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2022 NACo

LEGISLATIVE CONFERENCE

FEBRUARY 12-16 | WASHINGTON HILTON | WASHINGTON, D.C.





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*Welcome to the IT Standing
Committee Meeting*



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Housekeeping

- Please stay masked unless actively eating or drinking
- Use standing microphones for questions and comments
- Virtual attendees may “raise hand” to be recognized or ask questions and make comments in the chat
- Slides and all materials will be emailed to the Committee after the conference!



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Run of Show

11:00am: Opening remarks and introductions, Chair Matelski

11:05am-11:15am: Cyber Landscape, Serge Jorgensen

11:15am-11:50: Evolving to the Cloud, Jayson Dunn

11:50am-12:30pm: Ransomware, Colin Bowers, Frank Johnson

12:30pm-1:00pm: Identifying Cyber Improvements, Kim Johnson, Todd Ulses

1:00pm-1:30pm: Vulnerable Populations, Ken Wolsey



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Opening Remarks and Introductions



Chair Matelski
CIO DeKalb County, GA



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Cyber Landscape



Mr. Serge Jorgensen
CTO and Founding Partner, Sylint Group



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Sylint Group



Serge Jorgensen

CTO

Accredited by NSA for Incident Response
Approved by Payment Card Industry for Forensic Investigations

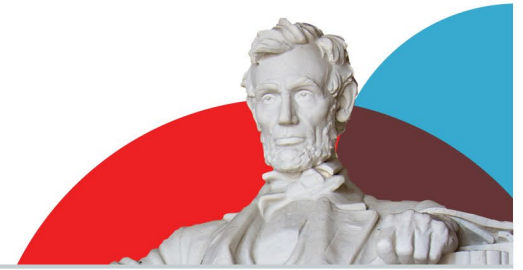
Provides Thought Leadership & Guidance in

- Data Security & Privacy
- Cybersecurity Architecture & Posture

Federal, State & Local Governments
Fortune 50 & Private Companies
NGO & Non-profit organizations



Cyber Threat Landscape



Threat Landscape & Objectives

- Nation State Resources

North Korea – Funding Nuclear Program

Russia – Destabilizing Democracy

China - Economic Dominance & One World, One Dream

- Organized Crime Motivations

Credit Card Theft - \$50M/month

Business Email Compromise – \$1.8B in 2020

Ransomware – Payments of \$40K to 40M

- Hacktivist Disregard

DDoS Tools for \$10

SSN for \$1.50

Passwords for free

Russia's SVR intelligence service in the spotlight for SolarWinds hack

by Jerry Dunleavy, Justice Department Reporter | ✉ | April 15, 2021 01:33 PM

Cyberattack on Critical Infrastructure: Russia and the Ukrainian Power Grid Attacks

OCTOBER 11, 2017 // AUTHORS: [DONGHUI PARK](#), [MICHAEL WALSTROM](#)



UK says Russia's GRU behind massive Georgia cyber-attack

[Ransomware] LockBit 2.0 is an affiliate program.

Affiliate program LockBit 2.0 temporarily relaunch the intake of partners.

The program has been underway since September 2019, it is designed in origin C and ASM languages without any dependencies. Encryption is implemented in parts via the completion port (I/O), encryption algorithm AES + ECC. During two years none has managed to decrypt it.

Unparalleled benefits are encryption speed and self-spread function.

The only thing you have to do is to get access to the core server, while LockBit 2.0 will do all the rest. The launch is realized on all devices of the domain network in case of administrator rights on the domain controller.

Brief feature set:

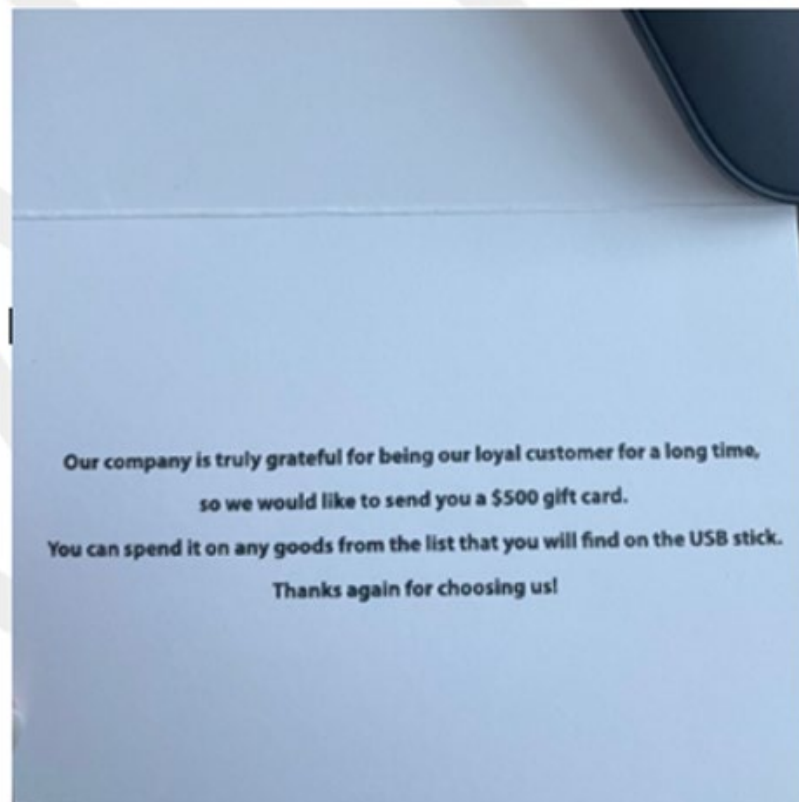
- port scanner in local subnetworks, can detect all DFS, SMB, WebDav shares;
- automatic distribution in the domain network at run-time without the necessity of scripts;
- termination of interfering services and processes;
- blocking of process launching that can destroy the encryption process;
- clearing of logs and self-clearing;
- windowed or hidden operating mode;
- launch of computers switched off via Wake-on-Lan;
- print-out of requirements on network printers;
- available for all versions of Windows OS;

Time spent for
downloading
of 100 GB

19M 58S

Time spent for
encryption
of 100 GB

4M 28S





LockBit 2.0 Ransomware

Your data are stolen and encrypted

The data will be published on TOR website

<http://lockbitapt6vx57t3eeqjofwgcglmutr3a35nygvokja5uuccip4ykyd.onion> and
<https://bigblog.at> if you do not pay the ransom

You can contact us and decrypt one file for free on these TOR sites

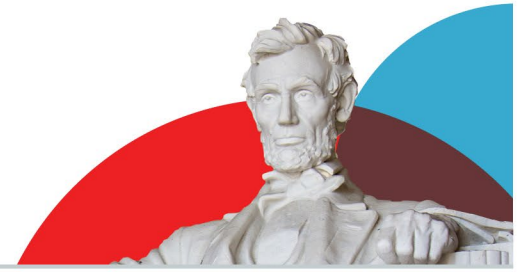
<http://lockbitsup4yezcd5enk5unncx3zcy7kw6wllyqmiyhvanjj352jayid.onion>

<http://lockbitsap2oaqhcn3syvbqt6n5nzt7fqosc6jdlmsfleu3ka4k2did.onion>

OR

<https://decoding.at>

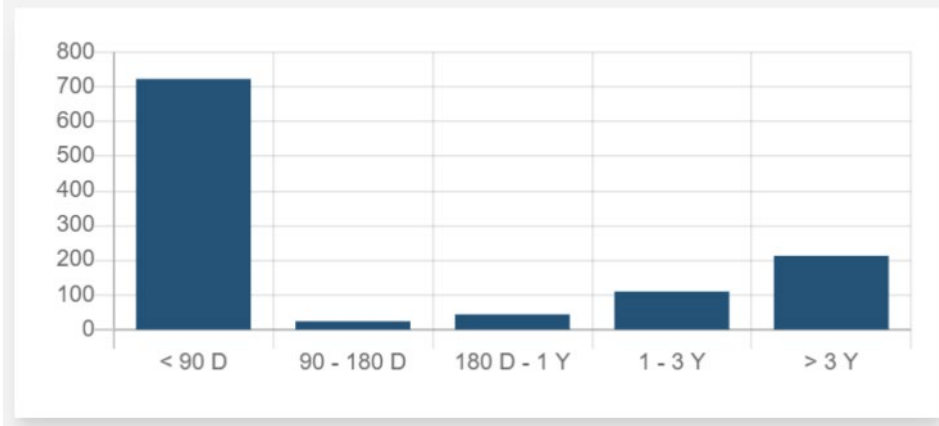
Decryption ID: B2BCDXXXXXXXXXXXXXXXX93E181B2F29E710A

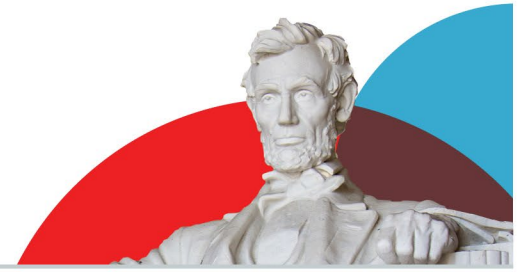


Operational Security

- Cover the Basics
- Ensure Expectations match Reality

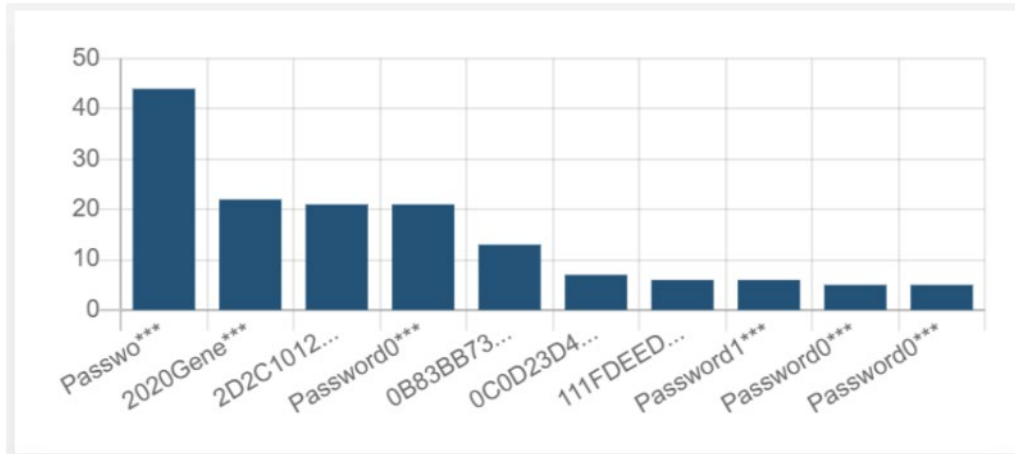
Password Age

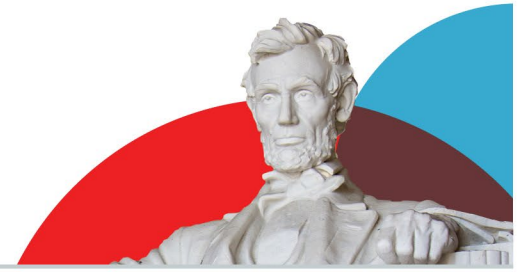




Tactical Security

- Add Force Multipliers
 - *Audit*
 - *Legal*
 - *Emergency Services*

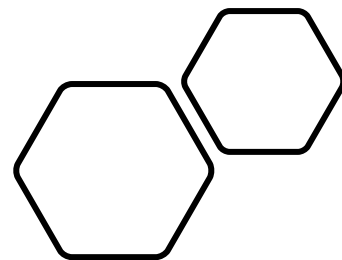




Strategic Security

- Introduce Security by Design
- Key Performance Indicators for Leadership







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Questions

Serge Jorgensen
sdj@syllint.com



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Evolving to the Cloud



Jayson Dunn

*AWS Executive Government Advisor,
Former Director of Hamilton
County Communications Center & Former
CIO at the City of Cincinnati*



