

GARLAND COUNTY I.T. MEETING

THURSDAY, SEPTEMBER 19, 2019, 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, September 19, 2019, at the Garland County Courthouse, Room 200. Chairman of the committee, Justice Larry Raney, called the meeting to order at 9:00 a.m.

Members Present: Chairman Larry Raney, Jimmy Young, and Jeff Winter

Other Representatives: Richard McGrew, David Reagan, Lanie Martin, Anna Libby, Cindy Archer, Paula Moody, Jeannie Pike, Kristie Womble, Susan Ashmore, Edie Milholland, Rebecca Talbert, Ronetta Burroughs, and Shannon Sharp

Members Absent: None

Guests: None

News Media: None

Chairman Larry Raney, called the meeting to order at 9:00 a.m.

Jeff Winter started the meeting with updates on the KnowB4 Phish Training, Phone System Upgrades, Windows 7 Status, and Budget Initiatives for 2020:

- Winter reported 55% of county employees have taken the KnowB4 Phish Training after 2 months. The goal to finish the training is 3 months and Winter will be contacting the departments to notify which employees have not taken the training. The results from the training were 3.8 % and Winter stated that he is happy with single digits for results and that the Phish training does work.
- Winter reported that Emotet, which is a bad malware, has resurfaced the last few weeks and 15 or 16 emails have already been sent to county employees. Emotet is an email with a Word document attached to an email. The FireEye ETP firewall blocked all of the emails that were sent.
- Winter asked department heads to emphasize to their employees that the county gets attacked every day.
- Winter reported that the Phone System Upgrades are still in progress and asked if anyone was still having “dead air” or problems. No one reported any problems.
- Winter reported that there are 7 computers that still have Windows 7 and by mid-November, those computers need to be upgraded.

Winter gave an update on the state of the security within the county and how the I.T. Department handles the security. Security is important because cities and counties are being attacked every day and end-users clicking on stuff is the best way of getting hacked. Ransomware happens thru clicks and unpatched systems. There is a server application that does nothing but look at all of the operating systems and endpoints to see if they are current. If not current, then the server

applies these patches (Java, Adobe, etc.) for the end-users and forces the end-user at the end of the day to reboot to apply those patches. Unpatched systems are a huge problem if not current. That is why the I.T. department stresses the importance of security. He explained how the server works and how the data is backed up. Winter would like to see the current backup strategy included in the budget to improve the backup procedure.

Winter explained how ransomware works and how it can damage the data records backed up for the county. The I.T department discovered a division through the federal government called MS-ISAC that will help government entities if attacked and will provide free cybersecurity resources, the State generally does not help cities and counties. The county does not have ransomware insurance but stated that the Quorum Court could consider this as an option. The insurance would only cover the ransom payment if hacked. Winter further expressed how the I.T. Department goes to conferences and meetings trying to stay ahead of the hackers. Winter is working on getting another layer of defense and has included it in the budget. Winter further talked about ransomware attacks and the ransom is being paid by cryptocurrency called Bitcoins. Winter has put in the budget to hire a third-party monitoring service to help monitor the Carbon Black anti-virus software. Jeannie Pike, Garland County Circuit Clerk, praised the I.T. department on their outstanding work. actDataScout was discussed. Justice Reagan asked Winter what percentage of increase he is asking for in his budget. Winter responded to the best of his knowledge, 4-5 %. Winter explained the cost difference between outsourcing to another I.T. source vs the I.T. Department managing the city and county. The cost difference is substantial. Winter also reported that his department has 2 full-time employees to take care of the county.

Justice Raney adjourned the meeting.

Respectfully submitted,



Anna Libby
Recording Secretary