

GARLAND COUNTY I.T. MEETING

THURSDAY, JUNE 14, 2018, 9:00 a.m.

GARLAND COUNTY COURTHOUSE, ROOM 200

A meeting of the Garland County Department heads and/or members, and I.T. Committee members was held on Thursday, June 14, 2018 at the Garland County Courthouse, Room 200. Chairman of the committee, Justice Larry Griffin, called the meeting to order at 9:01 a.m.

Members Present: Chairman Larry Griffin, Jeff Winter, Denise Marion

Other Representatives Present: Lanie Martin, Amber Biter, Pam Rodgers, Larry Raney, Tim Stockdale, Cindy Archer, Shannon Sharp

Members Absent: None

Guests: None

News Media: None

Chairman of the committee, Justice Larry Griffin, called the meeting to order and acknowledged all representatives in attendance. Justice Griffin then opened the floor to Jeff Winter.

1. Agenda Item II: KnowBe4 Phish Training, Secureworks Audit, and Shortel Phone Upgrade

Jeff Winter

Winter stated that 77% of the 345 mail recipients (Garland County employees) took the KnowBe4 Phish Training. It was noted that the campaign is coming to a close within a few days. It was also noted that the actual tests (the mock phish emails) have made it through to all mail recipients. Of the 344 mock phish emails that were sent (noting that an additional recipient was later added), 31 were clicked on. Winter went on to explain the three ways these phish emails could cause a security breach: if a recipient clicks a link in the email; if the recipient opens the attachment; and if the recipient replies to it. Falling for these fake phish emails auto-enrolls those "victims" into another fifteen minute training class. It was noted that it is okay to open or view any email. Winter went on to explain further on how the KnowBe4 button works and its effectiveness.

Moving on to the next item, it was stated that the I.T. department is currently working on a security audit; the vendor (Secureworks) was chosen, and a contract has been made. This audit will start within a month or so. Winter stated that the first step is to assess all issues, and then appropriate funds down the line to take care of those issues.

Winter reported that the Shortel software upgrade has been put on hold, due to problems it is causing with the City. Further, implementation of this software may be deferred until next year. It was noted that the County has until the end of 2019 to take care of this.

Winter concluded with a brief discussion regarding the County's use of Windows 7 PC's – we are down to 42 computers countywide, and the County has until the end of 2019 to rectify that. Chairman Griffin reminded everyone to appropriate funds per department for computers, etc.

Justice Griffin opened the floor to Lanie Martin and Amber Biter for a progress report on the county website.

2. Agenda Item III: County Website Comments, Questions, or Suggestions

Lanie Martin & Amber Biter

Lanie Martin began by explaining ADA compliancy, and the training she and Amber Biter went through with the County's CivicPlus account manager. In addition, she briefly discussed the packet handouts, which included some of the informative material they both received.

Amber Biter expounded on the accessibility information found on the website, and resolving compliancy issues, such as secondary photo descriptions for those using a screen reader.

Biter reported an overall positive employee feedback, from the perspective of department heads and authorized users. It was noted that the need for the system administrators to assist has been very few and far between.

Biter went on to discuss how the website can move forward through various improvements. Biter noted she completed a general assessment of the site and has begun fixing minor issues. She went on to explain the current goals for the county website through the refining and improving of the diversity, quality, and efficiency of content, and the means by which the County obtains and presents this content.

3. Agenda Item IV: Review and Discussion

A general discussion ensued regarding changes in the Financial Intelligence software. Communication issues regarding these changes were discussed. Martin noted the efficiency, both cost-wise and time-wise, of individual departments scanning their invoices in to create purchase orders. It was noted the eventual goal is to go entirely paperless as more departments implement this way of paying invoices.

With no further discussion, Chairman Griffin adjourned the meeting.

Respectfully submitted,



Amber Biter

Recording Secretary