



MARCH 2024

Pictured above: Shawn Waldman, founder of SECURECYBER, presenting "Cybersecurity 101: the 1st 48 hours after an incident" to Government Officials and County Employees

REMINDER: MONTHLY MAINTENANCE ~ Wednesday, March 20, 2024

*CentralSquare maintenance - 5:00am - 8:00am | *Monthly maintenance - 5:00pm - 8:00pm <https://status.wcpsn.net/>

IMPORTANT ESO UPDATE

- ESO uploads/imports are complete, Telecom contacting FDs to arrange historical data handoff.
- Telecom is planning on removal of the Zoll environment, time-line to be determined based on historical data handoff and ESO correction review.
- *The recent ESO data breach information can be found by clicking this [Notice of Cybersecurity Incident](#)*
- Please contact Joe (joseph.newton@wcoh.net) with any

New ESO update as of 2/13/24

Please see [Technical Bulletin](#) for "how to". After the update, if the upload buttons are missing, please send in a help ticket to help@wcoh.net with the MDC host name and telecom can fix it remotely, the MDC just needs to be on.

BAR Report (Benefit Assessment Report)

~ REMINDER ~

Fire/EMS and Law Enforcement partners will receive their BAR FYE 2022 by April 1, 2024.

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? Please contact: Lisa.Hicks@wcoh.net

Open Central Square Tickets

Telecom has several open tickets with our vendor Central Square to fix issues with RMS reporting. The tickets that Rhonda Bernard is currently escalating to be fixed are the OIBRS reports that are being rejected after being sent to the State. The most common are for reports that include:

- **Vehicles or property that have a property status of "NONE"**. When property is marked with this status, it is not supposed to be reported to the State however, it is now being sent through and then getting kicked back making our error rate 3% or higher.
- **2919.22 Endangering Children**. These reports are also failing. Reporting does not allow the victim type to be against an individual. Rhonda has checked and rechecked everything on her end and it must be fixed by Central Square. She will keep you posted.
- **Crash reports**. Right now, these reports have the issue of NO Damage being looked at by Central Square. If a vehicle does not have any damage, then under the Unit, Vehicle Damage - Damage Scale, Damaged Areas and Initial Point of Contact must be completed prior to entering the vehicle information. This is a work around.

Rhonda encourages you to send her a help ticket if you notice any issues within the RMS system. Chances are that the issue has been reported and she can relay that information to you or give a "work around" until it is fixed. If the issue has not been addressed, then she can get started on finding a fix with Central Square. Please email Rhonda.Bernard@wcoh.net or submit a help ticket to help@wcoh.net

Central Square Server Rehost

Telecom is working with Central Square to prep all new servers for our CAD, Mobile, RMS and JMS Systems. This will bring us up to newer hardware technologies and allow us to take future upgrades. We have completed building the servers and are in the middle of testing them. We plan to start transitioning to the new servers starting in March. Below are the "tentative" dates of these switchovers:

- CAD and Mobile – March 25th to March 28th
- RMS – TBD*
- JMS – TBD*

Note: We are still working to finalize the RMS and JMS Schedule and will put out a Status.IO when we get those dates.

Cybersecurity 101: the 1st 48 hours after an incident

The Board of County Commissioners hosted a Cyber Defense event on Monday, February 5, 2024. Shawn Waldman, founder of SECURECYBER, spoke about how county agencies and public safety communications are at risk from a multitude of cyber threats and vulnerabilities. Due to the urgent nature of the operations, county agencies and public safety communications are high-value targets for cyber threat actors. He reviewed common themes, insights, and best practices from his experience and gave examples of cyber events and timelines of actual events that took place recently.

He emphasized how it is key for organizations to develop a "culture of cyber readiness" and work collaboratively with all stakeholders who influence or impact their cyber posture. It is recommended that organizations examine external resources that could assist in protecting their systems and networks from threats, preserving forensic evidence, mitigating incidents, and recovering from disruptions.



WINDOWS and MOBILE DATA COMPUTERS/LAPTOPS Recommendation Tech Bulletin is updating soon!

