

GRAFTON COUNTY COMMISSIONERS' MEETING

Department of Corrections
3855 Dartmouth College Hwy
North Haverhill, NH 03774
April 26th, 2016

PRESENT: Commissioners Cryans, Lauer and Richards. CA Libby and Admin Assistant S. Norcross.

OTHERS PRESENT: ITM Ruggles, Supt. Elliott, Sgt. Allaire, Supt. Oakes.

Commissioner Cryans called the meeting to order at 9:00AM and began with the Pledge of Allegiance.

ITM Ruggles arrived and gave the following report:

Grafton County Department of Information Technology Monthly Summary Report April 26th, 2016

AO – Attorney's Office

- Perform Maintenance\Updates on courtroom laptops
- Assisted Attorney with body cam video from PD. Did training on how to use software that plays back video.
- Resolved issue of users not being able to print to network printer. Reboot of printer/copier cleared issue.
- Checked for reported network connectivity issue no issue found.
- Added attorney to the scan-to-email list on the MFP in Commissioners Office, and trained him on how to use.
- Configured and Added shared label printer to an employee's profile on a support staff desktop.
- Assisted Court Clerk with playing audio from his LT to the courtroom TV. Had to install the driver for the HDMI sound device.
- Employee's Email would not open. I cleared the Cache of the email program, which resolved the issue.
- Deployed PC and connected it to the big HD TV.
- Shared Employee's email Calendar and set appropriate Users as Editors.

AS – Alternative sentencing

- Employee reported her web mail randomly closed out of the browser a few times. Reviewed settings and resolved.
- Reconnected the phone in the back area that I previously disconnected. It is used as a switch to connect to the MFP.

CE – Cooperative Extension

- Some computers at CE were unable to access their network. Worked and assisted CE staff with getting computer systems back on network until UNH tech support could arrive on site.

CO – Commissioners Office

- Worked with County Administrator on setting up new security Roles in accounting software to meet requests from Auditors.

DoC – Department of Corrections

- Created install package to place icon for Campus Web mail on systems at the DOC PODS. This was a correction to an update that had changed settings causing connectivity issues.
- Contacted vendor for Inmate phone system confirmed issue was with them. Notified DOC staff when issue was corrected by vendor.
- Resolved issue with inmate software not working on intake SGT and booking system. Additionally added access to training database on both systems.
- Resolved issue on admin staffs system preventing latest version of Anti-Virus software from installing and running properly.
- Worked with the Team and got the Email certificate issue straightened out. Our current firewall rule was blocking the certificate from getting authorized.
- Went to the jail to measure the estimate length needed for the Kensington locks for each laptop in the new computer lab.
- Re-installed Leds on PC in Mail Room after it was noticed it was removed.
- Investigated a PC in one of the Housing Units that had no sound. Turned out the integrated speaker had failed.
- Multiple printers were “offline” on Employees laptop in Community Corrections. I restarted the Print Service on that machine and it resolved the issue.
- Cleaned up the disk on PC in Community Corrections.
- Two printers that are deployed with Group Policy were asking for a Driver upgrade on all workstations they are deployed on. I disabled that policy and ran gpupdate and re-enabled it then forced the gpupdate again on all machines.
- Deployed all laptops in the Computer Lab, and have them all locked with the cables. Determined the appropriate location for the printer, and connected that as well. Also put them all on a peer-to-peer network with a plug and play switch in the network closet.
- Cisco Video Conference system died, sourced replacement from Ebay and configured and installed replacement unit.
- Phone in the Kitchen Office was becoming scratchy and breaking up. Replaced handset, issue resolved.
- Ran a Utility on all the computer lab laptops to gather system info to import to our network inventory. and running.

HR – Human Resources

- Setup additional Skype calls for interviews with other county HR departments.
- Installed Microsoft Outlook on HR Generalists and HR Receptionists PC's

IT – Department of Information Technology

- Ran Data consistency check (s) on NAS Device's used for backups. Results were that the Data was good.
- Created additional backup of Campus flat files to external device as precaution against encryption Malware.
- Configured additional settings on Anti-Virus server to provide greater protection of all systems against encryption Malware.
- Created software installer to help secure and deployed remotely to all campus computers against Ransomware.
- Sat as chairmen for JLM. Complied Agenda and sent out same to all members. I Have Minutes from that meeting and will send them to all members after review.
- Update of software used to image servers, Set email notification of success or failure of imaging.
- Changed email account used to notify IT staff of success or failure of backups on campus servers.
- Backup of NAS Device to an external device daily to have an "offline backup" of all campus department documents. This is done to have a copy of all documents if encryption malware were to hit campus network.
- Updated Anti-virus software as needed on Campus computers.
- Update of software versions to correct security vulnerabilities on campus systems.
- All IT staff attended fire response training put on from Maintenance Superintendent Oakes.
- Created updated boot disks for servers to used in restoring OS and data.
- Monthly maintenance of server used to keep systems OS up to date. If this is not done the server can become slow or unstable.
- Collected needed information for IT Manager for further securing NAS devices.
- Installed imaging software on new email server.
- Worked with IT manager in creating exception's in AV software to improve Email server performance.
- Did cleanup of items flagged and placed in Quarantine on Anti-Virus server.
- Contacted users listed in Daily Possibly infected system report to gather more information if the received a suspicious email or file. Did training with all on the danger of suspicious emails or files and to notify IT Department if they had any questions.
- Contacted Anti virus tech support to gather information and suggestions on policies protecting against Ransomware.
- Had few UPS batteries ordered, and replaced three of them, which two are are now good spares.
- Completed software update to County Email Server and Clients.

MT – Maintenance

- Maintenance on laptops used at the DOC.