E-FOR ECONOMIC OPPORTUNITIES: EVOLVING TO THE CLOUD

Jayson Dunn | CISSP, MBA, CPC
Executive Government Advisor
Worldwide Public Sector
jayadunn@amazon.com



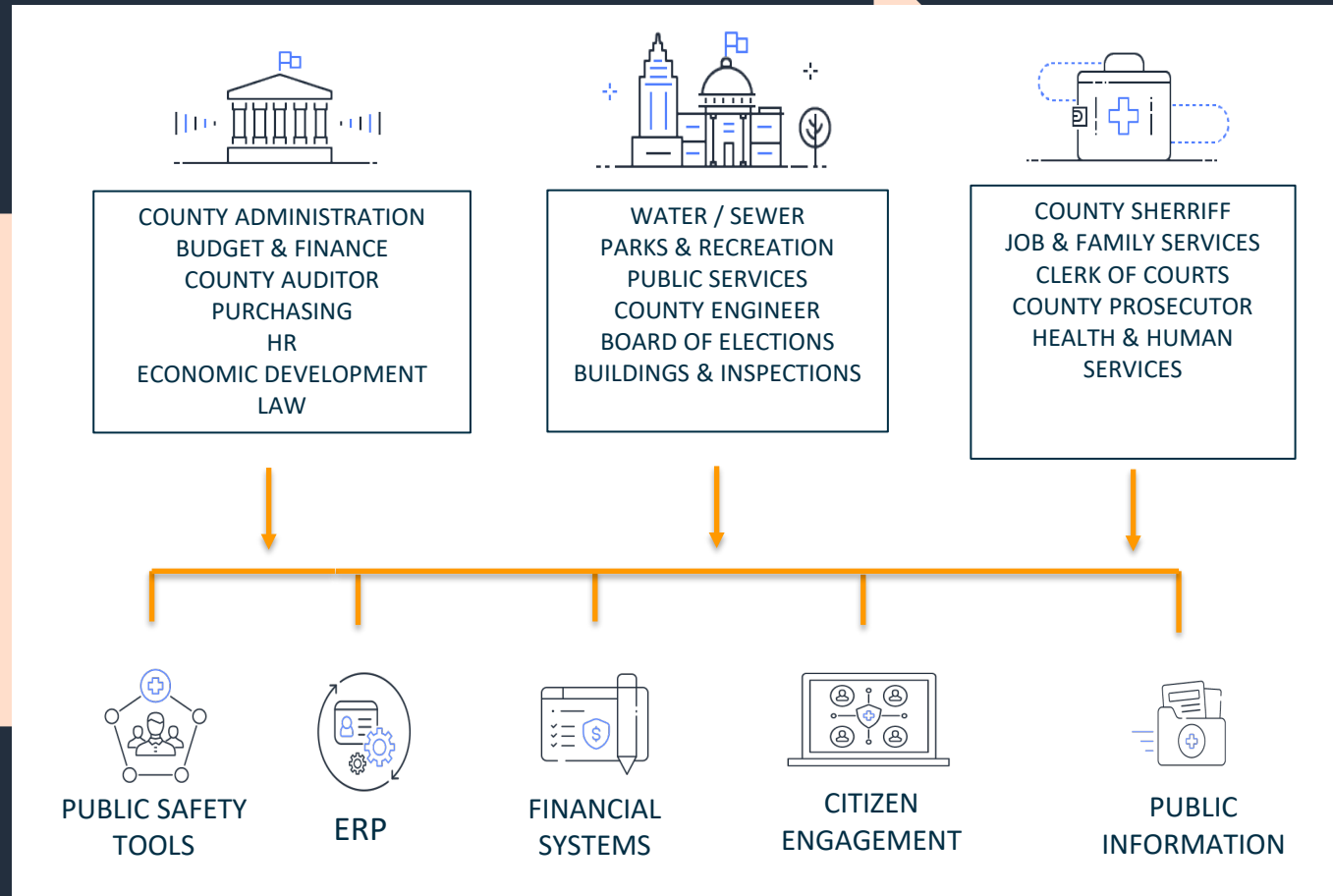
DISCUSSION TOPICS

- UNIQUE PUBLIC SECTOR INNOVATION CHALLENGES
- THE FUTURE OF PUBLIC SECTOR IT SERVICE DELIVERY
- THE EVOLVING ROLE OF CLOUD
 - FACTORS DRIVING CLOUD ADOPTION
 - CLOUD MYTHS
- CUSTOMER SUCCESS STORIES
- CONCLUSION / Q & A

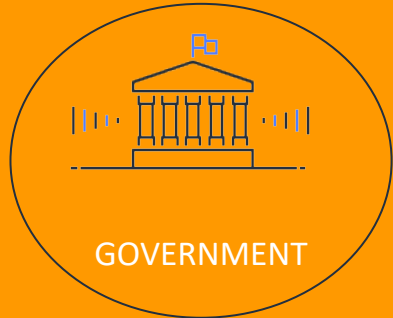
UNIQUE PUBLIC SECTOR INNOVATION CHALLENGES

UNIQUE PUBLIC SECTOR CHALLENGES

MULTIPLE LINE OF
BUSINESS NEEDS
TO SATISFY



PUBLIC SECTOR INNOVATION CHALLENGES



EDUCATION



NON-PROFIT



HEALTHCARE

- FREQUENT OPERATIONAL BUDGET REDUCTIONS
- GOVERNANCE / POLICY DEVELOPMENT
- AGING INFRASTRUCTURE ASSETS
- INCREASED DEMAND FOR REMOTE ACCESS
- SILVER TSUNAMI / DECLINING SKILLS
- DEPENDENCE ON CAPITAL FUNDS
- SCRUTINIZED EXPENDITURES
- PERSISTENT CYBERSECURITY RISKS
- FORCED RISK ACCEPTANCE

THE FUTURE OF PUBLIC SECTOR IT SERVICE DELIVERY

THE FUTURE OF PUBLIC SECTOR IT SERVICE DELIVERY

BREAK FIX



RE-IMAGE & RE-DEPLOY

SOFTWARE
LICENSES



SOFTWARE SUBSCRIPTIONS

DATABASES &
DATA WAREHOUSES



DATA LAKES

BUSINESS
NETWORK



INTERNET OF THINGS

RACK & STACK



VIRTUALIZE &
CONTAINERIZE

PUBLIC SECTOR TECHNOLOGY NEEDS ARE EVOLVING



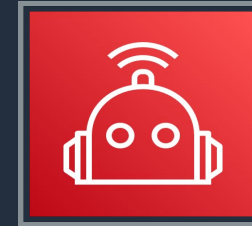
CITIZEN AND
BUSINESS
NEEDS



IOT ENABLED
NETWORKS FOR
AGILE BUSINESS



MOBILE ACCESS TO
CIVIC DATA AND
SERVICES



A/I, MACHINE LEARNING,
AND DATA ANALYTICS
FOR BUSINESS DECISIONS



SYSTEM ACCESS
BEYOND FIREWALLS

IT LEADERS ARE FACING INCREASED PRESSURE

CYBER EVENTS
AND OUTAGES ARE
NOW FRONT PAGE
EVENTS



*<https://www.businessinsider.com/atlanta-cyberattack-cripples-city-operations-2018-3> – Atlanta Has Shut Down Courts; Business Insider 2018

CIO ROLE IS EVOLVING



DIGITAL CULTURE & STRATEGY



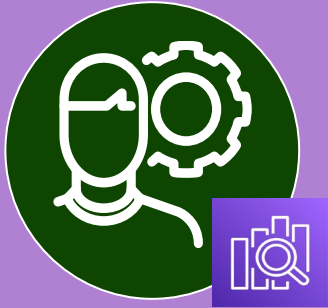
CIO



CTO



CISO



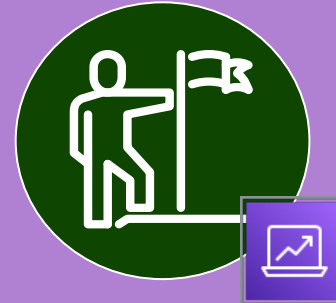
CHIEF PERFORMANCE
OFFICER



CHIEF
DATA
OFFICER



CHIEF
SUSTAINABILITY
OFFICER



CHIEF
INNOVATION
OFFICER



CHIEF
CLOUD
OFFICER

CHIEF
TRANSFORMATION
OFFICER

CHIEF
ANALYTICS
OFFICER

CHIEF
RISK
OFFICER

CHIEF
DIGITAL
OFFICER

CHIEF
RESILIENCE OFFICER

THE EVOLVING ROLE OF CLOUD

FACTORS DRIVING CLOUD ADOPTION

AGILITY

Admins can quickly spin up resources as they need them, deploying hundreds or even thousands of servers in minutes.

COST

Only pay for IT as you consume it. Becomes variable expense, less expensive than purchasing assets & maintaining infrastructures.

ELASTICITY

Provision only the amount of resources you need. Can instantly scale up or down as needed.

INNOVATION SPEED

IT resources can focus on customer service, application deployment, and other business needs instead of managing infrastructure and data centers.

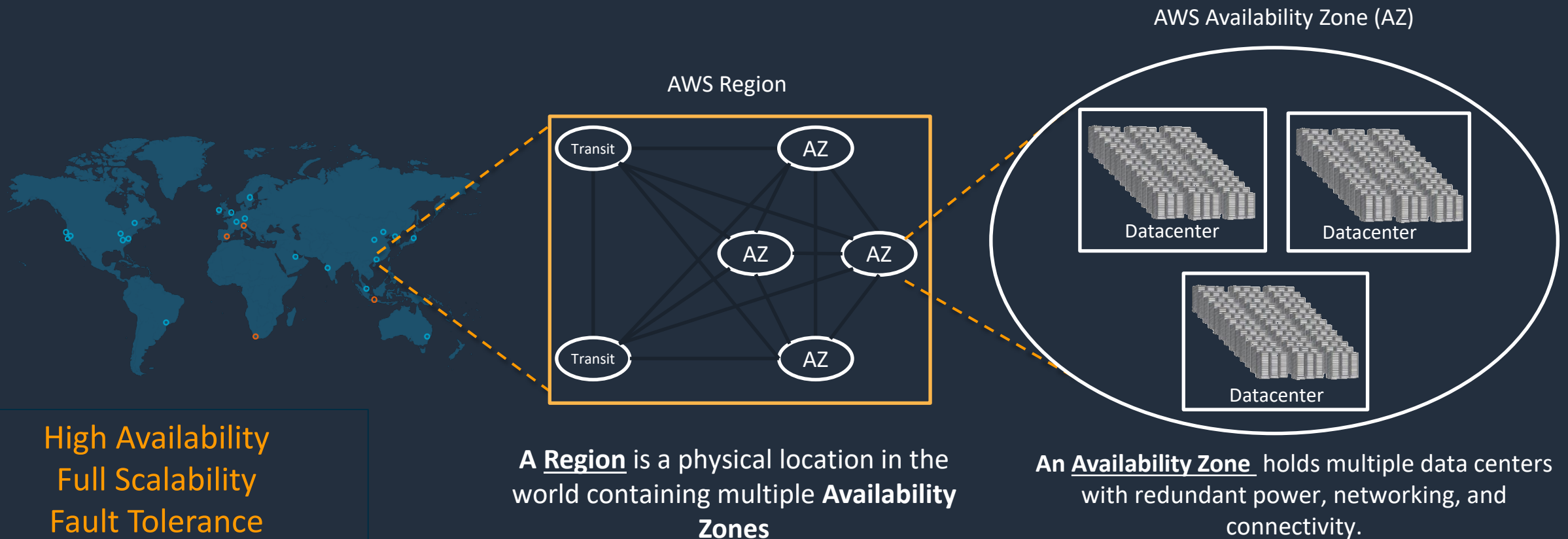
AVAILABILITY

Customers can leverage 81 AWS Availability Zones across 25 geographic regions worldwide

FACTORS DRIVING CLOUD ADOPTION

AWS has 25 Regions comprised of 81 Availability Zones.