It is time to start thinking about Mobile Data Computer/MDC (MDC – any mobile device with a Windows OS (operating system) that connects to the PSN (Public Safety Network) via VPN (Netmotion)) and their future with the upcoming Windows 11. The end date for Telecom's use of Windows 10 will be July 31, 2025. We will not begin Windows 11 installation until 2025. With Windows 11, there are restrictions coming from Microsoft that cannot be upgraded on existing hardware.

As it stands, the CF-19, CF-31, CF-20 MK 1, CF33-MK 1, and the G1 are not supported by the Windows 11 processor requirement. Current models that support upgrading to Windows 11 are CF-20 Mk2, CF-33 Mk2 FZ-55, G2 Surface pro's 6, 7, 8. I will be following up with individual department emails containing MDC lists of what is and isn't supported.

Here are the current systems from Panasonic Toughbook line:

- G2 - CF20 replacement [CLICK HERE](#)
- CF-33 [CLICK HERE](#)
- FZ-55 [CLICK HERE](#)
- CF-40 - Fully-rugged FZ-55 (No one has yet) [CLICK HERE](#)



Need help? Help@wcoh.net 513-695-HELP



Warren County - Ohio

TELECOMatters

our monthly newsletter of things that matter. all things Telecom.

Congrats Jeff Boutell!

Jeff Boutell, TELECOM's Data Systems Technician 1, completed the COMPTIA Security+

Congrats Jeff!!!



Be a part of our Team

WE ARE HIRING!

Here's your chance to shine!

Positions:

- Communications Systems Analyst 1
- Infrastructure Systems Analyst

Apply online:

- Click [here](#) to apply



Your Vigilance Keeps Phishing at Bay

Sophisticated cyber tactics like spear phishing and credential phishing target to mislead and gain system access. Recent reports in cyber news channels highlight campaigns where cybercriminals have targeted organizations globally, compromising user accounts to conduct financial fraud and data exfiltration. Understanding these threats is crucial for our collective security.

- Be Skeptical of Emails:** Verify the sender's authenticity and exercise caution with links or attachments in unexpected emails. Cybercriminals often craft emails that look legitimate to trick individuals into providing access to sensitive information.
- Update Passwords Regularly:** Use strong, unique passwords for different accounts. Regularly changing passwords can significantly reduce the risk of unauthorized access. Use a password manager like [1Password](#).
- Enable Multi-Factor Authentication (MFA):** MFA adds an extra layer of security, requiring more than just a password to access your account, making it much harder for cybercriminals to gain unauthorized access.
- Awareness and vigilance are vital both at work and personally.** By recognizing and proactively responding to these threats, we can protect our personal information and the company's valuable data. If you ever encounter something suspicious, please immediately report it to our IT security team. Your attentiveness is sometimes our last defense against cyber threats, ensuring our digital environment remains secure.



Telecom TEAMWORK

TELECOM values *teamwork and camaraderie!!!* We had our first "Personality Preferences Training" for team members using *Spirit Seminars Consulting's workshop material*. Lisa Hicks, Telecom's Community Manager, presented *Spirit Seminars* material to help build awareness of our own personality preferences and how to work collaboratively with other personality types. We value these techniques & training tools to help build great relationships within Telecom!

#TEAMWORKMAKESTHEDREAMWORK



#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 the employee and their Supervisor/Department Head.

If you know of someone from Telecom that has gone over and above, please take the time to [nominate](#) them!
Well done Tommy and David!

#TCKudos

To: Tommy Kramer Dept: Delta/Charlie
From: Paul Kindell Date: 2/9/2024

Thank you for...
Thank you Tommy, for the "Great Catch" in identifying an unauthorized radio on the MARCS system! Your critical thinking helped you identify an issue and adjust accordingly. Well done.

#TCKudos

To: David Shiverdecker Dept: Delta
From: Lisa Hicks Date: 2/20/2024

Thank you for...
Thank you David for helping me with a very last minute project on a Friday afternoon, and taking the time to drop everything to help me!!!! I appreciate your help SO much!!!!