

WELCOME TO THE STATE COURT CLERK SECURITY SESSION

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TENNESSEE STATE COURTS
TNCOURTS
.gov





WHY IS SECURING OUR IT ENVIRONMENT SO IMPORTANT?

1. WE LIVE IN A DIGITAL ERA!
2. MOST ALL OF OUR DAILY TASK REQUIRE SOME TYPE OF TECHNOLOGY INPUT OR OUTPUT. EX. EMAIL, ONLINE BANKING, ONLINE PAYMENTS, WEB BASED APPLICATIONS, ENTERING DATA INTO THE TNCIS DATABASE.
3. WE/YOU ARE RESPONSIBLE FOR KEEPING IT SECURED.

WHAT DO WE NEED TO SECURE?

1. EMAIL
2. PC/LAPTOP'S
3. WIFI (IF APPLICABLE)
4. PHYSICAL NETWORK EQUIPMENT
5. MOBILE DEVICES (WORK EMAIL, BANKING, ETC)
6. REMOVABLE MEDIA – PUBLIC ACCESS RESEARCHER'S USING USB MEDIA.
NOT A GOOD IDEA.
7. BACKUPS – THIS IS OUR LIFELINE IF A DISASTER/CYBER HACK HAPPENS.

HOW DO WE HELP SECURE OUR IT ENVIRONMENT?

- EMAIL – WATCH OUT FOR PHISHING EMAILS(a type of online scam that targets consumers by sending them an e-mail that appears to be from a well-known source) They are much more sophisticated in recent years.
- Look for misspelling in subject lines, hover over the sender's email address, it will show you the valid email address it was sent from. The email address in the email may have been spoofed(In spoofing attacks, the sender forges email headers so that client software displays the fraudulent sender address, which most users take at face value)
- IF YOU ARE NOT SURE ABOUT AN EMAIL CONTACT OUR ITSD SERVICE DESK BY USING OUR JIRA LINK <https://tennaoc.atlassian.net/servicedesk/customer/portal/5>
- USING OUR JIRA LINK IS THE BEST WAY TO GET THE HELP YOU NEED...

HOW DO WE HELP SECURE OUR IT ENVIRONMENT?

- PC/LAPTOP SECURITY –
- DO NOT SHARE PASSWORDS!
- LOCK YOUR PC IF YOU GET UP TO GO OUT OF THE OFFICE (SIMPLY HOLD THE WINDOWS KEY DOWN AND PRESS THE “L” KEY. WE ARE ASSISTING WITH THIS BY ADDING A SCREEN TIME OUT WITH A GROUP POLICY PUSHED BY ZENWORKS.
- KEEP WINDOWS AND TRELLIX(ANTIVIRUS) UP TO DATE.

HOW DO WE HELP SECURE OUR IT ENVIRONMENT?

- PC/LAPTOP SECURITY –
- USING THE INTERNET WISELY, USE YOUR WORK PC FOR BUSINESS NOT PERSONAL USE.(PERSONAL EMAIL, SOCIAL MEDIA, ETC... PERSONAL EMAIL IS A ROOT CAUSE OF EXPLOITS... CLERK'S THINK ABOUT IMPLEMENTING AN ACCEPTABLE USE POLICY.
- IF YOU USE A LAPTOP BE CAREFUL NOT TO USE PUBLIC WIFI EX. COFFEE SHOPS AS THEY CAN BE HAZARDS BECAUSE OF THE OPEN NETWORK.
- USE SECURED WIFI NETWORKS WHEN POSSIBLE. IF ONE IS NOT AVAILABLE MOST PEOPLE CAN USE THEIR CELL PHONE AS A HOT SPOT.

HOW DO WE HELP SECURE OUR IT ENVIRONMENT?

- PHYSICAL SECURITY OF NETWORK EQUIPMENT –
- DO NOT LET NON AOC OR COUNTY IT PERSONNEL GAIN ACCESS TO YOUR SERVERS, SWITCHES, ROUTERS, IT CLOSETS, ETC...
- ASK QUESTIONS IF SOMEONE IS NEEDING ACCESS OR CALLING TO HAVE YOU GIVE THEM INFORMATION ABOUT YOUR IT ENVIRONMENT
- CONTACT THE AOC IF YOU ARE UNSURE ABOUT GIVING ACCESS TO SOMEONE YOU DO NOT KNOW.
- AOC VENDORS – THE AOC USES A FEW VENDORS THAT MIGHT CALL YOUR OFFICE – **WWT AND UNITAS GLOBAL** ARE TWO THAT MIGHT CALL IF YOU HAVE AN INTERNET OUTAGE.

HOW DO WE HELP SECURE OUR IT ENVIRONMENT?

- BACKUPS –
- IT IS CRUCIAL TO KEEP THE BACKUP ROTATION OF TAPES/SYNOLOGY EXTERNAL HDD'S IN ORDER.
- MAKE SURE YOU ARE KEEPING YOUR BACKUP MEDIA AT AN OFF SITE LOCATION.
- **THIS IS OUR LIFELINE IN A DISASTER/CYBER HACK SITUATION...**

HOW DO WE HELP SECURE OUR IT ENVIRONMENT?