Applications and data are replicated in real time throughout each Zone.



FACTORS DRIVING CLOUD ADOPTION

TRADITIONAL INFRASTRUCTURE



EQUIPMENT



DATA CENTER
TEAM



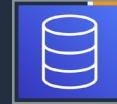
VENDOR
CONTRACTS



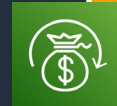
LIFE CYCLE
COSTS



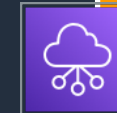
ON-PREMISE DATA CENTERS LIMIT OFF NETWORK
ACCESS



DIFFICULTY EXTRACTING DATA FROM VARIOUS
SOURCES

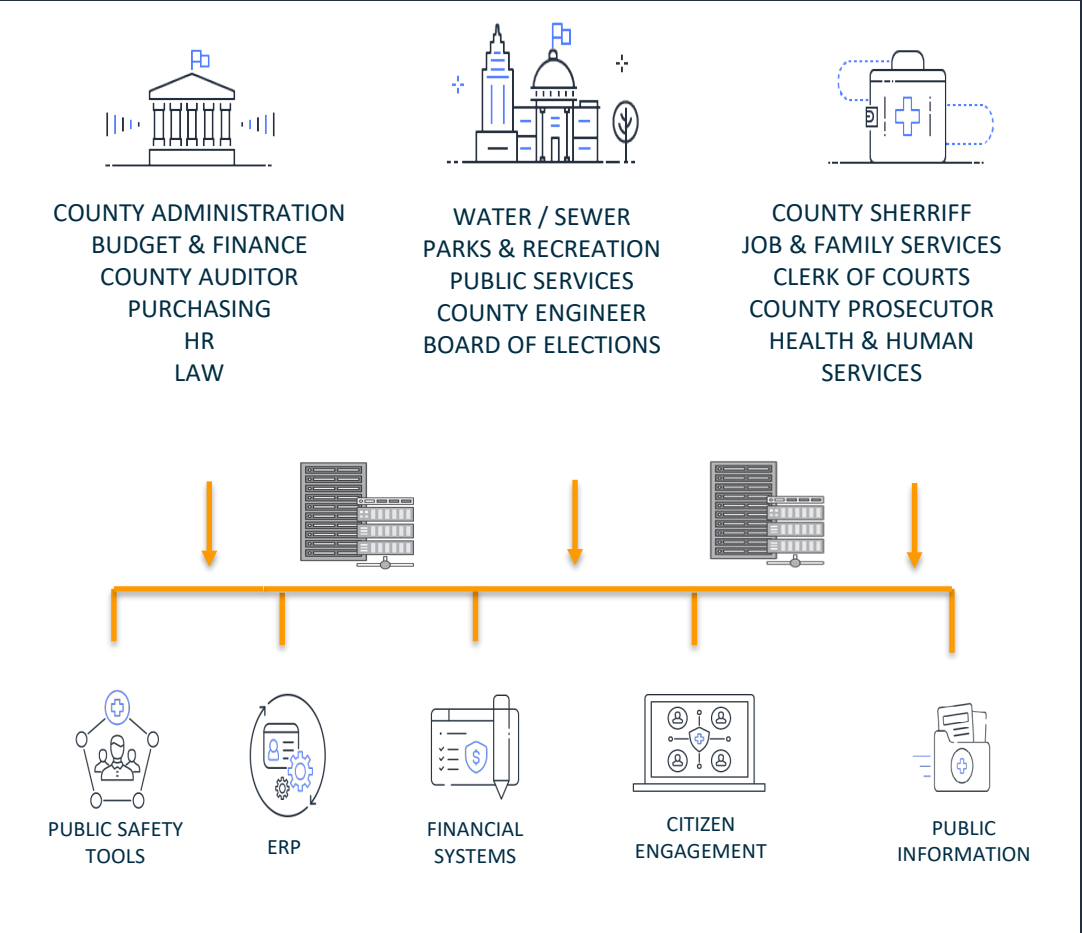


CONTRACT AND PROCUREMENT OBSTACLES
CAUSE OVERPROVISIONING

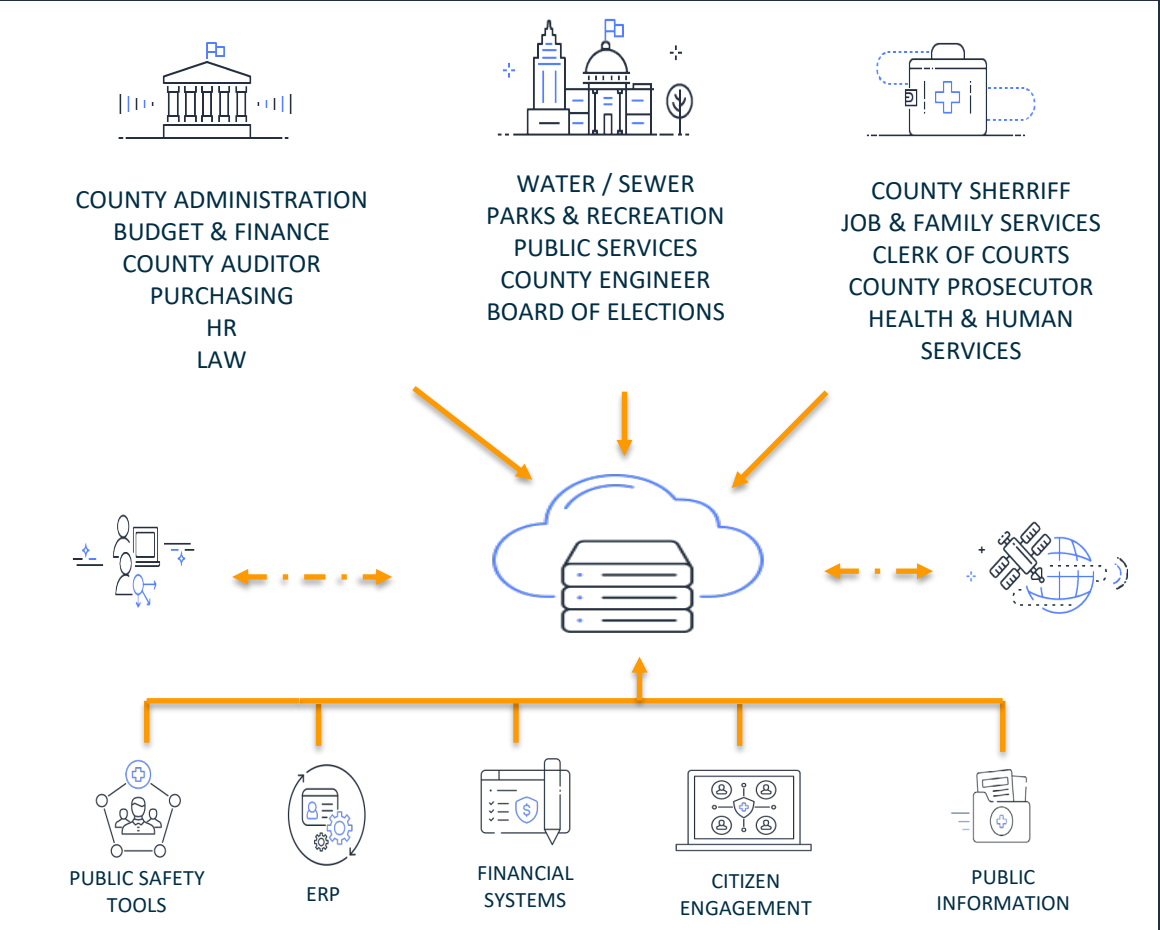


DISASTER RECOVERY AND COOP PLANS
INSUFFICIENT DUE LOCATION / ACCESS

FACTORS DRIVING CLOUD ADOPTION

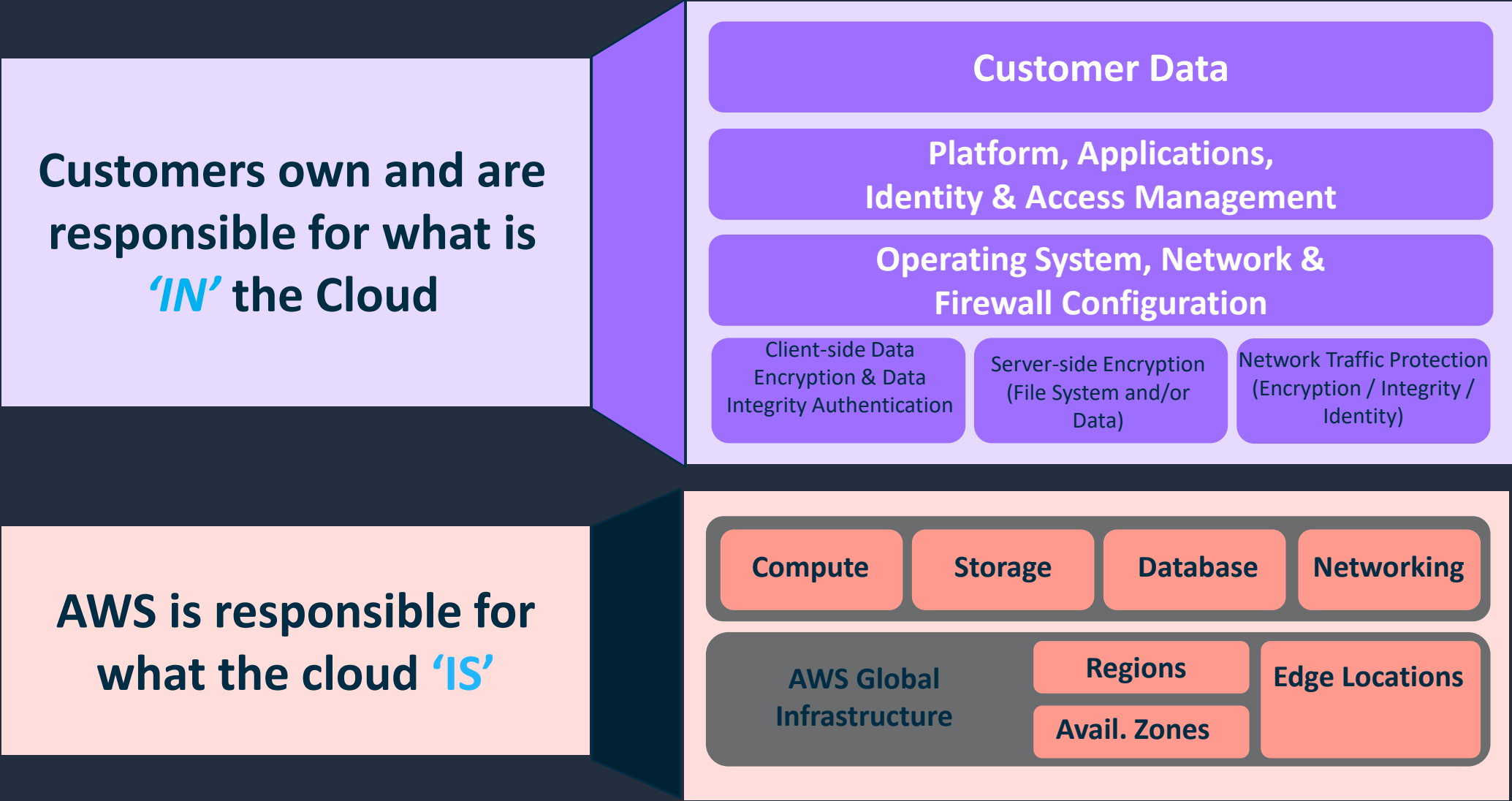


VS



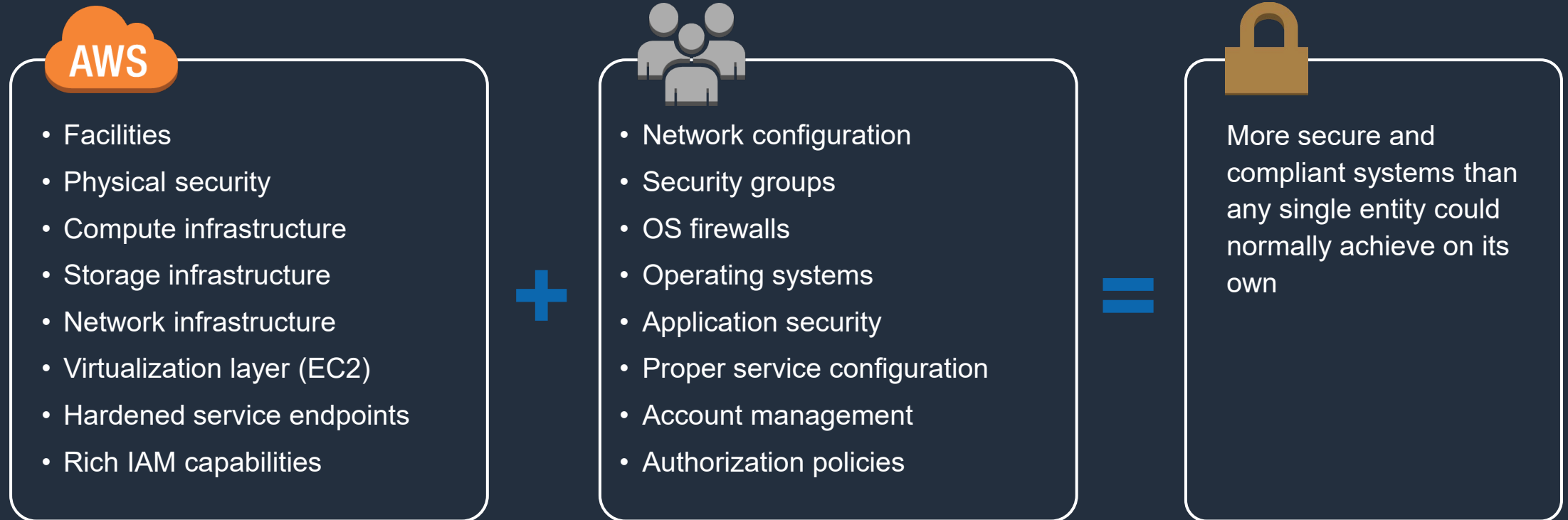
CLOUD MYTHS

MYTH #1: ONCE MY DATA IS LOCKED IN I CAN'T DISCONTINUE



MYTH #2: CLOUD IS LESS SECURE THAN MY ON-PREMISE DATA CENTER

Customers concentrate on systems and apps while AWS manages infrastructure.



MYTH #2: CLOUD IS LESS SECURE THAN MY ON-PREMISE DATA CENTER

AWS Compliance Certifications and Accreditations



MYTH #3: MY DATA CENTER STAFF WILL NO LONGER BE NEEDED



Cost savings (TCO)

Infrastructure cost savings/
avoidance from moving to the cloud

Example: 50%+ reduction in
TCO (GE)

Cost impact

KPI

- IT spend on app per user
- Total IT infrastructure spend



Staff productivity

Efficiency improvement by function
on a task-by-task basis

Example: Over 500 hours per year of
server configuration time saved
(Sage)

KPI

- VM's managed per admin
- TB's managed per admin



Operational resilience

Benefit of improving SLAs and
reducing unplanned outage

Example: Critical workloads run in
multiple AZs and Regions for robust
DR (Expedia)

KPI

- Application availability
- Total monthly incidents
- Critical (P1/P0) incidents
- Security incidents
- Mean-time-to-resolution (MTTR)
- App resilience rating
- App security rating



Business agility

Deploying new features/ applications
faster and reducing errors

Example: Launch of new products 75%
faster (Unilever)

Value impact

KPI

- Time to market
- Time to deploy
- Code deployment frequency
- Customer satisfaction
- Employee satisfaction

MYTH #4: CLOUD COSTS ARE UNPREDICTABLE

Plan



Plan & Evaluate

TCO Calculator
Migration Evaluator
AWS Pricing Calculator
AWS Budgets

Run



Manage & Control

AWS IAM
Billing Console
AWS Purchase Order Management
AWS Budget Actions

See



Organize & Report

AWS Cost Explorer
AWS Cost & Usage Reports
AWS Cost Categories
AWS Cost Anomaly Detection

Save



Optimize & Save

Savings Plans
Reserved Instances
