Warren County Ohio
TELECOMatters
our monthly newsletter of things that matter. all things Telecom.

Pictured above: *Team Telecom in a planning meeting for the UPS Replacement project.*

ESO Update

A new version (5.38.1868) of EHR Essentials has been made available by Telecom for your MDCs (see PDF for upgrade instructions). As new versions are announced/released, Telecom will work to get those tested, vetted and made available to your crews within 4 weeks.

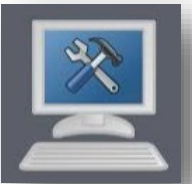Please refer to the tech bulletin **here** for more information.

Intro to Cybersecurity for Elected Officials
Hosted by: Warren County Board of County Commissioners, in partnership with Warren County Telecom

Thank you to everyone who attended the Intro to Cybersecurity on 2/6/2023! This workshop was presented by Shawn Waldman, founder and CEO of Secure Cyber Defense. This education session helped provide great examples of cyber-attacks and how we can proactively protect against them. This was a great platform to ask questions and become informed of what the County can do to be prepared and protected.

UPS Replacement
Phase I—went according to plan

With several months planning and a multitude of contingency plans put into place, we replaced 1 of 2 Uninterrupted Power Supplies (UPS) on Monday, February 13, 2023. Phase I, which was a high risk maneuver, is complete. These UPS's support the 911, Radio and Dispatch. Phase 2 will add additional redundancies.

BAR Report (Benefit Assessment Report)

Fire/EMS and Law Enforcement partners will receive their BAR FYE 2022 by April1, 2023.

Our expectation is that you will review it for accuracy within 30 days of receipt and submit needed changes to help@wcoh.net with subject line 'BAR REVIEW'.

This report ensures rosters are accurate and avoids unnecessary spending. Questions?

Contact Lisa.Hicks@wcoh.net

INTRO TO
CYBERSECURITY
FOR ELECTED OFFICIALS

HOSTED BY:
WARREN COUNTY BOARD OF COMMISSIONERS
IN PARTNERSHIP WITH TELECOM

Details:
MONDAY
FEBRUARY 6, 2023

TIME: 10:00–11:30am
LOCATION: 405 Justice Dr.
Lebanon, OH 45036
Room 128

Presented by:
Shawn Waldman, founder and CEO of Secure Cyber Defense

Internal Telecom "Fun"draising for a cause! Telecom's first fundraiser was in February (in partnership with Emergency Services) to help raise money and awareness for suicide prevention! Wear a sports jersey on the 3rd Thursday of the month, donate a $1. *All proceeds will be donated to the **WC Veterans Suicide Prevention Coalition Fund** in July 2023!*

#TCKUDOS

Kudos are for above-and-beyond actions taken by a Telecom team member or someone Telecom interacts with. They can be submitted throughout the year via our website or a physical card at our office. #TCKudos are then posted on our Kudos Board all month long before being tallied and delivered! If you receive a #TCKudos, we'll send it to you and your Supervisor/Department Head. If you know of someone from Telecom that has gone over and above, please take the time to nominate them! **VOTE**

CONGRATS Alex Wicker, Dustin Flint and Alex Mockrycki!

#TCKudos
| To: | Alex Wicker/Dustin Flint | Dept: | BRAVO |
| From: | Corey Burton | Date: | 2/9/2023 |

Thank you for...
Assisting with getting me information while I was remote at a tower site. A vendor needed internet access and the WI-FI at Goosecreek had been updated to the new version. Dustin and Alex quickly got me the info I needed so the vendor could complete their Preventative Maintenance for the site.

#TCKudos
| To: | Alex Mokrycki | Dept: | CHARLIE - Communications Systems Team |
| From: | Melissa Bour | Date: | 2/7/2023 |

Thank you for...
I am so impressed with your communication with Director Breckel (from Clinton County)! I can't even begin to tell you how much I appreciate you taking care of the "Warren County talkgroups Interoperability template included in Clinton County radios" for me and Emergency Services.
It's so nice to have Telecom's support anytime I need it! Sometimes I am even "hesitant" to ask for something from Telecom because I know everyone will drop what they are doing to help me!!
I wanted to recognize you and wanted to make sure that your work and dedication does not go unnoticed.

JERSEY Day!
"Fun"draising for Suicide prevention!
3rd Thursday of the Month – **March 16!**

WE ARE hiring!
Open positions:
- Infrastructure Systems Supervisor
- Infrastructure Systems Analyst

Apply online @

Join our TELECOM team!

#We are hiring!
Come work for our team - Apply **here**!

Wright State Hiring Event
Dustin Flint and Lisa Hicks represented Warren County Telecom!

SECURITY HINTS & TIPS:
Wire Transfer Fraud

What would you do if you received an email from your CEO or CFO asking you to make an immediate or urgent wire transfer of funds? If you are the person in your organization who is responsible for such tasks and receive requests like this regularly, you may not think twice. However, with the increased sophistication of hackers and cybercriminals, you must Stop, Look, and Think before deciding how to proceed.

Business Email Compromise is an advanced form of spear-phishing which targets employees of businesses that routinely perform wire transfer payments or work with foreign companies or suppliers. This form of cybercrime is steadily on the rise, and companies are losing thousands, even millions of dollars instantly because of a spoofed or compromised email address.

How it Happens:

The scammers target the email accounts of business executives or high-level employees. Either they will gain actual access to those individuals' email accounts through a targeted phishing attack and wait for the perfect time to take over such as when those employees go on vacation or leave for a business trip, or they will simply spoof the email address and change where the email is sent when it is replied to. This is called header manipulation. Then, they will email an employee within an organization who may be responsible for making wire transfers or handling funds, asking them to process a transaction.

Here are some things to look at when you receive any requests to transfer or wire funds:

- Look closely to verify the email address when you receive a wire transfer or monetary transaction request. Check for any spelling errors or missing letters.
- Call the person who is requesting the transfer directly to verify that the request is legitimate, or follow your corporate verification procedures carefully.
- If you think a request is suspicious in any way, trust your instincts and inform management or IT immediately.

Look at the real email address before replying to the message.

To prevent YOUR email from being the one that is compromised:

- Never provide your security or account credentials to anyone.
- Do not click on any links or open attachments in emails you receive, unless you are absolutely positive they are safe and from a legitimate sender.

It is best to have a wire transfer process in place that requires more than just an email request. Either a phone call, face-to-face, or multi-person process is best.

#Important TELECOM dates
"YEARS OF SERVICE"

Jeff Boutell
1 year!

Tommy Kramer
1 year!

Debbie Griffith
20 years!