

MINUTES
Cheshire County Commissioners Meeting
Wednesday March 28, 2018 09:30AM
County Hall Building
Stillman Rogers Conference Room
12 Court Street, Keene, NH 03431

Present: Commissioners Peter Graves, Joseph Cartwright and Charles Weed

Staff: Administrator Coates, Finance Director Trombly, Sheriff Rivera, HR Director Hummel, and Assistant County Administrator Bouchard

Guests: State Police and Sheriff's Office Personnel

At 9:33AM the Chairman opened the meeting and recognized Sheriff Rivera who said that he wished to formally recognize Deputy Michael Gorecki for his more than forty-years (40) years of service in law enforcement.

The Sheriff then presented the following Commendation plaque to Deputy Gorecki:

Cheshire County Sheriff Office
Sheriff's Commendation

By this Sheriff's Commendation I express the recognition and appreciation of the Cheshire County Sheriff's Office and the Law Enforcement Community for the dedication and service by:

Deputy Sheriff Michael A. Gorecki

That Deputy Sheriff Michael A. Gorecki began his law enforcement career in 1978 with the New Hampshire State Police until 2001, when he retired after twenty-three years of service. In 2001 he was appointed as deputy sheriff with the Cheshire County Sheriff's Office and has continued to serve with the Sheriff's Office, reappointed six times by Sheriff Richard A. Foote and three times by Sheriff Eliezer Rivera. That, in 2018 Deputy Sheriff Michael A. Gorecki reached a milestone in his law enforcement career by serving the State of New Hampshire and Cheshire County for forty years.

For your service, commitment and dedication to the State of New Hampshire and the people of Cheshire County you are hereby awarded the Cheshire County Sheriff's Commendation.

Given this day March 21, 2018

Sheriff Eliezer Rivera
Cheshire County Sheriff's Office

Rivera then said that he also wished to present the following Certificate of Recognition to Chief Deputy Trevor Croteau for his twenty-years (20) of service in the Sheriff's office. Rivera presented a letter with the following recognition:

Cheshire County Sheriff Office
Certificate of Recognition

*is hereby granted to Chief Deputy Trevor S. Croteau
for 20 years of dedicated service as a
Deputy Sheriff with the Cheshire County Sheriff's Office
Awarded this day March 21, 2018*

Eliezer "Eli" Rivera, High Sheriff

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At the conclusion of the awards ceremony Sheriff Rivera then provided his semi-annual report to the Commissioners (Master Agenda Item #572 – Semi-Annual report to the Commissioners). He highlighted several projects that are being supported by the Sheriff's department including the Truancy Program that is being piloted at a local Keene school. He said that staffing is up to speed with the exception of one (1) 24hr part-time position in the dispatch department. He then said that the police radio equipment in the field is being addressed now that the weather is improving. He said that no new projects are currently planned for 2018.

The Sheriff then said in response to a question from the Administrator that Dispatch has received a grant for equipment that will allow the Mobile Command Post to fully replicate the Dispatch Center functionality anywhere that the Mobile Command Post is established.

The Commissioners thanked the Sheriff for his report.

The Commissioners then recognized IT Director Hummel who addressed Master Agenda Item #573: IT Semi-Annual Report. Hummel discussed the current staffing of the department and introduced a new staff member Keith Hultman.

He said that the Homeland Security personnel who recently completed a site audit did not have any recommendations beyond what is already in place.

Hummel described the next steps in the new email server rollout and discussed outlook syncing, encryption, group calendars, and other functions that have been requested by a number of departments.

IT Department Semi-Annual Status Report

Staffing & Workload

Recruiting and retaining qualified IT staff is a challenge. For the past six months, IT has been understaffed by at least one person and, for some of that time, by two. General low-unemployment and the smaller labor pool in Cheshire County continues to make recruiting difficult.

Keith Hultman joined the IT staff this month. Keith has an extensive background in hardware testing and evaluation. He is provisionally assigned to support the Sheriff and Dispatch. His experience should allow him to better support the wide variety of hardware and systems in use.

Events

As part of an evaluation performed for the Sheriff/Dispatch center, the Department of Homeland Security conducted a site audit of our Keene location. A basic evaluation of our IT infrastructure, in terms of surviving a physical compromise, was conducted. DHS found no significant areas in which the IT infrastructure was lacking.

An independent company that markets system monitoring software, Varonis, just concluded an evaluation of our internal data security policies and implementation. Varonis conducts these evaluations as a way to market their software and depends on being able to expose unknown and serious risks as a

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sales tactic. I am pleased to report that they were visibly disappointed at their results and found no notable security issues in our file system structure. The software does offer significant capabilities and I am evaluating it for use here.

Availability and Continuity of Business

A primary responsibility of the IT Department is to ensure the availability of computing resources to all County departments and to ensure the County's continuity of business. Over the first three months of 2018, there have been zero hours of unplanned downtime.

We are continuing to develop our cross-site disaster mitigation procedure. Critical systems are replicating between campuses. And we continue to make steady progress towards automating the process of migrating operations to alternate sites.

Infrastructure

Cheshire County operates a virtualized server environment. The advantages of this include more efficient use of resources, reduced maintenance, centralized management, and standardization. In addition, virtualized servers can be backed up, restored, and moved with an ease that is not possible with physical servers.

The fiber-based, high-speed, encrypted connections that link each campus have been performing without issue. Next year, in anticipation of migration of our telephone services, we will be upgrading the speed of these connections. We are also implementing a "management network" that will create an independent channel of access to our internal network structure to allow for remote management and repair in the event that the primary connections fail.