Recommendations

CUSTOMER SUCCESS STORIES

LA County Call Center Sees 60% Cost Savings With Amazon Connect

Challenge

The county's legacy contact center was costly to house, maintain, upgrade, and support. It also presented challenges with long hold times and the lack of self-service options available to callers.

Solution

Amazon Connect, a cloud-based contact center solution, solved the challenges presented by the legacy center. Amazon Connect required no supporting infrastructure and offered self-service and automated options to callers.

Benefits

- County estimates **60% annual savings over on-premises infrastructure and licensing costs**
- Automating service requests reduces call hold times
- Self-service options drives **17% fewer calls**

“

Amazon Connect is the contact center of the future. It's an all-in-one, fully cloud-based solution. It changed how we saw our contact center.

”

Benny Chacko, Deputy General Manager, Shared Services, Information Technology Services, Los Angeles County Internal Services Department



Company: Los Angeles County Internal Services Department

Industry: Local Government & Public Services

Country: United States

Employees: 100,000

Website: isd.lacounty.gov

About LA County ISD

Los Angeles County in Southern California has 10 million residents and more than 100,000 county employees. The Los Angeles County Internal Services Department serves other county departments and provides information to residents.



New Jersey Courts System



“What previously would have taken us months, we can now knock out over a weekend and complete testing and piloting over the next week. Our transition and continued investment in the cloud gives us a much more modern system on which we can build for the future.”

—Jack McCarthy, CIO, New Jersey Courts

Migrated 40 key applications to AWS



26,000 virtual court events with
217,000 participants facilitated
since March'20



99 percent of staff able to
work from home



Turnaround time for select
tasks reduced from six
months to in **6 days**



Launched its Judiciary Electronic
Document System (JEDS) on
AWS in just
two days

Georgia Technology Authority



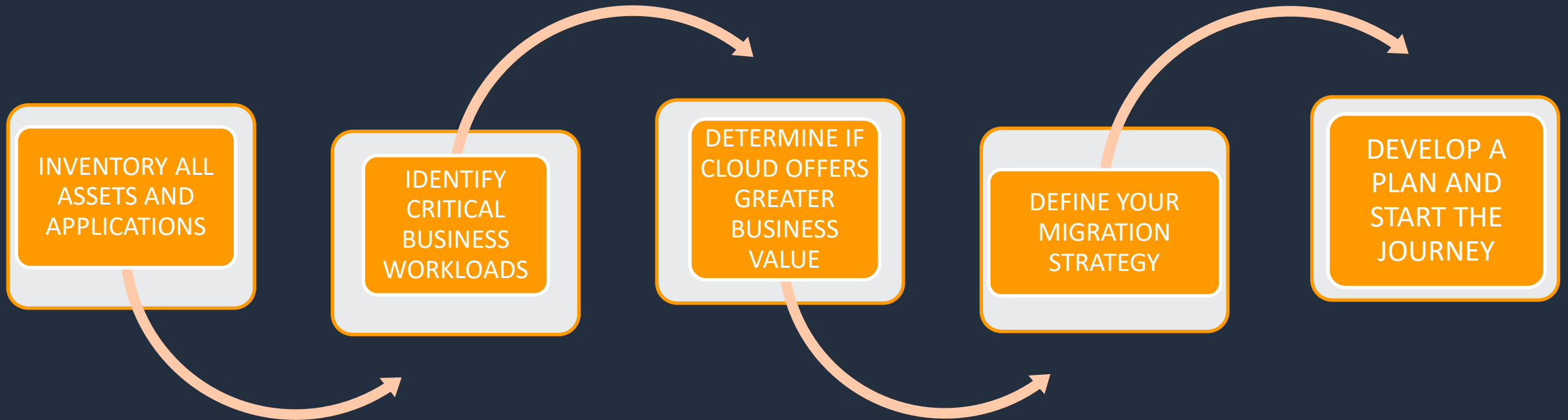
- “We wanted to find a better web publishing platform because the existing one limited what we could do. At the same time, infrastructure was a big factor. We were paying a lot for servers, licensing, and maintenance, and needed to find a way to reduce those costs.”
- “By hosting Drupal on AWS, we’re saving the state of Georgia five million dollars over the next five years.”

