As of last Monday, they are live with their new ticketing system and will start notifying departments on this procedure. Will complete by year end the Managed Services platform going through every department and nearly half through at this point. The County Administrator asked when she thought that they could really dive into Kronos. Teri stated Kronos, the vendor, has had access into the server for a couple of weeks now so she anticipates them getting back to us in the next week or two. She plans to follow up with them. She stated they were looking for three or four weeks to do a system review and once the review is done they should be able to get together with them and determine the next steps to go forward. She does not see that going on beyond the end of the year. The Treasurer noted that the month of January is not good for him. Chairman O'Brien asked about progress on Office 365 and Teri stated that is on the table for the beginning of next year. Office 365 is going to be a lot of work but all the new computers they are rolling out have Outlook and everything already on them. They are working on the replacement plan and the fifty computers are ready to deploy; thirty going to the Sheriff's Department. They have backed down the warranty on computers to a standard three-year warranty. She stated two monitors have become almost standard and the current plan has been to replace a single monitor and leave an old one in place. Starting with this computer replacement plan, they are going to go through and get people matching monitors. She does not see the need to replace monitors as frequently as computers and will start a seven-year monitor replacement plan. Computers/laptops will be replaced on a five-year schedule.
- NYS DOT Program Request – NYS DOT has requested a copy of one of our applications; no data just an application. Melissa Turner, Information Technology employee, wrote the program and it essentially allows input on a snow and ice form that NYS DOT requires. A motion to approve NYS DOT request for a copy of our snow and ice form application was moved by Mr. Hogan, seconded by Mr. Middleton and adopted.

OTHER BUSINESS:
The current DSS IT Specialist/Coordinator resides in DSS and in their staffing pattern and discussing possibly having that position report to the Information Technology Department. Budgetary would still reside in DSS. The Personnel Officer stated right now, the DSS Commissioner is the appointing authority for that position. The County Administrator stated this is not a decision that can be made today. He feels the DSS Commissioner should be present for this discussion and will probably want to have direct control over this position to ensure the level of service for her department. The County Administrator needs to meet with the Personnel Officer, CIO and DSS Commissioner, to determine how the DSS Commissioner maintains that level of control for the day to day operations and needs to make that position integrated into the Information Technology Department for standardization and to provide some continuity when that individual is on vacation, out sick or leaves employment. If that individual is left an island in DSS it puts DSS in a tough spot when they take vacation, sick or

leave. He feels a conversation needs to be had. Teri stated since this new person started, they have been working closely with that position, she has been trained on the new ticketing program and instituting that within DSS and she attends IT's weekly staff meetings. The information entered on the tickets will be very helpful. Teri stated where it gets sticky is the State requirements; accounts that the State does not allow others to have access to and background checks required to gain access. Chairman O'Brien stated a backup is important because during this transition when the previous employee left there was not backup or person with the knowledge of the systems to fill in. The County Administrator believes the County can document and capture more revenue through this model. Chairman O'Brien requested they bring back a proposal for next month. He noted that conversation has already been started with the DSS Commissioner and she is aware this is under consideration.

The meeting adjourned at 10:25 A.M.

Debra Prehoda, Clerk
Washington County Board of Supervisors
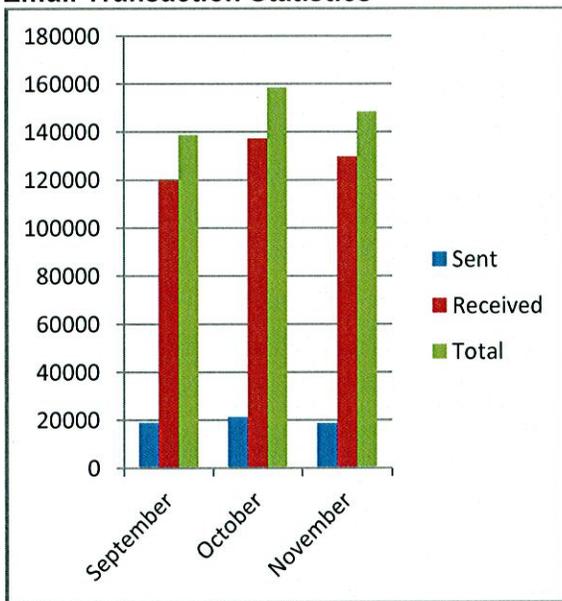
WASHINGTON COUNTY ATTORNEY'S OFFICE

County Cyber Security Office

383 BROADWAY, FORT EDWARD, NY 12828
PHONE (518)746-2106 - FAX (518)746-2137
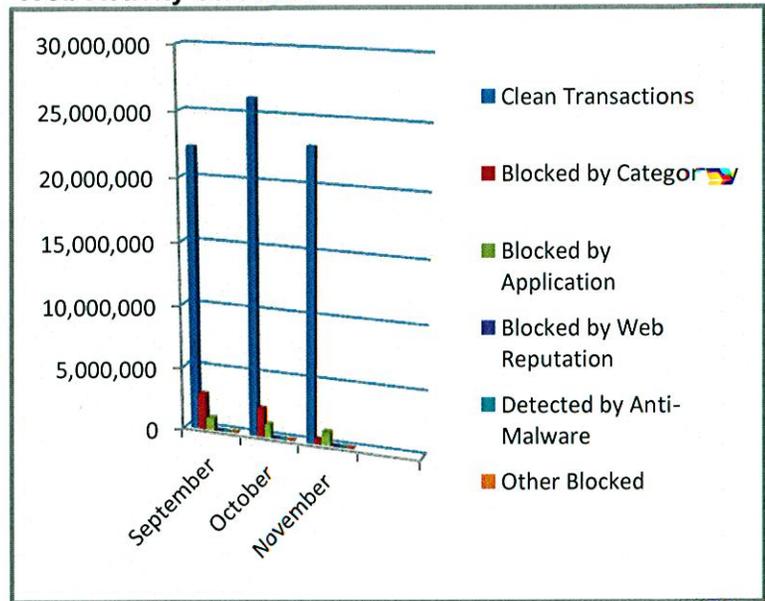cyberaware@co.washington.ny.us