RD – Registrar of Deeds

- Recommend to install additional security software to RD network computer systems,

Registrar is checking with their Software Vendor.

NH – Nursing Home

- User system running slow found multiple instances of word processing software running. Closed all and issue was resolved.
- Installed AHT Software Update all systems Nursing Home.
- Corrected issue with software for Labs. Reviewed how to check the software to allow staff to verify settings and correct as needed.
- Resolved issue with shortcut for restorative user. Issue had to do with their system losing the association between Web-browser and web-link. (HTTP). (HTTPS)
- Worked with HIM Director to check functionality of software to be used for NH residents.
- Deployed recommended web browser for future use by NH staff of web software.
- Resolved issue with software installed to help staff differentiate between good and bad websites. (WOT)
- Retired server formally used for Archiving medical documents of Residents.
- Presented Training and Presentation on Ransomware and Encryption Malware for Nursing Home Staff.
- Resolved log-on issue for in-service director. Reviewed the accounts and credentials needed for accessing the computers and resident software.
- Replaced UPS on assistant director of Nursing's computer.
- Did training with user on the dangers of using a USB drive at home and then bringing it in for use at work. A notification of a possible virus on the USB drive had been noted in the Daily Anti-Virus report.
- Did maintenance on assistant director of nursing's system to resolve performance issue.
- Upgraded Firmware and Drivers on HDMI Wireless Display device. I then installed the USB software for the transceiver on an additional laptop.
- Help Desk call on Kiosk that wasn't responding. Performed utilities, cleanup, and updates.
- Replaced tethered handset phone cord for an employee.

SO – Sheriff's Office\Dispatch

- Disabled separated employee accounts. Gave supervisor access to Business related emails.
- Reset email passwords for users.
- Monthly Windows updates on servers used by SO and outside PD's to stay in compliance with security requirements.
- Setup needed accounts for new Officer at Littleton PD to access Servers at SO.
- Performed updates and maintenance on systems in SO.

Yours in Service,

Brent Ruggles
IT Manager

- Supt. Elliott stated that last month they had transferred a female inmate to Sullivan County. He stated that she was formerly an officer at the DoC. He stated that they currently have a Sullivan County female here at Grafton County and he had asked them if they could take this inmate for him and they agreed. He stated that they are not paying any per diem for her only medical costs that she may have. The Commissioners signed off on the inmate transfer to Sullivan County DoC.

e) Computer training

- Supt. Elliott stated that last Monday they hosted four (4) officers from Hillsborough County DoC to learn more about their Zurker software system. Hillsborough County is getting ready to transfer over to that system soon and wanted to learn more about it.

f) Operation Impact packet

- Supt. Elliott handed out an informational packet from Sgt. Larson for the Commissioners explained the various programs that Operation Impact offers.

Commissioner Cryans asked if everyone had a chance to read the minutes from April 19th and 21st.

Commissioner Lauer moved to approve the minutes from the April 19th meeting.
Commissioner Richards seconded the motion and all were in favor.

Commissioner Lauer moved to approve the minutes from the April 21st budget meeting.
Commissioner Richards seconded the motion and all were in favor.

Supt. Oakes arrived to discuss the Above-ground Storage Tank (AST) Registration & Spill Prevention, Control and Countermeasures (SPCC) Plan.

He stated that last week he determined that five (5) out of six (6) AST's used for fuel storage at the complex were not registered with NH Dept. of Environmental Services. Additionally, when reviewing a draft SPCC Plan for four AST's stationed on the North end of the complex he realized that the Farm's 500-gallon fuel tank used for refueling tractors was not in compliance with the SPCC Plan. Although the tank itself is in a secondary containment structure, the SPCC Plan requires the refueling area to have a spill containment means where the vehicles are parked during refueling. The farm's 500-gallon AST refuel area does not meet this requirement. He explained that he confirmed these findings with the professional engineer who prepared the draft SPCC Plan and he reiterated the refuel area had to be constructed of concrete and be sloped to a drain with a shutoff valve.

The current location where this ATS sits is not a good location due to its close proximity to a storm drain and lack of elevation for the required drain. FM Kimball and Supt. Oakes selected the old chicken coop area behind the Dairy barn as a suitable site for the properly configured refuel area. Supt. Oakes explained that initially he contemplated putting this work out to bid, but decided to do it in-house because they can get it done quicker and cheaper than if it were contracted. A rough cost estimate to complete this work will be \$3,000 - \$5,000. They

anticipate having it complete within 5-6 weeks. The funds to pay for this project will come from \$28,000 that was left over from lightning protection projects in FY16.

CA Libby stated that she needs a formal motion by the Commissioner to switch health insurance providers. She stated that she has the letter ready to go out terminating their membership and they need to give Health Trust a sixty (60) day notice. She also noted that they cannot go back to Health Trust for two (2) years once they terminate their relationship with them.

Commissioner Richards moved to terminate the County's relationship with Health Trust effective June 30th 2016 and switch the county insurance to Harvard Pilgrim through New Hampshire Interlocal Trust. Commissioner Lauer seconded the motion and all were in favor.

The Commissioners invited Admin. Assistant Brenda Paronto to the meeting to thank her for her 25 years of service to the county as this week is her last week.

Commissioner Richards stated that she is visiting her last town, Orange, tonight.

Commissioner Lauer stated that she went to the UNH Ext. Advisory council last night. She stated that it was poorly attended as there were only three (3) advisory members there along with the staff. Next meeting will be the end of May and they will talk about getting more members.

Commissioner Cryans stated that he attended the HISET graduation.

Superintendent Elliott took the Commissioners on a tour of the facility so that they could conduct their inspection of the Department of Corrections per RSA 30-B:12.

10:30 PM With no further business the meeting adjourned.

Respectfully Submitted,

Linda D. Lauer, Clerk