Nikhil Deshpande, GTA Chief Data Officer

CUSTOMER SUCCESS STORIES



THE SIMPLIFIED PATH TO CLOUD EVOLUTION



Q & A

Jayson Dunn | CISSP, ENP, CPC
Executive Government Advisor
Worldwide Public Sector
jayadunn@amazon.com

Continuous Security Prevents Ransomware and Cyberthreats



*Colin Bowers, Director of Cyber
Security, Verite Educational Services*



*Frank Johnson, Former Local Government
CIO, current SecuLore Solutions VP
Customer Success &
Strategy*



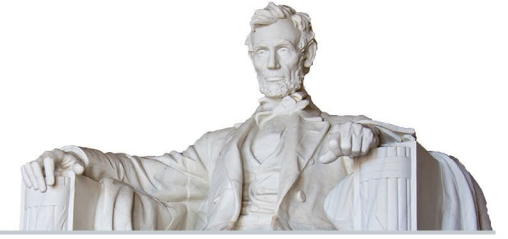
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R for Ransomware

Continuous Security: Prevents Ransomware and Cyber Threats

- The Cybersecurity Challenge
 - Definition of Terms
 - Use Cases
 - Baltimore City
 - Oldsmar, Florida Water Treatment Plant
- Mitigation
- Resources

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Introductions

Colin Bowers

Director of Cyber Security
Verite Educational Services



Frank Johnson

Former City CIO
SecuLore Solutions, LLC



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Definition of Terms

- Security
- Ransomware
- Cyber threats
- Resiliency

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Baltimore City Use Case

- From the perspective of a government cybersecurity leader
- Lessons learned
- **What can you do as a leader to prevent ransomware and other cyber harmful events?**

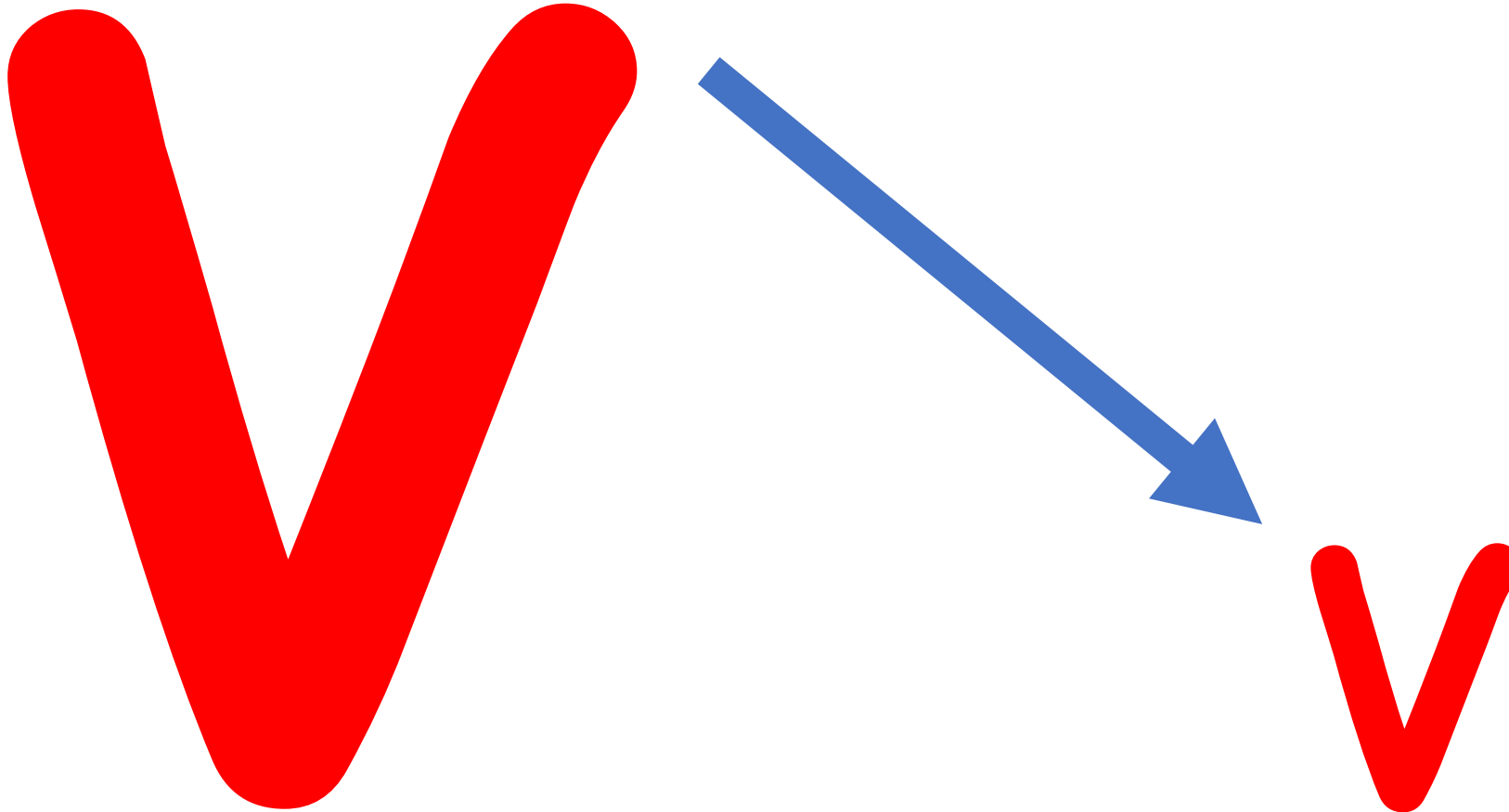


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Baltimore City Use Case



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For Discussion

- Does your county have a disaster recovery plan?
- Does it include cyber incident recovery?

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Oldsmar, Florida Water Treatment Plant

- From the perspective of a cybersecurity researcher
- Lessons learned
- **Why is this a success story?**



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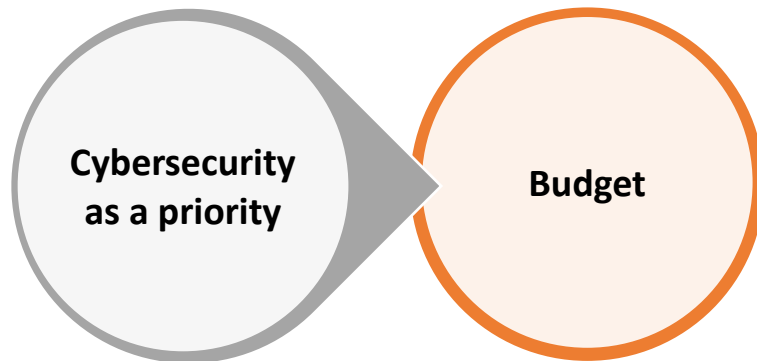
For Discussion

- Does your county have a cyber security plan?
- Is cyber security a priority in your county? Why?

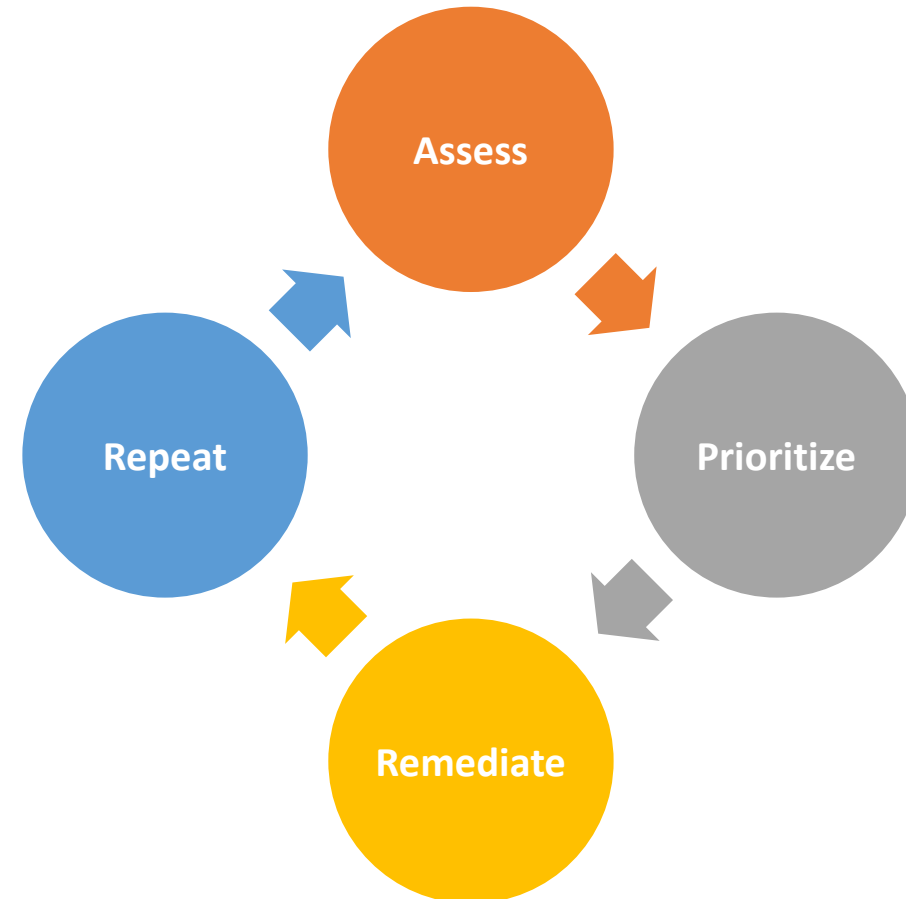


Mitigation

- Leaderships' responsibilities
- Holistic approach



- Cyber security lifecycle processes



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Resources

- [NACo Enterprise Cybersecurity Leadership Academy](#)
- [NACo Cyber Security Priorities and Best Practices](#)

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Contact Information

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Colin Bowers

Director of Cyber Security

Verite Educational Services

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Email: cbowers@veriteEDservices.com



Frank Johnson

SecuLore Solutions, LLC

Phone: 410-305-0234

Email: Frank.Johnson@SecuLore.com



What's My Cyber Readiness Level?



*Ms. Kimberly
Johnson, VP of
Product, BIO-key
International*



*Mr. Todd Ulses, IT
Administrator, Curry County,
N.M. and New Mexico Counties
IT Affiliate Chairman*



*Ms. Rita Reynolds
CIO, NACo*

THRIVE "I":

Identifying Cyber Improvements

2022 NACo Legislative Conference
IT Standing Committee Meeting



Today's Panelists



Rita Reynolds

CIO
NACo



Todd Ulses

IT Administrator
Curry County, NM
New Mexico Counties IT
Affiliate Chairman



Kimberly Johnson

VP of Product
BIO-key International



The "I" in THRIVE

What cyber improvements does your cybersecurity program need?