Karen R Pratt
Cyber Security Officer

Cyber Report
11/1/2018 – 11/30/2018

Email Transaction Statistics

Web Activity Statistics

- Approximately 148,154 email transactions (⬇ 10,075 from October)
- 22.9 million (93.4%) clean internet transactions (⬇ 3.3M from October)
- 1.6 million (6.6%) suspect (⬇ 1.9 M from October)
  - 420.9 k (26.1%) blocked by category
  - 1.1M (70.2%) blocked by application
  - 26.2 k (1.6%) blocked by web reputation
  - 30 detected by anti-malware
  - 32.8 k (2.0%) other blocked (such as unnamed malware)

Incident/Remediation Efforts:

- Received 13 general advisories/vulnerabilities/security updates. Reviewed, distributed and remediatted where necessary.
- Received 11 advisories relating to elections subject. Reviewed, distributed and remediated where necessary.
- Shared with colleagues pertinent situational awareness notifications received via NYS or other resources.
- Researched and discussed 6 inquiries of e-mail or other containing information or links that elevated suspicion.
- Researched and discussed 9 alerts of abnormal file behavior within organization.

Status	Item	Description	Department	Estimated completion date	Latest Activity
In Process	Kronos software upgrade	Upgrade of Kronos software and move to cloud	ALL	10%	Vendor has access to kronos servers onsite and is currently performing review
In Process	BOE Software upgrade	NTS has contacted us about upgrading the TEAM software the week of 12/10	BOE	85%	
In Process	Laserfiche software deployment	Scanning - LaserFiche project/grant- Purchase 3VM hosts & ABS labor	County Clerk/IT	90%	Servers Built, External access confirmed, Town of Kingsbury data imported, Training complete, Clerk now beginning process of scanning
In Process	Replacement plan for desktops/laptops	Replacment plan for county is in process, currently working through plan that was already in motion	ALL	60%	Imaging all for replacement this year, One more order to place
In Process	Backup Solution implementation	replace existing backup with new solution	IT	80%	Continuing to build out new backup jobs and remove from old backup system
In Process	Project planning software	Implementation of new project planning software	All	70%	Currently training on software and working to build out new projects
In Process	Update IMO Host	New server to replace existing	Real Property	10%	Working with vendor to schedule
In Process	Parcel Viewer/GIS Support	Request to update parcel view application using new HTML/Javascript plus block of hours - VHB	Real Property	10%	Contract received, working with vendor to schedule
In Process	New Ticketing System implementation	Implementation of new ticketing system	IT	90%	We are live with the new ticketing system as of 12/3, working to bring self service portal online
In Process	RMM Solution implementation	RMM MSP Build and Deployment	IT	85%	dashboard and policies are built, over 460 devices currently, completing deployment and refining policies
In Process	SLA policy build and implementation	Build SLA structure and commitments	All	90%	will be implemented with new ticketing system
In Process	Implementation of Asset tracking with RMM and new Ticketing system	Asset tracking process and configuration with RMM and new ticketing system	All	85%	completing deplyment of RMM, building policies
In Process	Managed Antivirus Policy build and rollout	Build Managed AV module inside RMM, policies and deploy	All	80%	polcies built and tested, rolling out to county by deparment
In Process	Web Security Policy build and rollout	Build Web Security module inside RMM, policies and deploy	All	80%	polcies built and tested, rolling out to county by deparment, working to configure policy for remote devices
In Process	IT documentation platform build and implementation	IT documentation platform to centralize and secure data	IT	85%	Product is live and training, working to build out folder structure and migrate data

In Process	CBOE assessment	CBOE assessment by state	IT	95%	Have provided all requested info, beginning of process to look at Managed security service being offered
Complete	Powerphone install for public safety	Working with Public Safety and Vendor to install new software	Public Safety	100%	Complete from an IT perspective. User training next week
Complete	eSuite Implementation	Employee portal	Treasurer	100%	Complete
Complete	Audio Recorder Replacement	Replacement of current audio recorder system	Public Safety	100%	Complete from an IT perspective.
Complete	Bring all Esx hosts to same model /software versions	Replace VM hosts-3 IT funded - 3 via grant (see above)	All	100%	All 6 new servers have been installed and old servers have been removed from rack
Complete	Upgrade and implement new TrackIT upgrade	Update to system whereas end user can input and check status on their ticket. Reset password.	IT	100%	upgraded software and evaluated, determined a different path was necessary
Complete	Replace/new	Configure print servers, configure GP and install printers for DSS, Probation and B&G	DSS/Aging/Probation Buildings & Grounds	100%	All in house / tagged and awaiting staged for configuration
Complete	WICSIS	Migration to NYS WICSIS web based software	WIC	100%	3/15/18 reviewing remote connectivity at 5 remote sites. Per state, conversion slated for 9/18/18 week with first appointments 9/24/18 3/15/18 document supplied by state. Review specifications for remote internet connectivity. PC installations complete, review specifications for readiness
Complete	need to install printer	Printer for public safety	Public Safety	100%	
Complete	Imaging Server project	Build imaging server for computer deployment	ALL	100%	