

MINUTES
Cheshire County Commissioners Meeting
Wednesday, October 22, 2014 9:30AM
Administration Building
33 West Street
Keene, NH 03431

PRESENT: Commissioners Pratt, Rogers, and Zerba

STAFF: Finance Director Trombly, Sheriff Rivera, DOC County Attorney McLaughlin, IT Director Hummel, MNH Facilities Manager Harrison, and Assistant County Administrator (ACA) Bouchard

GUESTS: Rep. C. Weed, Maplewood Task Force Chair John Hoffman

Chairman Pratt opened the meeting at 9:30AM recognizing County Attorney McLaughlin who provided the following report:

County Attorney Second Bi-Annual Report 2014 (April 1st - September 30th 2014)

The County Attorney's Office has had no personnel changes this quarter. Our office was fortunate to again have a very competent and hard-working summer intern. 187 felony case files were referred to our office, and a Victim/Witness Coordinator was assigned to all of these cases. 92 individuals were indicted, on a total of 277 charges. In this quarter 3 jury trials were held. 38 felony level cases were resolved as misdemeanors at the Circuit Court level. There were 2 involuntary admissions to New Hampshire State Hospital, resulting from Probate Court proceedings handled by our office. Our office handled 64 Violations of Probation, and 132 Superior Court Petitions to Annul.

The Regional Prosecutor Program has had no personnel change this quarter. 392 cases were handled by the Regional Prosecutor's Office during this time period. This includes new misdemeanor and felony cases. A Victim/Witness Coordinator was assigned to 13 of these cases. The Domestic Violence Prosecutor reviewed 16 Felony Domestic Violence cases and 9 Misdemeanor Domestic Violence Case this quarter. A Victim/Witness Coordinator was assigned to each felony case. There were no misdemeanor appeals that went to trial, and 1 Felony Domestic Violence cases was resolved as a Misdemeanor at the Circuit Court level.

18 One-Party authorizations were issued. 11 untimely death calls were handled in March 2014. 55 untimely death calls were handled from April through August 2014. September figures are not yet available. 50 Abuse and Neglect referrals from DCYF were reviewed. A total of 31 defendants have pled into Drug Court. 2 participants have graduated, and 3 have been terminated, leaving 26 current Drug Court participants. Additionally, there are 3 pending defendants who will soon plead into Drug Court.

McLaughlin was asked a number of questions concerning the possible impact of the proposed Superior vertical prosecution model being advanced by the State Courts and also discussed the difficulty of filling the Victim Witness AmeriCorps position that is available.

The Commissioners thanked McLaughlin for his report and then recognized IT Director Hummel who provided the following semi-annual report:

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Department of Information Technology - Status Report

Listed here are the highlights of our current major activities and projects in the most recent quarter.

Staffing

Overall support calls averaged 216 tickets per month from January to September. We are seeing an increase in user assistance calls, where we have to help users perform ordinary PC functions such as formatting a document or working in a spreadsheet. Hardware-related calls, such as problems with printers or other services, were relatively constant.

Internet tickets, representing work done by IT staff on the network infrastructure or internal services, averaged 80 tickets per month. These tickets range from installing updates and rebooting a server to months-long projects installing workstations or reworking network designs.

Overview & Security

The “Heart Bleed” bug, discovered in April, allows hackers to pull confidential information from websites without being detected. At time, IT discovered that the Swansons.net site, used by the HOC, was vulnerable. HOC was notified. To date, Swanson’s has not corrected this situation and the Swanson’s servers remain exploitable.

Our Internet access policies continue to reduce, but not eliminate, our exposure to viruses, malware, and cyber-attacks. The number of *known* malware/virus downloads that were stopped by the firewall before they reached county PCs totaled 4 over the previous 6 months. In the past 30 days, our OpenDNS filtering system has blocked a total of 2,605 malware infection attempts from 128 sites accessible to users.

Since April, several new world-wide security threats have emerged that affect county systems to varying extents.

“Shellshock” BASH – A vulnerability was found in the Unix BASH shell (command interpreter) that can allow a malicious attacker to compromise systems. BASH is widely used in the operating systems that run network components such as servers, switches, firewalls, and routers. IT conducted a complete survey of all network components and found no systems that were vulnerable to this attack.

