

CHARTER TOWNSHIP OF WHITE LAKE
Approved Minutes of the Special Board of Trustees Meeting
May 27, 2020

Supervisor Kowall called the meeting to order at 5:00 p.m. The meeting was held via video conferencing. He then led the Pledge of Allegiance.

Clerk Lilley called the roll:

Present: Rik Kowall, Supervisor
 Terry Lilley, Clerk
 Mike Roman, Treasurer
 Michael Powell, Trustee
 Andrea C. Voorheis, Trustee
 Liz Smith, Trustee

Absent: Scott Ruggles, Trustee

Also Present: Jennifer Edens, Recording Secretary

AGENDA

It was **MOVED** by Clerk Lilley, **SUPPORTED** by Treasurer Roman to approve the Agenda with the removal of item B. The motion **PASSED** by roll call vote (Kowall/yes, Lilley/yes, Roman/yes, Powell/yes, Smith/yes, Voorheis/yes).

PUBLIC COMMENT

No public comment.

PRESENTATION

A. IT RIGHT – TOWNSHIP IT UPDATE

Randy Allen, Director Information Technology. He previously met with Supervisor Kowall and Patricia Pergament to discuss what IT Right has been doing and to discuss what it will be doing. He highlighted portions of a packet previously provided to the Board, titled Cyber Security Initiatives 2020. He indicated that IT Right has had a historic reactive relationship with the Township since 2010. He explained that due to rapid changes with security issues as they are today, the status quo could not be maintained. Cyber-attacks in early 2019 prompted a lot of change as they were up overall 65%. More than 1,000 government entities were attacked for ransomware, totaling \$7.5 billion in losses. He shared of 13 Texas municipal locations being targeted in the same weekend, which resulted in the IT company going out of business. IT Right realized that is an extermination level event and they took it very seriously. They have taken great steps on their end; everything now has a two-factor authentication, there is no single path to get to anything, and they only give rights to those that need it. They have taken steps both internally and externally.

He highlighted slides to the Board related to Cyber Security:

- Barracuda link protection prevents problems and provides opportunity for education
- SentinelOne (S1) has its own artificial intelligence (AI) and can stop a zero attack. It can make its own decisions without a virus signature to be written.
- S1 Catching and Rolling Back Video is a silent video that shows "what if" the ransomware virus got past the line of defense and your machine got infected.
- SentinelOne allows IT Right to rollback an active attack, to pre-attack. Sets this antivirus in a league of its own.
- Backups are important, but security is like layers of an onion. You never want to rely on just one layer. IT Right is trying to create as many automated layers as they can.
- Wants to start proactive video training that includes email phishing.
 - Emails will look very legitimate, but when you click on it a video will pop-up and train the user as to why they should not have clicked on it.
- IT Right invested over \$100,000 to rollout SentinelOne.
- A key thing happening with the Township that is very proactive network admin or VCIO visits. The term he wants the Board to remember is Technology Alignment Manager (TAM). The TAM will take a thousand-foot view of the system. The VCIO will come out periodically to meet with the Township to boil down what the TAM has been doing and provide bullet points (i.e. the TAM has identified that the Township needs to do the following...) It creates three-legged stool; TAM, VCIO helps you with strategic timeline and budgetary, and the Township Representative.

Supervisor Kowall thought the phishing preventative IT Right put out there is fascinating. He believes it will help a learning behavior on how to avoid this type of problem.

Trustee Powell questioned if a user must be trained to be wise in what they open or if a warning will popup when they open something that indicates not to go any further. He would like to see such a popup

Mr. Allen indicated that the email training will make the users savvier as to what they even open. IT Right has a tech-in-10 policy, which means if you reach out to IT Right you will get a technician within 10 minutes to help you. He furthered that over time users will have a lower click rate and because of that the attackable footprint goes down. Essentially it is social engineering in reverse.

Mr. Allen indicated that as part of the training they are working with the barracuda filter that would prevent a user from going to a bad link.

