

St. Charles Parish

Information Technology Office Report

January 25th, 2021

Anthony Ayo
Director of Technology and Cybersecurity



Information Technology Team

Anthony Ayo – Director of Technology and Cybersecurity

Erik Dufrene – Computer Systems Supervisor

Kimberly Cheramie – Information Systems Specialist

Abel Dufrene – Multimedia/GIS Technician



Who do we support?

- All parish offices and employees
- St. Charles Parish Council
- 29th Judicial Courts
- Registrar of Voters
- District Attorney
- Clerk of Court



Technology Staff Daily Activities

- Field incoming calls through Technology helpdesk
- Assign tasks to staff member for field support issues
- Manage fax service (XMediusFAX)
- Manage all parish provided email accounts through our Office 365 Portal
- Provide any Technology services for the aforementioned entities
- Provide phone system support along with dedicated vendor
- Provide support for any network or Metro E issues that may be affecting productivity or services
- Monitor logs to identify potential security threats.
- Maintain backups of critical systems



Technology Accomplishments in 2020

- COVID-19 Challenges
- Virtual Meetings (Departments, Webinars, Council)
- Firewall Upgrades
- Remote Work Project
- Remote Support Project
- Construction Projects
- Redundant/Failover Network (Courthouse and EOC)
- National Institute of Standards and Technology (NIST) Framework Evaluation
- Zero Major Security Threats!



Cybersecurity Report for 2020

- First Full Year with our Security Operation Center (SOC)
- 5.77 Billion Data points evaluated by our SOC
- 3,340 Investigations Evaluated
- 95 Reported Incidents
- Highest volume of security attempts – Nov and Dec 2020



Observations

Number of data points ingested by the sensor.

5.77 G



Investigations

Number of potential incidents that your CST ran to ground.

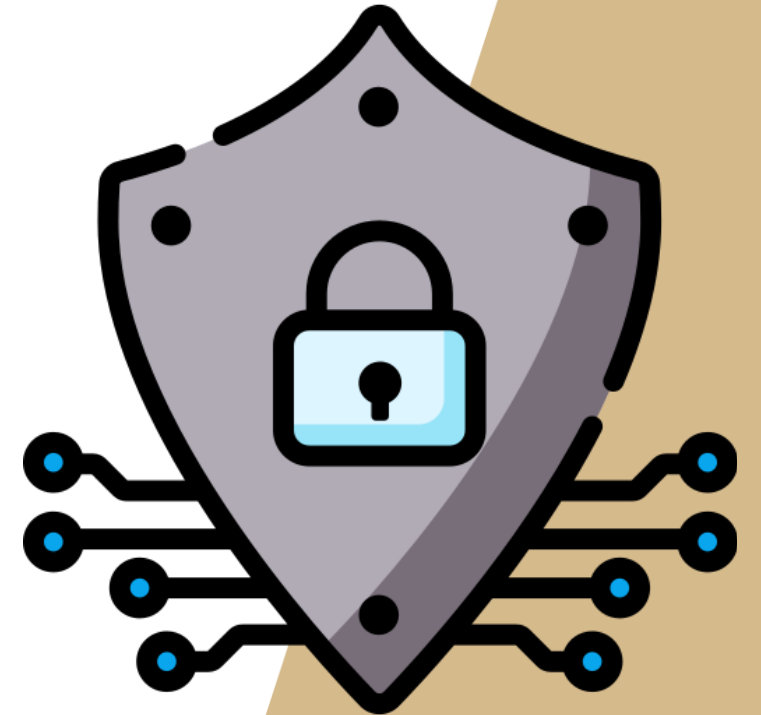
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Reported Incidents

Security incidents that were brought to your attention.

95



Technology Goals for 2021

- Robust E-mail security Solution
- Data Center Upgrades (Westbank and Eastbank)
 - Proactive Support/Maintenance using AI
 - Marsh Cyber Catalyst Designation
- Disaster Recovery Plan updates
- .GOV Email Migration
- Phone Upgrades for End Users
- End user device upgrades
- Increase back up scope for noncritical systems
- Network Resiliency Evaluation
- Penetration Testing (after Data Center Project)
- NIST Cybersecurity Framework implementation
- Security Awareness Program
- NextGen Antivirus Upgrades



Thank You!

Questions or Comments?