POODLE, SSL v3 – A vulnerability was found in an obsolete web-based security protocol that would allow a malicious attacker to intercept data that is supposed to be encrypted between computers and (external web) servers. If current encryption protocols don’t work, browsers can fall back to the insecure one and expose critical data to an attacker. IT is currently reconfiguring all browsers to permanently delete this protocol.

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Ransomware, Cryptolocker/Cryptowall – This malware and its related versions represent the most serious current threat to the integrity of the county network. Cryptowall is ransomware that seeks out and encrypts documents on the infected machine and any connected shares or drives. The encrypted files are held ransom for a fee. If the fee is not paid, the encrypted files are unusable.

As the basis of the county network is information-sharing, most users have access to a large number of shared files. The more access a single user has, the more likely large numbers of files will be rendered unusable. Recovering from a Cryptowall infection requires deleting all encrypted files on all systems and restoring from scratch. Even at best, this would take days and result in a huge loss of productivity.

IT has put in place measures designed to reduce the likelihood of a Cryptowall infection and is continuing to work on proactive measures to prevent an infection from affecting the network.

County IT Projects

1. Telephone Service Provider Conversion (ongoing)

Phase 2 of the telephone service upgrade is complete. The Alternative Sentencing and Regional Prosecutor buildings were converted to FairPoint Centrex service on June 17.

Phase 3 of the telephone service upgrade is complete. On September 9, telephone service for Westmoreland numbers was ported from two WindStream trunks to a single FairPoint trunk.

Phase 4 (the final phase) is scheduled for October 27, when the remaining WindStream lines will be converted to FairPoint Centrex and joined with the existing Regional Prosecutor and Alternative Sentencing groups.

2. Office 2010 Upgrade (complete)

The county-wide upgrade of office productivity software from Office 97 to Office 2010 is complete. A final license count will be completed by year's end to ensure license agreement compliance.

3. Server Upgrades (ongoing)

Many of the county's servers are configured with the Windows Server 2003 operating system. Similar to the situation with Windows XP, Server 2003 has a scheduled end-of-life in 2015. IT has been working to move the county's business-critical applications from this obsolete operating system (and its underlying obsolete hardware) to current hardware and software. Servers running Windows Server 2012R2 on hardware that is capable of supporting virtual machines have been deployed and are in production in Westmoreland and Keene. Servers are currently being configured for the Sheriff/Dispatch installation.

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These new installations are the first step in bringing the county network to a new level of reliability and availability. These capabilities require intensive training. In a recent disaster-recovery exercise conducted on in-service production equipment, a server was wiped clean to simulate a worst-case condition. Staff were able to restore the server to full operation in approximately one hour.

4. Courthouse Renovation (ongoing)

The courthouse renovation required a new LAN and telephone infrastructure design as well as design of a new computer center that would meet security and performance requirements for hosting all Keene-located departments as well as the Sheriff and Dispatch centers. The goal of this project is to position the Keene campus for future technology requirements. When complete, IT will integrate the new services into the county network.

5. Re-IP County Network (ongoing)

Our program to re-IP the county network addresses is progressing. The Sheriff/Dispatch PCs (requires coordination with Dispatch/IMC) and virtual machines (used for town police departments) will be converted to coincide with the deployment of the new Dispatch servers. A few vendor PCs (Honeywell) and non-PC equipment (security recorders, locks, etc.) will be changed as the final step.

6. Internet Connection Upgrade (ongoing)

Development is continuing on the firewall programming required for the new Internet connections.

Maplewood

1. Thin-Client Replacement (complete)

In Westmoreland, approximately 40 outdated “thin clients” were replaced with standard workstations. A master image was created and “cloned” onto the new PCs, creating a standard installation that has streamlined support and management.

With the elimination of the “thin clients,” we were subsequently able to retire two problematic terminal servers at Maplewood ahead of their 2015 “end of life” date.

2. Maplewood Medical Cart Project (ongoing)

IT is working with Maplewood staff as they are being trained on the hardware and software for this project. It is expected that the change in operation and equipment will require intensive support in the short-term until procedures are established.

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3. LNA Workstation Upgrade (ongoing)

The LNA logging stations, positioned throughout the nursing home, were increasingly becoming unreliable due to age. Replacement hardware was expensive and becoming difficult to get. And nursing staff complained that the devices were difficult to use because of their fixed mounting height.