Trustee Smith noted that she uses the IT Right server offsite to log into her emails. Recently she got a minor phishing email that appeared to come from a fellow board member with no warning. She asked that they keep in mind that some Board members use mobile outlook and reminded that Trustees do not have offices and connect remotely all the time.

Mr. Allen continued regarding Cyber Security:

- That they are partnered with MS-ISAC which is a bunch of tools available for government to better evaluate their network. MC-ISAC has provided a list of things that we need to do to sure up the Townships security.
- IT Right is constantly working Election Infrastructure ISAC to ensure they have the latest information to protect the Township during elections.
- IT Right maintains \$2 million in errors and omissions insurance which they are bumping up to \$4 million and possibly even \$6 million this year.
- They are moving backups to Veeam which can take snapshots of the servers, image snapshots of all your servers, in addition to all your backups. They have spent a lot of money to build up their data infrastructure to allow for image snapshots.
- Invested \$100,000 into Bomgar for backups and remote access, which is used at the state level. It meets the criteria laid out by the FBI for encryption (FIPS Validated 140-2) between two locations. He noted that all departments benefit from added security of other departments.
- They will take a deep dive into everything.
- The Bomgar Report will create objectives that they can clearly see, with timelines they can see and hold them accountable that they are moving the network forward while still getting all the help. They are adding onto, not taking anything away.
- They have a direct lifeline to the Cyber Defense System in Michigan.
- They spent a total onsite remote 801.75 hours, which if billed at their regular hourly rate, would be \$120,000 a year.
- Cost analysis, all invoices added up to \$27,420. He noted the industry seat charge is approximately \$100 per month. IT Right's cost is approximately \$43 per seat and they are looking for \$50 per seat to stay above water. That would be an additional \$1,870 for a total \$46,200. The police would be in it for \$14,400 of that amount.
 - It was noted that fees were recently waived regarding the Annex.

He asked if the Board can approve this without going to bid, he will lock this rate in for the next three years.

Clerk Lilley noted that IT Right has always done the right thing for White Lake and they have never given a reason to not continue service with them.

Treasurer Roman questioned if IT Right is aware there are several employees accessing the network from home and if there are additional things that need to be done to protect the network.

Mr. Allen indicated they are acutely aware of employees working from home, now more than ever. He furthered that they are in the middle of a campaign setting up clients with DUO at a cost of \$3 per user per month with the first 30 days as a free trial. It is an added layer of support to make sure not just anybody can remote in. They are also setting up home user machines with antivirus agent installed. IT Right has decided to support those home machines at least remotely.

Treasurer Roman has security concerns with the Township moving its website and the newly added interactive options for users (i.e. online payments). The Township is partnering with Oakland County's G2G Program. He asked if this creates additional risk for the Township or is it something IT Right can protect the Township from.

Patricia Pergament suggested that IT Right speak with Oakland County as she believes that the Township is using a link from the County.

Trustee Powell questioned if users at the Township will notice differences in their day-to-day nuances when the software is installed. He also asked what the \$2 million insurance policy covers.

Mr. Allen indicated for the most part they will not notice differences. However, they do like to turn off the name piece and have users sign-in each time. They like to use passphrases rather than passwords. The general day to day will be as non-intrusive as possible. As for the insurance policy, he can provide a list of items covered, but not off the top of his head. It is broad, and he knows it covers errors and omissions. He knows if the Township was hacked and any part of it was at fault or negligence of IT Right, he knows it will cover that if IT Right was found to be at fault.

NEW BUSINESS

A. REQUEST TO APPROVE IT CONTRACT FOR ADDITIONAL IT SECURITY MEASURES

It was **MOVED** by Supervisor Kowall, **SUPPORTED** by Trustee Voorheis to allow the Supervisor to finalize and execute a contract with IT Right subject to the Township Attorney's review, not to exceed \$46,200.00. The motion **PASSED** by roll call vote (Voorheis/yes, Smith/yes, Powell/yes, Roman/yes, Lilley/yes, Kowall/yes).