- Cybersecurity frameworks and maturity models
- NEW! Quick Check Tool
- Improvement recommendations for IT & county officials

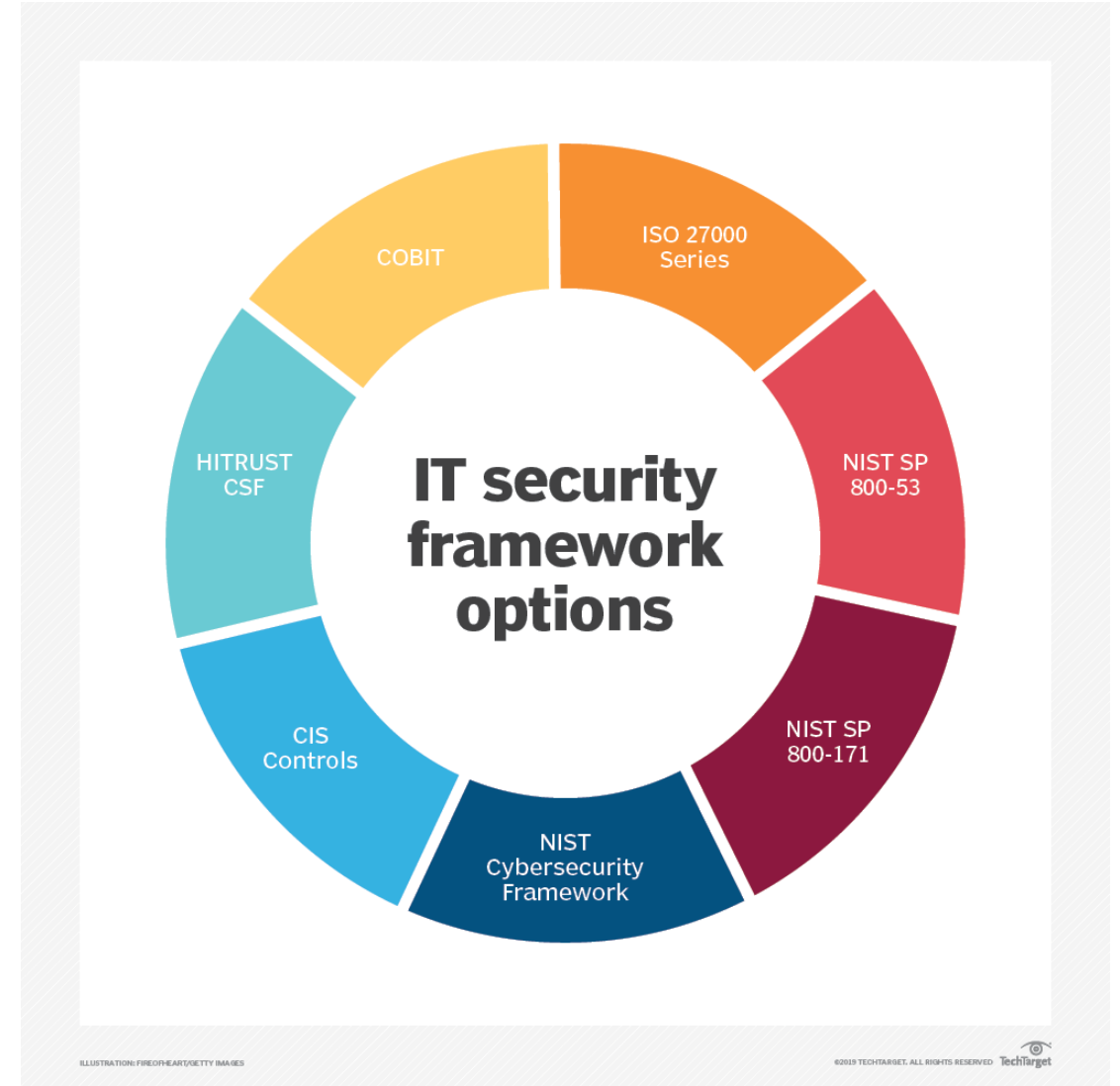


Picking a Framework



Why do you need a framework?

- Structure and methodology to protecting your county
- Different types of frameworks: Control, Program, & Risk
- Most common are NIST, CIS, & ISO



Question for the Audience:

Which cybersecurity framework do you use?



Assessing Your Program Maturity



Don't miss out on these resources

- [NACo Tech Exchange](#) resource for networking and sharing ideas
- [National Cyber Review Survey](#): 3 hours to complete and structured around NIST CSF- **closes on Feb 28**
- CIS Controls: layman's guide for elected officials vs. IT
- Security ScoreCard Pilot
 - Pilot starting at the end of February
 - Quickly see your Security Rating on your publicly facing domain
 - **A few spots remain open to participate**
 - Contact Rita Reynolds at rreynolds@naco.org

CISA Cyber Hygiene Services

AVAILABLE AT NO COST:

- Vulnerability scanning
- Web application scanning
- Phishing campaign assessment
- Remote penetration testing

www.cisa.gov/cyber-hygiene-services




Maturity models to consider

MODEL	Cybersecurity Capabilities Maturity Model (C2M2)	NIST Cybersecurity Framework (CSF)	Cybersecurity Maturity Model Certification (CMMC)	FFIEC Cybersecurity Maturity Assessment
Maturity Levels/Tiers	3	4/5	3	5
Type of Assessment	Self-assess	Self-assess	Third-party	Self-assess



Assess your program in 10 minutes or less! Maturity Quick Check Tool

Download it Now!



Quick Check:
 What's Your Cybersecurity Program Maturity?

County Name:
 Date Completed:

Category	Scoring Criteria Names & Definitions	Criteria Scores				Scores
		0 (Very Low)	1 (Low)	2 (Medium)	3 (High)	
PROCESS	SLAs & Metrics: are clearly defined and shared with all internal stakeholders	Disagree	Neutral	Agree	Strongly Agree	
	Asset Management: we have complete asset inventories and processes for managing our assets	Disagree	Neutral	Agree	Strongly Agree	
	Governance framework & Policies: our governance framework and security policies are clearly defined and enforced	Disagree	Neutral	Agree	Strongly Agree	
	Compliance and Audit: we have mapped and satisfied all regulatory requirements and complete both internal and external audits on at least an annual basis	Disagree	Neutral	Agree	Strongly Agree	
	Risk Assessment & Management: we are continuously assessing the cyber risk for our county and third-parties	Disagree	Neutral	Agree	Strongly Agree	
	Disaster Recovery and Business Continuity Plan: we have a clearly defined plan that is understood by all county employees	Disagree	Neutral	Agree	Strongly Agree	
	Response Plan: we have a clear plan that includes communications, mitigations, and improvements	Disagree	Neutral	Agree	Strongly Agree	
SUBTOTAL						0
PEOPLE	Cybersecurity Culture: all county employees, including county officials, are aware of our cybersecurity program and share in the responsibility of keeping our county safe	Disagree	Neutral	Agree	Strongly Agree	
	Mission, Vision, & Strategy: our program foundation is built on a clear strategy that we communicate to all county employees	Disagree	Neutral	Agree	Strongly Agree	
	Educated Users: we have a robust cybersecurity awareness program with continuous training, tests, and simulations	Disagree	Neutral	Agree	Strongly Agree	
SUBTOTAL						0
TECHNOLOGY	Continuous Monitoring / Threat Detection: we are continuously monitoring for suspicious behaviors, threats, and other abnormalities	Disagree	Neutral	Agree	Strongly Agree	
	Identity and Access Management: we are able to manage identities for employees, suppliers, and citizens and control their access with strong multi-factor authentication	Disagree	Neutral	Agree	Strongly Agree	
	Data Security: our data is classified based on its level of confidentiality, with the appropriate security measures in place to protect it	Disagree	Neutral	Agree	Strongly Agree	

SCAN ME



Improving Your Cybersecurity



Considerations for IT Teams

Make sure you are taking a multi-layer approach and that your security policies “have teeth”.



Considerations for County Officials

Don't hesitate to ask IT for more information and less technical explanations.

Now what?

1. Use the Quick Check Tool to do an initial assessment
2. Checkout the CISA Cyber Hygiene Services: <https://www.cisa.gov/cyber-hygiene-services>
3. Familiarize yourself with additional resources:
 - [The CIS Center for Internet Security \(cisecurity.org\)](https://www.cisecurity.org) - CIS Controls, Benchmarks, SecureSuite and MS-ISAC
 - [NCCoE \(nist.gov\)](https://www.nist.gov) National Cybersecurity Center of Excellence is a part of NIST and provides a wealth of guidance on security
 - The [NACo Tech Xchange](#)— A community of county IT Leadership that communicates daily through email discussions. A web portal of policies, job descriptions and best practices is also available to members.

Learn more:

Check out more resources and solutions
for keeping your county safe:



<https://info.bio-key.com/naco-legislative-conference>



Thank You

www.BIO-key.com



THRIVE “I”:

Identifying Cyber Improvements

2022 NACo Legislative Conference
IT Standing Committee Meeting



2022 NACo

LEGISLATIVE CONFERENCE



Rita Reynolds

CIO
NACo



Todd Ulses

IT Administrator
Curry County, NM
New Mexico Counties IT
Affiliate Chairman



Kimberly Johnson

VP of Product
BIO-key International



@NACoTweets
#NACoLeg



ATIVE CONFERENCE

The "I" in THRIVE

What cyber improvements does your cybersecurity program need?

- *Cybersecurity frameworks and maturity models*
- *NEW! Quick Check Tool*
- *Improvement recommendations for IT & county officials*



Picking a Framework



Why do you need a framework

- *Structure and methodology to protecting your county*
- *Different types of frameworks: Control, Program, & Risk*
- *Most common are NIST, CIS, & ISO*

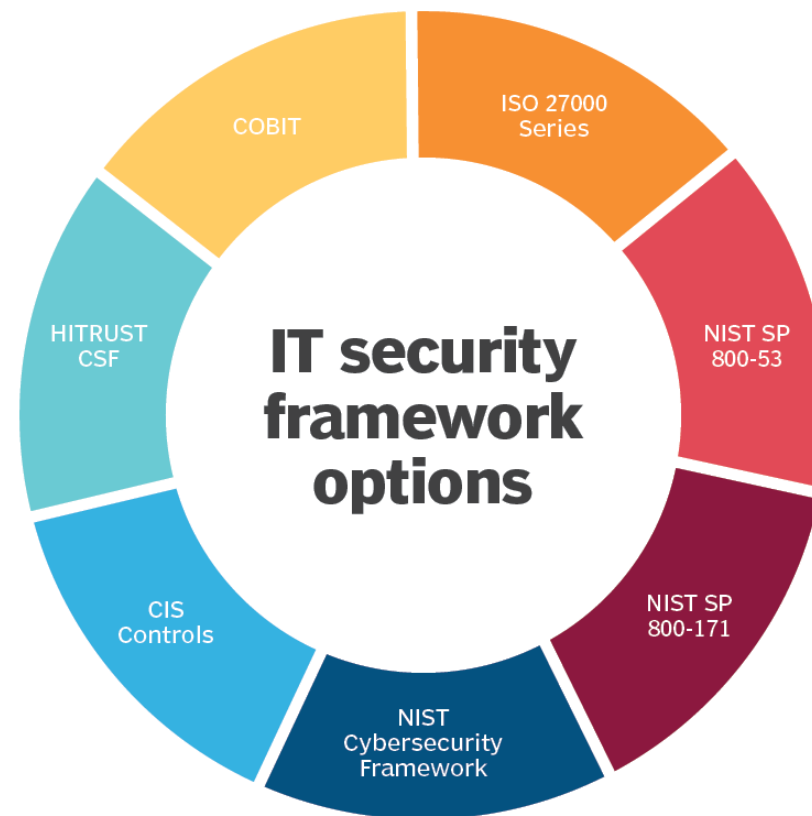


ILLUSTRATION: FIREOFHEART/GETTY IMAGES

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Question for the Audience:

Which cybersecurity framework do you use?



Assessing Your Program Maturity





Don't miss out on these resources

- [NACo Tech Exchange](#) resource for networking and sharing ideas
- [National Cyber Review Survey](#): 3 hours to complete and structured around NIST CSF - **closes on Feb 28**
- CIS Controls: layman's guide for elected officials vs. IT
- Security ScoreCard Pilot
 - *Pilot starting at the end of February*
 - *Quickly see your Security Rating on your publicly facing domain*
 - *A few spots remain open to participate*
 - *Contact Rita Reynolds at rreynolds@naco.org*





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CISA Cyber Hygiene Services

AVAILABLE AT NO COST:

- Vulnerability scanning
- Web application scanning
- Phishing campaign assessment
- Remote penetration testing

www.cisa.gov/cyber-hygiene-services





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MODEL	Cybersecurity Capabilities Maturity Model (C2M2)	NIST Cybersecurity Framework (CSF)	Cybersecurity Maturity Model Certification (CMMC)	FFIEC Cybersecurity Maturity Assessment
Maturity Levels/Tiers	3	4/5	3	5
Type of Assessment	Self-assess	Self-assess	Third-party	Self-assess



Assess your program in 10 minutes or less! Maturity Quick Check Tool

Download it Now!