IT proposed an upgrade that provided better ergonomics using a wall-mounted station that can be positioned to adjust for user height. The new stations use upgraded PCs that can be more easily managed remotely. In addition, the stations allow use of standard keyboard, mouse, and a larger screen, improving usability. Installation is currently underway.

Sheriff/Dispatch

1. Cell Modem Connection Problems (resolved)

New hardware (G4 cell modems) from certain providers is causing problems with communications between outside police agencies and our dispatch system. There were a number of issues in both the modem configuration and in the Windows 8.x operating system that contributed to this problem. These problems are resolved and IT can now reliably configure these devices to access dispatch.

2. IPSEC Client Conversion (complete)

Conversion of remote users from SSL to IPSEC client is complete. All active remote users are now using this more reliable and secure connection.

3. IMC Server/Failover upgrade (ongoing)

The grant for a new Dispatch server system was approved. The hardware has arrived and is currently being configured by the vendor. IT is working with the State of NH to integrate the new server into the SPOTS system to avoid any down-time for our current system.

Finance

1. ECS Accounts Payable Upgrade (ongoing)

The ECS Accounts Payable option is scheduled for installation on the new ECS server this quarter. Training of Finance staff by ECS will be scheduled when available.

Facilities

1. Honeywell-EBI Radio Link (resolved)

A lightning strike damaged some of the equipment in a radio link connecting the waste water treatment plant to Honeywell's system. It expended significant time troubleshooting and configuring the replacement connection. The vendor requested that IT worked with it to bring the project to a successful conclusion.

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Respectfully,
Robert L. Hummel
Directory of Information Technology

A discussion arose around the issue of cybersecurity and the impact that security issues have on the IT staff. Hummel said that up to 20% of his time is devoted to monitoring and dealing with system security issues. The Commissioners asked a number of questions concerning the workload of the department and will take-up the discussion again next week when the IT budget is reviewed.

MNH Facilities Manager Harrison was then recognized and presented for approval the fixed price purchase of number #4 fuel for Maplewood Nursing Home. He said that the bid results came in with a best price of \$109.77 per barrel from Global oil and he was recommending accepting the bid. **A discussion concerning the fuel type and pricing began and following questions Commissioner Zerba moved to accept the Global bid of \$109.77 per barrel for number #4 fuel for the nursing home heating requirements. Commissioner Rogers seconded the motion and upon vote the motion passed unanimously.**

Harrison then presented a contract for 2015 for the purchase of electric services for the County. Working with the broker UMG that the County has used for the past few years Harrison said that he was able to negotiate a rate of 9.29 cents for a two year contract. This compares with an average rate of over 10.0 cents for most contracts similar in size of the County. It is however a substantial increase over the 2014 rate of 7.36 cents. The expected increase in cost will be approximately \$16,507.00.

John Hoffman was then recognized and discussed his role in the meeting at Keene High School and suggested some changes in for the meetings scheduled for Alstead and Jaffrey. A general discussion concerning how to more effectively address the public's questions was covered and how to ensure that all points of view could be adequately represented was discussed.

The Commissioners then recognized Administrator Wozmak for the weekly operational updates. Wozmak said that a temporary building security position for Maplewood Nursing Home should be considered due to a physically combative resident that has already caused a number of injuries to the staff. He went on to say that Corrections personnel were temporarily filling the need but that the overtime that was being paid was expensive and scheduling with a limited staff resource was challenging. Wozmak said that if the request is approved an attempt would be made to find a part-time police officer or similarly trained person who would then receive further training in the proper handling of behaviorally challenged residents. He said that the target compensation for the position would be in the \$12 - \$13 per hour range.

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Following discussion Commissioner Rogers moved to authorize the hiring of a temporary security position for Maplewood for \$12 - \$13 per hour. Commissioner Zerba seconded the motion and upon vote the motion passed unanimously.

The Weekly Census were reviewed and Commissioners Calendars were then reviewed.

Commissioner Rogers moved to accept the Weekly Manifest and was seconded by Commissioner Zerba. Upon vote the motion passed unanimously.

The minutes of October 8, 2014 were then reviewed and Commissioner Zerba moved to accept the minutes as presented. Commissioner Rogers seconded the motion and upon vote the motion passed unanimously.

At 11:32AM there being no further business to discuss, **Commissioner Rogers moved to adjourn the meeting. The motion seconded by Commissioner Zerba and upon vote the motion passed unanimously.**

Respectfully Submitted,

R. Zerba, Clerk