



# Tech Services

Dept Update - June 19, 2023

Finance and Administration Committee



# Tech Services

Geographic  
Information  
System (GIS)

Information  
Technology  
(IT)

Cybersecurity

Operational  
Technology  
(OT)



# Projects

Satellite Internet Configuration

Data Warehousing & Governance

Data Center Upgrades

Asset Management



# Cybersecurity



EPA - Sanitary Survey



Penetration Testing



Systems Monitoring & Response Group



Best Practices



End Point Monitoring



# Cybersecurity



**Cloud Security**



**Routine Patching**



**Vulnerability Scanning**



**Bi-weekly Cybersecurity Discussions**



**Monthly Cybersecurity Review**



# Cybersecurity

PHISH-PRONE  
1.3%

TRAINING COMPLETION  
88%

	Before Campaign	After Campaign
Emails Reported	<25/mo	80-100/mo (↑400%)

**MONTHLY PHISHING CONTEST**

REPORT A PHISH TO WIN A FISH!\*

**HOW TO ENTER**

- 1) Report suspicious emails using Phish Alert Button
- 2) Phishing email reporters will be entered in a monthly drawing

Questions? Email us at [cybersecurity@scvwa.org](mailto:cybersecurity@scvwa.org)

\*No live fish were harmed

SCV WATER | TECH SERVICES

**PHISHING CONTEST WINNER**  
MAY 2023

**Steve Patterson**  
Field Services Supervisor  
Winning Catch Prize: "Jump" the Shark

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[cybersecurity@scvwa.org](mailto:cybersecurity@scvwa.org)



# Operational Technology (OT)



**Network Mapping & Documentation**



**Upgrading Application & Data Center**



**Building Redundancy**



**Security Best Practices**



# Operational Technology (OT)



**System inventory & cleanup**



**Automations - Reporting**



**Hardening of Security & Permissions**



**Evaluation of backup strategies**



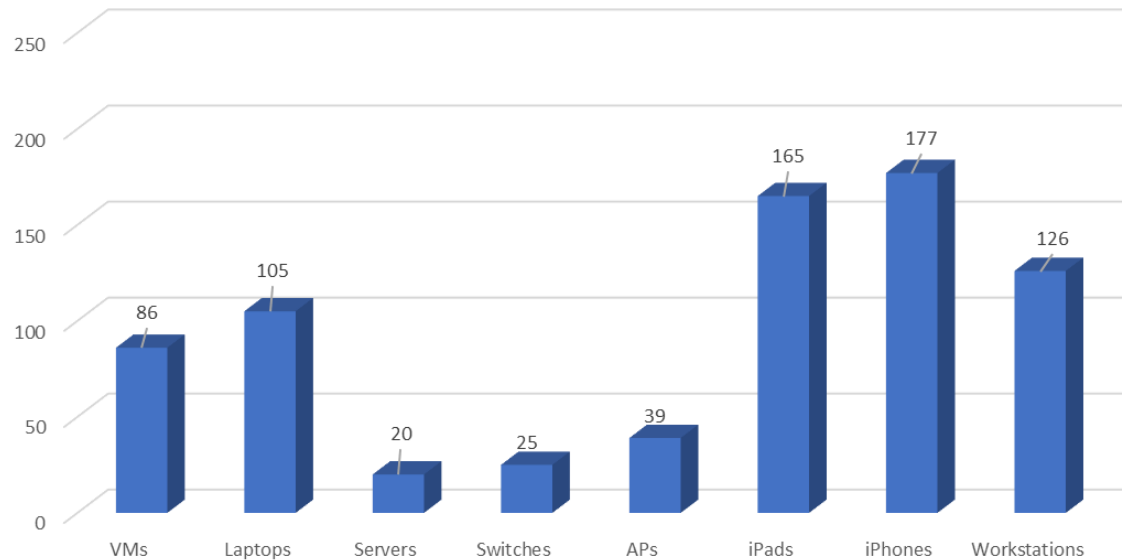


# Tech Services Device Count

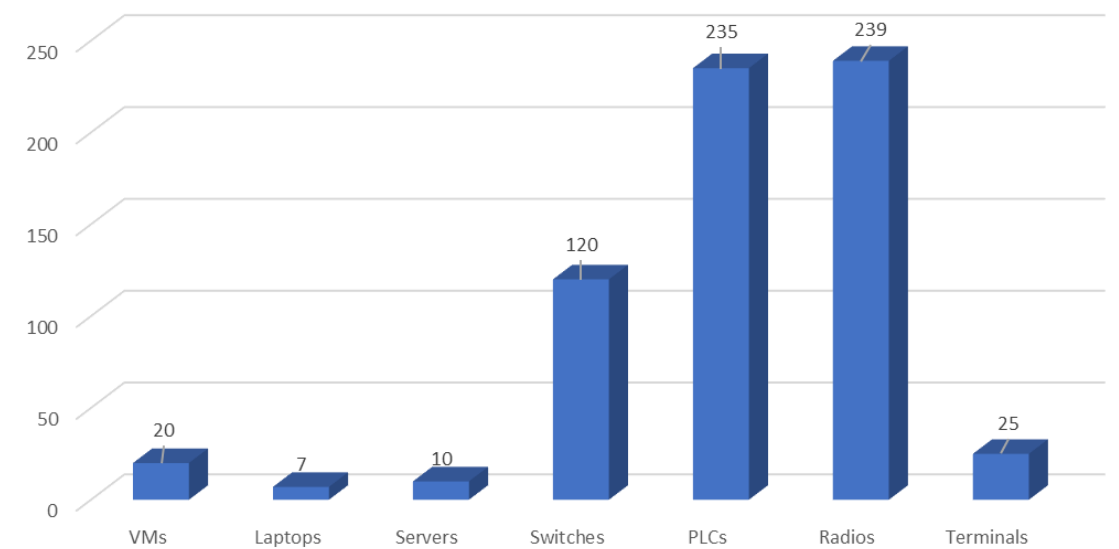
IT supports 743 devices and counting

OT supports 656 devices and counting

## IT Asset Count



## OT Asset Count





# Questions & Comments