Quick Check:
 What's Your Cybersecurity Program Maturity?

County Name:
 Date Completed:

Category	Scoring Criteria Names & Definitions	Criteria Scores				Scores
		0 (Very Low)	1 (Low)	2 (Medium)	3 (High)	
PROCESS	SLAs & Metrics: are clearly defined and shared with all internal stakeholders	Disagree	Neutral	Agree	Strongly Agree	
	Asset Management: we have complete asset inventories and processes for managing our assets	Disagree	Neutral	Agree	Strongly Agree	
	Governance framework & Policies: our governance framework and security policies are clearly defined and enforced	Disagree	Neutral	Agree	Strongly Agree	
	Compliance and Audit: we have mapped and satisfied all regulatory requirements and complete both internal and external audits on at least an annual basis	Disagree	Neutral	Agree	Strongly Agree	
	Risk Assessment & Management: we are continuously assessing the cyber risk for our county and third-parties	Disagree	Neutral	Agree	Strongly Agree	
	Disaster Recovery and Business Continuity Plan: we have a clearly defined plan that is understood by all county employees	Disagree	Neutral	Agree	Strongly Agree	
	Response Plan: we have a clear plan that includes communications, mitigations, and improvements	Disagree	Neutral	Agree	Strongly Agree	
SUBTOTAL						0
PEOPLE	Cybersecurity Culture: all county employees, including county officials, are aware of our cybersecurity program and share in the responsibility of keeping our county safe	Disagree	Neutral	Agree	Strongly Agree	
	Mission, Vision, & Strategy: our program foundation is built on a clear strategy that we communicate to all county employees	Disagree	Neutral	Agree	Strongly Agree	
	Educated Users: we have a robust cybersecurity awareness program with continuous training, tests, and simulations	Disagree	Neutral	Agree	Strongly Agree	
SUBTOTAL						0
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SCAN ME



Improving Your Cybersecurity



Considerations for IT Teams

A person in a white shirt is writing on a document with a red pen. The document contains some diagrams and text. A laptop is visible in the background, and another laptop is in the foreground. The scene is set on a desk with various papers and pens.

Make sure you are taking a multi-layer approach and that your security policies “have teeth”.



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Considerations for County Officials

Don't hesitate to ask IT for more information and less technical explanations.

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1. Use the Quick Check Tool to do an initial assessment

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Now what?

Services: <https://www.cisa.gov/cyber-hygiene-services>

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Vulnerable Populations



*Partner, Project Delivery Executive, Health & Human Services,
IBM*

2022 NACo Legislative Conference

IT Standing Committee Meeting - Helping Vulnerable Populations to Thrive

—

Ken Wolsey, IBM

kewolsey@us.ibm.com

Improve outcomes for persons with overwhelming life challenges through enabling technology and safety net collaboration

Connected Compassion

Safety Net Collaborative
State, County, CBO's, MCO's, and IBM

Child Welfare

Mobility

Food

Insurance & Medical

Shelter & Housing

Mental Health

Addiction Recovery

Probation & Justice

Education & Job Training

Employment Services

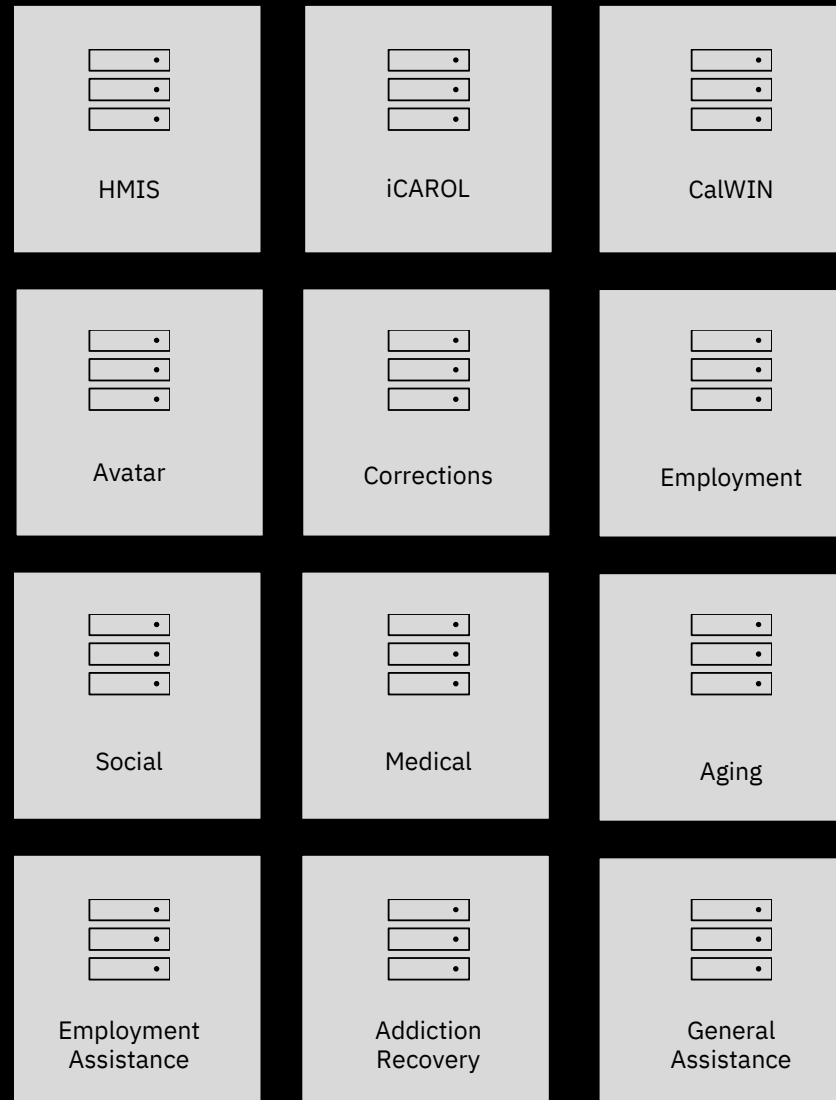
Aging & Independence Services

Shared Data & Mastered Longitudinal
Client Records

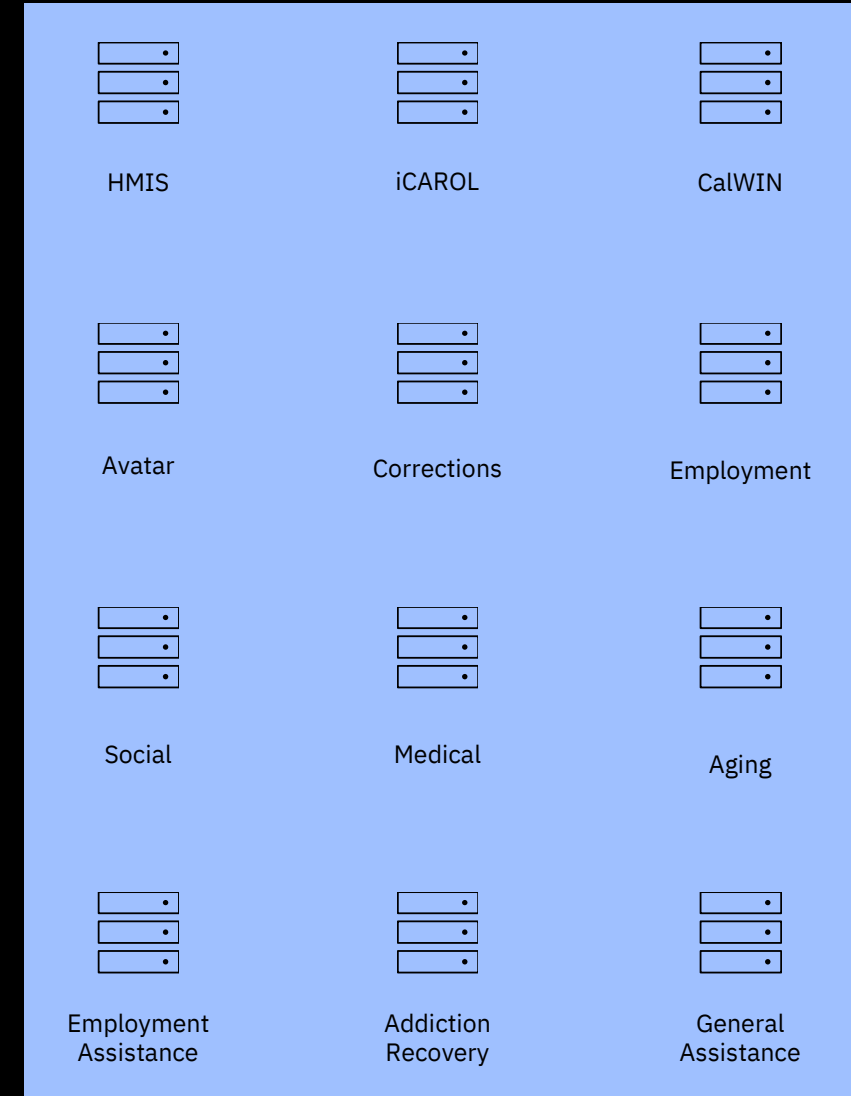
Connect360

Intelligent Workflow & Cognitive Tools

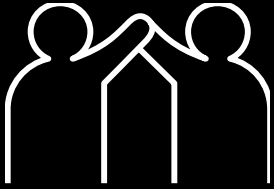
Program Centered Services



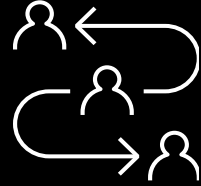
Person Centered Services



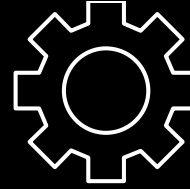
Business Objectives



Improve outcomes for vulnerable individuals via increased collaboration between organizations in the health and human services ecosystem in the region



Shift from program-centric service to person-centered service delivery



Use technology to enable business process changes, to achieve better outcomes for the most vulnerable

Use technology partners to modernize custom applications into low code applications while keeping pace with social demands through innovative responses

Key Executive Findings

Numerous and Complex Programs. Difficult for clients to navigate, producing partial, suboptimal or poor outcomes.	Service Gaps Complex needs lead to gaps in services when services are not considered wholistically for persons in crisis.	Program and Organizational Silos Barriers to access services and collaborate for clients. Produces duplication frustration, mistrust and poor outcomes.	Fragmented Funding Funding for programs and services crosses between organizational silos and impedes collaboration between organizations.
Lack of Personal Support Lacks consistent human support, navigational expertise, and advocacy dimensions which a client needs. Clients receive fewer services than they need.	Repetitive Complex Forms and Assessments. Duplicative efforts for clients and workers. Breeds lack of trust, frustration and trauma.	Time Lag from Application to Service Critical services unavailable when needed and clients spiral further downward.	Outreach Challenges Reactive processes. Difficult for workers and providers to identify and reach clients and cohorts who would benefit from additional services.
Documentation Challenges Difficult and time consuming when clients are in crisis. Impedes progression towards stability and wellbeing	Client Calendaring & Appointment Mgmt Clients have difficulty keeping up with all appointments and documentation requirements across multiple providers	Fragmented, Incomplete and Silo'd Data Data trapped in program silos. 360° view impossible or difficult to obtain	Transportation Challenges Difficult for many clients to access services in person and keep required appointments