- CLERKS, WE ARE ASKING YOU TO SUBMIT NEW USER/REMOVE USER FORMS VIA OUR JIRA APPLICATION. THIS HELPS US KNOW THAT YOU THE CLERK IS REQUESTING A CHANGE OF PERSONNEL.
- WE ARE REQUESTING 2 POC'S/PHONE NUMBERS FOR EACH OFFICE. WE NORMALLY HAVE THE CLERK OF THE COURT AND ONE SUPER USER DOWN AS A POC. IF THESE CHANGE PLEASE LET US KNOW.
- IF OUR EMAIL SYSTEM GOES DOWN THIS GIVES US OTHER AVENUES OF CONTACT FOR YOUR OFFICE.
- IF YOU FEEL IN ANY WAY THAT ONE OF YOUR SYSTEMS HAS BEEN COMPROMISED, GET INTOUCH WITH OUR ITSD SERVICE DESK IMMEDIATELY. DO NOT CLICK ON ANY OPTIONS THAT MAY BE SHOWN ON YOUR DEVICE. WE HAVE ALSO SEEN MESSAGES TO CALL CERTAIN PHONE NUMBERS AND LET SOMEONE REMOTE INTO YOUR SYSTEM. ***DO NOT DO THIS***
- CONTACT THE AOC ITSD USING OUR JIRA LINK IMMEDIATELY...
- ITSD JIRA LINK <https://tennaoc.atlassian.net/servicedesk/customer/portal/5>

WHAT IS THE AOC DOING TO HELP SECURE YOUR IT ENVIRONMENT?

- THE AOC IS RUNNING THE LATEST ANTIVIRUS (TRELLIX) ON ALL SYSTEMS.
- WE HAVE A CISCO MERAKI FIREWALL/CONTENT FILTER IN PLACE TO HELP PROTECT YOUR NETWORK. (AOC USES 2 VENDORS WWT(WORLD WIDE TECHNOLOGY) AND UNITAS GLOBAL.
- THE AOC HAS A EMAIL SECURITY GATEWAY IN PLACE TO HELP BLOCK SPAM AND KNOWN THREATS.
- WE HAVE A DEDICATED ADMINISTRATOR THAT IS CONFIRMING YOUR DAILY BACKUPS.
- WE JUST IMPLEMENTED A APPLICATION CALLED HP WOLF SECURITY SURE CLICK – THIS IS AN APPLICATION RUNNING ON YOUR PC THAT PROVIDES ANOTHER LEVEL OF SECURING YOUR PC FROM THREATS.

WHAT IS THE AOC DOING TO HELP SECURE YOUR IT ENVIRONMENT?

- UP COMING CHANGES TO HELP BETTER SECURE OUR IT ENVIRONMENT
- EMPLEMENTING EXPIRING PASSWORDS -90 DAYS
- SETTING PASSWORD COMPLEXITY TO INDUSTRY STANDARDS
- ADJUSTING ADMINISTRATIVE RIGHTS ON SYSTEMS (HELPS MITIGATE THE ABILITY OF MALWARE TO AUTOMATICALLY INSTALL ITSELF
- AOC IS IN THE PROCESS OF REPLACING ALL TnCIS DATA SERVERS ACROSS THE STATE. THESE WILL BE REPLACING THE CURRENT WINDOWS SERVER 2012R2 SERVERS THAT CURRENTLY RUN YOUR TnCIS DATABASES

WHY ARE WE MAKING SECURITY CHANGES?

- TO HELP BETTER PROTECT OUR IT/NETWORK ENVIRONMENT
- IN THE PAST YEARS GOVERNMENT ENTITIES FROM MUNICIPAL, COUNTY STATE AND FEDERAL HAVE BECOME MORE OF A TARGET THAN EVER!

WHO ARE WE - AOC – ITSD?

- BRANDON BOWERS – CTO
- DAVID THOMAS – NETWORK & HARDWARE SUPPORT MANAGER
- WENDY WESLEY – IT ASSISTANT MANAGER HARDWARE & HELP DESK
- TAYLOR YORK – SYSTEM ADMINISTRATOR – MIDDLE TN
- BARRETT HOBBS – SYSTEM ADMINISTRATOR – EAST TN
- SHAUN VANDIVER – SYSTEM ADMINISTRATOR – WEST TN
- SHADY NOMAN – SYSTEM ADMINISTRATOR – MIDDLE TN

WHO ARE WE, AOC – ITSD?

- HELP DESK/WORKSTATION SUPPORT SPECIALIST
- DANIELLE BEAUMANN
- FAITH HUGHES
- JUSTIN KNOTT
- DEONTE HARRIS

WHO ARE WE, AOC – ITSD?

- FIELD TECH/WORKSTATION SUPPORT SPECIALIST
- CASEY BOBLEWISKI – EAST TN
- JEFF PEARSON – MIDDLE TN
- KODY SCALLION – WEST TN

IMPORTANT LINKS AND EMAIL ADDRESSES

- TO OPEN A TICKET WITH THE AOC PLEASE USE THE FOLLOWING LINK
- <https://tennaoc.atlassian.net/servicedesk/customer/portal/5>
- TNCOURTS WEBSITE – www.tncourts.gov
- SPAM EMAILS SEND TO - spam@tncourts.gov
- BOMGAR LINK FOR REMOTE SUPPORT – support.tncourts.gov