



# Welcome to the Local Health IT Community of Practice

## Agenda

August 22, 2019

- Introductions
- Priority 1: Lessons from Bob Brooks on cybersecurity
- Priority 2: Discussion on cutting costs in IT
- Priority 3: Updates to LHIT Virtual Conference
- Other opportunities



# Introductions

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- Name
- Local Health Department
- [First-timers] What would you like to learn from this group?
- [Returning guests] What drives the work you do? What inspires you?



## Cybersecurity

- Cities and counties are being impacted by ransom and malware
- We want to share best practices to see if we can get ahead of this
- Bob Brooks volunteered his expertise – he used to hack gov websites for a living
- Also have a expert, Roger Grimes, from KnowBe4 in the room

## *Ransomware Attacks Are Testing Resolve of Cities Across America*



A handwritten sign posted near City Hall in Baltimore after some of the government's computer systems were hacked in May. The city, which did not pay a ransom of about \$76,000, has spent more than \$5.3 million to recover from the attack. Stephanie Keith/Reuters

Link: [NY Times](#)



# SECURING PUBLIC HEALTH



- Bob Brooks
- Chief Information Technology Officer –  
Greene County Public Health
- MCSE,CCNA,OSCP,CEH
- 27 Years working in Information Technology
- 12 Years working in Public Health

# CHALLENGES

- Lack of buy in/support by management
- Lack of support from staff
- Lack of required tools and training
- Lack of knowledgeable support staff
- Ever growing threat landscape

# WHAT CAN WE DO?

- Training
- Monitoring
- Proactive Protection
- Auditing
- Documentation

# TRAINING

- The culture needs to be transformed to being security aware
- IT personnel need to be trained to know what to look for and possess the ability to mitigate incidents
- Staff need training to be able to understand what what information is coming to them and respond accordingly

# KNOWBE4

- Training for both IT and general staff
- Training to meet different industry needs
- Marketing material for the office
- Testing for the staff after the training

# MONITORING

- Servers and workstations
- Network devices
- 24/7 and daily checks
- Patch Management
- Web monitoring / protection
- Malware monitoring
- Backups

# SOLARWINDS MSP

- Remote Monitoring & Management
- Patch Management
- Take Control
- End Point Detection & Response
- Backup
- Web Protection
- Service Desk
- PassPortal + Documentation

# PROACTIVE PROTECTION

- Endpoint detection and response
- Backups
- Policies and procedures
- Response team
- Test all the above



# DOCUMENTATION

- Hardware
- Software
- Passwords
- Services
- Infrastructure
  - Physical and Cloud based



THANK YOU

Since 2012, the volume of new malware samples has surpassed the ability of tradition AV solutions to stay up to date

AV-Test now registers almost 350,000 new malware samples a day<sup>1</sup>

Legacy AV is based on signatures and static AI engines to recognize malicious before they run

In 2018, 82% of SMBs that experienced a cyberattack say the attack evaded their antivirus solutions<sup>2</sup>

<sup>1</sup>“Solving the problem,” Sentinel One. <https://go.sentinelone.com/Looking-Beyond-AV-Solving-EPP-Problem.html>

<sup>2</sup> “2018 State of Cyber security in small & medium size businesses,” Ponemon Institute.

<https://keepersecurity.com/assets/pdf/Keeper-2018-Ponemon-Report.pdf> (Published November 2018)

# Full Disclosure: Not an Endorsement

- The LHIT CoP is not endorsing a person or product
- Purpose of bringing in GTT, Tiered Solutions, KnowBe4, Level Access, and others is to introduce industry experts to you
- Sharing information and resources
- See what they've learned
- We will be transparent about our partnerships and sponsorships

If you ever have any concerns, suggestions or opinions about these partnerships, let us know.



# Cutting-Costs in IT

## Question from the Community

"We are a very small rural health department with little to no extra funding ... We are always on the lookout on ways to improve our services and cut costs. "

**What are some safe ways that you have cut costs in IT?**



# LHIT Virtual Conference



Opening Speaker: Karen DeSalvo, former National Coordinator for Health Information Technology of the Office of the National Coordinator for Health Information Technology

National Data and Technology Opportunities for 21st Century Public Health

[www.lhitcon.org](http://www.lhitcon.org)

Our Sponsors:



# Cybersecurity Expert: Roger Grimes

## 5 Solutions to Address Phishing Attacks and Malware Threats

- Roger A. Grimes, Data-Driven Defense Evangelist for [KnowBe4, Inc.](#), is a 30-year computer security consultant, instructor, holder of dozens of computer certifications, and author of 11 books and over 1,000 magazine articles on computer security.



# Accessibility Expert: Jonathan Avila

## **Beyond Web Accessibility: Is Your Mobile Content Accessible for Your Community?**

With 20 years of experience in digital accessibility and his own personal experience as a person with a visual impairment, Jonathan brings unparalleled industry knowledge and a unique perspective to access solutions for technology.

- Authored mobile standards for U.S. Federal agencies and international organizations,
- Developed training courses and educational resources,
- And is a contributing member of the Worldwide Web Consortium's (W3C) Mobile Accessibility Task Force.



# Accessibility Expert: Jonathan Avila

## **Implementing Telehealth Across Multiple Counties: Overcoming SOPs and Other Logistical Challenges**



Chris Collinge is the Director of Information Technology for the Florida Department of Health in Orange County. This state health department is one of 67 counties and is located in Orlando, FL.

His team has developed innovative strategies for state-wide IT projects and standardizations for mobile and tablet technologies for use with their EHR system.

# Promotional Code



**Thank you for all your work!**

Local Health IT Community of Practice Members can use promo code **STAYLHIT** to receive **\$30 off registration.**

# NACCHO Annual 2020

**July 7-9, 2020**

- Sheraton Denver Downtown
- There will be a track for IT and another for Informatics



# Next Meeting

- October 24, 2019 at 1pm ET
- Can discuss takeaways from LHIT, moving forward, and Model Practices
- Bring a friend



# Questions or Comments

Any questions or comments about this CoP? Any overall website feedback, etc?

All additional comments and questions can be sent to [amcpherson@naccho.org](mailto:amcpherson@naccho.org).