Key Solution Components



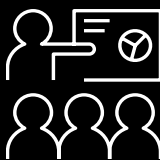
Person-centered Service Delivery

Change from a program-centered ecosystem to a person-centered ecosystem of care



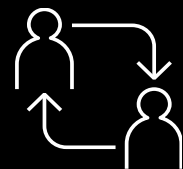
Safety Net Organization

Implement a Safety Net Collaborative including the Community Care Coalition



IMDT's

Implement Interdepartmental Multi-Discipline Teams for case planning and management



Shared Data

Implement a data hub for sharing information across programmatic and organizational silos in support of the Safety Net Collaborative and the IMDT's



Portals

Implement portals and dashboards to support use cases for different stakeholders: Case Workers, Providers, Clients

Examples of Recommended Portal Epics

Case Worker Portal

- System Access
- Client Registration
- Case Management
- Search
- View
- Assess
- Create
- Annotate
- Refer
- Confer

Client Portal

- Anonymous Service
- Register
- Self-Service
- Consent
- Schedule Appointment
- Documents
- Messaging

Provider Portal

- Enroll
- Create Account
- Auto-Maintain Profile
- Self-Manage Profile
- Collaborate
- Consent
- Client Data
- Closed Loop Referrals
- Schedule Appointments

Reports & Dashboard

- Client Activities
- KPI Metrics
- Case Workloads
- Intake / Assessment Metrics
- Supervisor
- Referral Lifecycle
- Financial Insights
- Aged Reporting
- On-Demand Reports

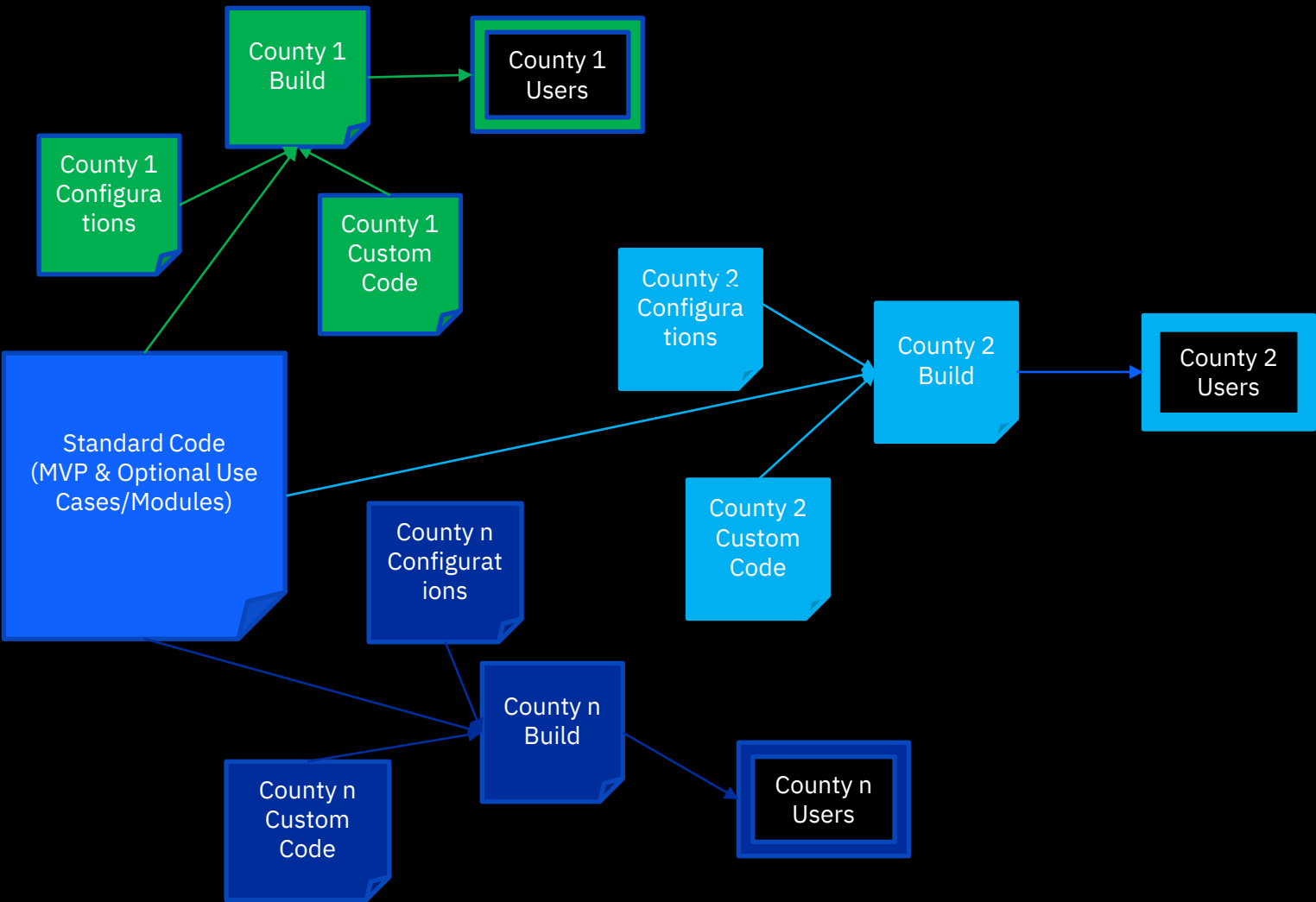
SaaS & IaaS based Pay-per-Use or volume discounts

SaaS	IaaS	Commercial Connection and Use
<ul style="list-style-type: none">– Application focus for HHS portals and shared data integration fabric– Base offering and common use cases– Catalog of additional components, services and use cases– Customizations based on county request	<ul style="list-style-type: none">– Infrastructure, database and security with Fedramp Medium, multi-tenant resources and managed services for standard offering– Fedramp High dedicated resources for premium or custom offerings	<ul style="list-style-type: none">– SaaS based on County population– IaaS for Small Counties pay-per-use– IaaS for Medium and Large Counties pay-per-use or volume discounts

SaaS & IaaS based Pay-per-Use or volume discounts

Standard Offering	Premium Offering
<ul style="list-style-type: none">– Base standard use cases– Per client configurations– Multi-tenant IaaS, Security, Data Storage and Managed Services– IaaS pricing: Pay-per-use– SaaS pricing: based on County population parameters	<ul style="list-style-type: none">– Base use cases plus additions from use case and services catalog– Per client configurations– Single tenant– IaaS, Security, Data Storage and Managed Services IaaS pricing: Volume based pr

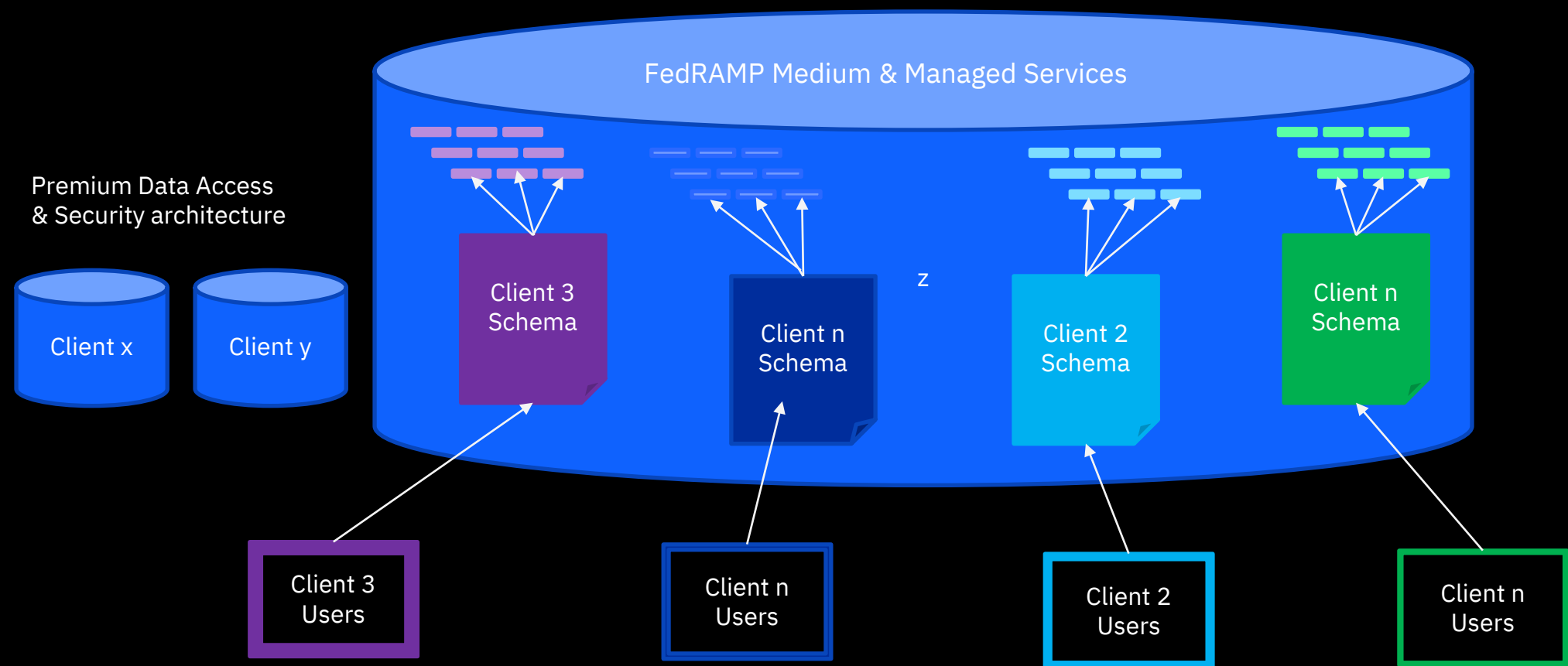
SaaS & IaaS based Pay-per-Use or volume discounts



Client Code Builds in a SaaS and DevOps architecture

Common Kubernetes Cluster or OpenShift (when Gov Managed Services available)

Standard Data Access & Security in a multi-tenant SaaS architecture



Potential Benefits

Counties stay current through technology partnerships and cloud-based strategies

There is reduced need for system customization independent of your technology partners

There is reduced data center, operating and security cost with less vendor lock-in and continuous updates based on the changes in technology and the IT environment

County IT personnel can focus more on IT support functions and less on running proprietary data centers and creating custom applications that are continuously changing to meet evolving business needs and technical innovations.

Discussion Questions

What are the primary portals and use cases for your HHS operations?

- a. Client portal
- b. Provider portal
- c. Care Management portal

Is your County willing to use aaS operational models?

- a. IaaS
- b. PaaS
- c. SaaS

What is the impact of person-centered services versus program-centered services in your County?

- a. Client outcomes
- b. Internal efficiencies
- c. Provider and partner outcomes and efficiencies

Call to Action

- Are you interested to engage with IBM to create/roll out HHS solutions in your County?
- Are you interested to engage with other Counties to create/roll out HHS solutions in your County?
- Send contact information to kewolsey@us.ibm.com

Thank you

Ken Wolsey, IBM
kewolsey@us.ibm.com

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