Security

External threats continue at a significant rate. Our "public" interfaces (firewalls, web services, email, and public-facing equipment) are subject to constant probing and directed attacks. To date in 2018, no successful penetrations were detected or observed.

Our most significant vulnerability continues to be end users – the final line of defense against compromise. In some cases, simply opening an email or browsing a website can be enough to download malware or viruses that could impact security. Our program to prevent unauthorized exfiltration or loss of data has increased in sophistication – and complexity – this year.

OpenDNS, our domain and malware blocking service, has undergone a significant upgrade in capability. As the filtering service improves, it gives us the ability to more effectively block threats before they reach our network.

Our "whitelisting" policy, which allows only authorized programs to execute on a workstation, has addressed a significant attack vector. This block prevents many forms of ransomware from running. It also prevents a new threat – crypto-mining malware – from hijacking our infrastructure.

The "geo-blocking" on our firewalls is reporting fewer cases of outgoing traffic to global destinations that are not on an approved list (such as Russia, Ukraine, China, and Viet Nam). This reduction is a

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direct result of the improved effectiveness of the DNS filtering and whitelisting in blocking unauthorized access earlier.

County-Wide Projects

1. Mail System

The implementation of a single, county-wide in-house email system is complete after an extensive testing and vetting program. The new system gives us unprecedented flexibility in designing email solutions and managing mail access. We have set the new email system to archive all email to or from Cheshire County to meet State and Federal requirements as well as to give us the ability to research or preserve email events.

Over a two-week period, the IT Department migrated county staff – and all existing email - four different email systems to a single on-site hosted system. The 240 email users, and their approximately 800,000 emails were moved to the new system without any significant problems. The ease with which this was accomplished is largely due to the tireless work and attention to detail of the IT staff as they worked personally with every individual.

2. Server & Systems Upgrades

With the passage of the 2018 budget, and with the approval of Superintendent Van Wickler, I have begun arrangements with the vendor for the upgrade of the HOC Com-Tech security system.

Several new servers, with expanded storage capacity, have been deployed in Keene. These servers are designed to support the storage requirements of our new email system and projected file-sharing system.

3. Telephone System Replacement

The new telephone system design project has moved into the service-provider selection phase. I am investigating options, based on price and reliability, which will give us alternatives to our current FairPoint (CCI) provider.

4. Secure File Share

Secure exchange of files is quickly becoming a requirement for our attorneys, law enforcement, and health care services. IT is preparing to create a secure, on-site file sharing service that will allow County departments to share files securely, both internally and with external users, without the need for external providers. The servers required to support this project are in place. Following the conclusion of the email system, this project will be moving to the beta testing phase.

Respectfully Submitted,

Robert L. Hummel
Director of Information Technology

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A question concerning the transfer of mail from one account to a new account and prohibited files and security screening was covered by the IT Director.

The Commissioners thanked Hummel for his report and then recognized Administrator Coates for the Weekly Operations Report.

Coates said that a letter will be going out all employees in the April employee newsletter concerning the Wage and Salary survey program and said that the communication outlines timelines and details on the implementation of the program.

Coates said that the Primex conference is being held on May 9th and 10th and that he has been selected for a public media training course that will be held on the 8th at the conference venue.

Coates then said that Matt Davis from the University of New Hampshire will be on-site to examine the Geo-Thermal system to help determine next steps in evaluating the system on Monday April 2nd at 4:00PM.

Coates said that the Republican Women's Committee held a meeting last Saturday and he said that he had received some inquiries concerning who can use the meeting rooms. He said that a draft of rules and regulations of use of the public space is being formalized. He then asked if the Commissioners had any input to the policies being created.

Coates then said that an offer has been received on the Blood Farm that is far below the asking price. The offer was unanimously rejected by the Commissioners.

Coates said that he attended a meeting in Concord yesterday evening on Managed Care with Administrator Kindopp and State Representative D. Eaton, that reviewed the optional structures for Managed Care in the state. The potential of implementing the Program of All-Inclusive Care for the Elderly (PACE) in the state was discussed and Coates said that based on the information that he was able to gather that it would take multiple millions of dollars and a five-year horizon just to break-even.

Superintendent Van Wickler then joined the meeting and discussed the pending implementation of a Victim Information and Notification Everyday (VINE) program state-wide victim notification program. Crime victims often want to keep tabs on the person who they were victimized by. Registering for VINE notifications is one of the ways victims can stay informed about the location and status of an offender. VINE is an automated notification system that was designed to provide victims and their families with up-to-date offender information.

A discussion of the inmate populations at the Department of Corrections (DOC) began and the federal inmates and county inmates was covered.

New Business

Commissioner Weed mentioned that he thought that the County Nursing Homes need to be carved out from the for-profit homes in the State especially as they relate to the pending Managed Care options being proposed.

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Coates said that issue was partially addressed at the meeting in Concord last night and the state is working on a solution that involves the Managed Care Organizations (MCO's) preserving the ProShare federal payments to the County nursing homes that are now in place.

The Weekly Census was reviewed.

The Weekly Manifest was then reviewed and a number of questions were answered concerning invoices. At the conclusion of the questions, Commissioner Cartwright moved to accept the Manifest as presented and was seconded by Commissioner Weed. Upon vote the motion passed unanimously.

The minutes of March 14, 2018 were then reviewed and Commissioner Weed moved to accept the minutes as presented and was seconded by Commissioner Cartwright. Upon vote the motion passed unanimously.

The Commissioners Calendar was then reviewed.

At 12:20M there being no further business to discuss, Commissioner Cartwright moved to adjourn the meeting. The motion to adjourn was then seconded by Commissioner Weed and upon vote the motion passed unanimously.

Respectfully Submitted,

Charles Weed
Clerk, Board of Commissioners