



ITCC

July 08, 2015
BND Room 201



Agenda



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|------|--------------------------------------|--------------|
| 1:00 | Update on EA Activity | Jeff Quast |
| 1:20 | Update on ITD Activity | Jeff Quast |
| 1:35 | Email Encryption on Internal Network | Torey Kieson |
| 1:50 | Enterprise SLA | Jeff Quast |
| 2:00 | Desktop Support SLA | Ron Zarr |
| 2:15 | Desktop Disaster Recovery Plans | Jeff Quast |



EA Activity Update



Technology Architecture

Meeting July 9, 2015

Security Architecture

Met July 7, 2015

Data Architecture

Met July 2, 2015

Application Architecture

Meeting July 14, 2015



EA Activity Update



- EA Architecture meetings will be posted as Events on ITD's web site
- Emails with stripped attachments now include notification in the email body
- All EA standards have now been reviewed
 - Many recommendations for updates are pending
 - Expect many EA Surveys in the next month or more for review and feedback on proposed changes
 - Additional review is needed on some standards



EA Activity Update



- Data Architecture
 - Continue review of Database Security Best Practices and Signature Demonstration Symbol standard
 - Discussing use of Unmanned Aerial Vehicles (UAV) to capture aerial photos and video and the impacts of capturing and managing those large amounts of data
 - Discussion about increasing issues with PDF documents



EA Activity Update



- **Security Architecture**
 - Discussion around Application Whitelisting and related tools
 - Will try to do a call with Gartner at August meeting
 - Plans to research other products for End Point protection, Symantec license expires May of 2016
 - Plans to research options to detect and encrypt outbound emails with SSN or other PII
 - Plans to research capabilities of MDM client to isolate personal apps/content from business



ITD Activity Update

- IronPort Email Encryption
 - New service for decrypting emails effective July 8th
 - Concerns from agencies?
- Windows 2003 Server EOL
 - Support ends July 14, 2015
 - 2 Waiver Requests received
- State Login ID Forced Password Reset
 - Programming updates being tested to eliminate double resets
 - Concerns from agencies since resets began?
- Password Management Service
 - Password State will be provided as a service for all agencies
 - Cost (very minimal) will be added to Technology Fee
 - Onboarding will be incremental due to demand on resources



Email Encryption on Internal Network



- All internal email is encrypted in transit via TLS
- Not encrypted at rest unless using PKI certificates
- Offered by ITD but not currently used for internal email by anyone
 - Installs a certificate on your Outlook client
 - Recipient would need the same certificate



Enterprise SLA



- <http://www.nd.gov/itd/files/sla/sla-enterprise.pdf>
- New section added - Audit and Compliance
- Used to be part of the Security section
- ManTech Audit done every other year
- SOC2 Audit done every other year
 - Available on Auditor's Office web site
- Additional Audits can be done but there is a cost associated with it



Desktop Support SLA



- <http://www.nd.gov/itd/service-info/desktop-support-service-level-agreement>
- Changes made to clarify what ITD is responsible for and what the customer is responsible for
- ITD will not directly provide training beyond basic hardware functionality
- ITD will provide links to training resources
- Service desk metrics will be available upon request



Desktop Disaster Recovery Plans



- Does your agency have a disaster recovery plan or strategy for desktop computing or client computing?
- ITD provides laptops for all employees (not desktops) and employees are expected to take them home each night
- VDI is a viable solution but is not in use at this time
 - Some agencies might be using it for some applications
- Duplicate hardware and software licensing is very cost prohibitive