B. REQUEST TO APPROVE COVID 19 PREPAREDNESS AND RESPONSE PLAN

Changes noted:

- Page 2, Daily Screening – second sentence: All employees temperatures will be measured prior to the beginning of every shift. That will not be the case, the Township will utilize the CDC Self-Assessment Form.
- Under Classifying Department Risk should say Township, not Township Board.

Supervisor Kowall noted that this Plan is what is, as required as of now by the Governor.

Trustee Smith noted that Page 1, second sentence of the second paragraph, she believes it is important to include eyes as it is mentioned later that protective eyewear is encouraged.

Trustee Powell questioned if there should be a designation of the timing this will be in place. He noted that it addresses the current Executive Order but does not have language for how it will be handled into the future. He questioned if this is adopted how it becomes unadopted when it is no longer valid.

Patricia Pergament indicated that her conversation with Attorney Hamameh is that the Governor is requiring this now.

Supervisor Kowall indicated that this covers the Township for where they are right now and that there is no choice as it is part of the Executive Order.

Trustee Powell confirmed that the Board is not looking to change time off and sick times policies, and that it would in fact be an action of the Board later if needed. He continued that Page 1, specifically the last paragraph indicates that someone, who he assumes is Supervisor Kowall, decides of who is and is not an essential employee. He notes that it is not identified who that someone is. He takes exception with it saying the number of people in the structure.

Patricia Pergament indicated that later in the document it states the distance that must be maintained between people. This paragraph is not addressing how close they can be together; it is just saying who needs to be there to conduct business.

Trustee Smith stated that the last paragraph does not read essential worker, it reads critical infrastructure worker. She clarified that they are defined differently in the Governor's Executive Order.

Clerk Lilley noted that it is imperative that the Clerk's Office continue with election process. They will be working fulltime staff and part time workers. He is still awaiting word if it will be regular precinct or absentee ballot election. They will have to bring in staff to keep up wit the demands. He just wants to be clear why his staff is working and has been working.

Trustee Smith asked if it is possible to spread out the Clerk's Office staff, to make a workable plan and how the Board cold support Clerk Lilley.

Treasurer Roman feels that on Page 2, under Daily Screening that reads prior to entering any Township building the employee or contractor will be asked the following questions.... He believes that might be crazy to implement and questioned if it could be changed to upon entering. He believes that this directs him to meet his employees at the door which is a bit ridiculous.

Supervisor Kowall responded that would be part of the self-assessment form employees will complete each day. Currently contractors/ public are only entering upon appointment and it would be prior to entering. He indicated that if we are operating under appointment, we have some control.

Trustee Powell asked if a desk would be placed outside with a staffer asking questions before they enter.

Supervisor Kowall indicated there will not be a desk outside as the Township is operating by appointment only right now. He furthered that when the doors are open there could be another set of directives.

Patricia Pergament indicated that throughout the document it indicates that employees are going to be self-reporting.

Trustee Smith stated it is hard to ask before they enter the door, but it is important. She thinks we need to stick with prior to, not upon entry.

Trustee Powell noted that on Page 3, Item 4, he believes the word "to" needs to be added to the statement – If any employee answers yes **to** any of these questions shall be sent home.

It was MOVED by Trustee Smith, SUPPORTED by Trustee Smith to adopt the White Lake Township COVID19 Preparedness and Response Plan dated May 19, 2020, as amended. The MOTION PASSED by roll call vote (Powell/yes, Smith/yes, Voorheis/yes, Roman/yes, Lilley/no, Kowall/yes).

TRUSTEE COMMENTS

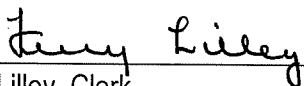
No comments.

ADJOURNMENT

It was MOVED by Supervisor Kowall, SUPPORTED by Trustee Smith to adjourn. The MOTION PASSED by voice vote (six yes votes).

The meeting was adjourned at 6:22p.m.

I, Terry Lilley, the duly elected and qualified Clerk of the Charter Township of White Lake, County of Oakland, State of Michigan, hereby certify that the foregoing is a true copy of the May 27, 2020 special board meeting minutes.



Terry Lilley, Clerk
White Lake Township
Oakland County, Michigan