Training Section Secure Login Discussion Minutes

Date: July 27, 2022

Attendees: Jennifer Weitz, David Stoffel, and Catherine

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Topics of discussion:

# Conference room

## Challenges

* + Lack of documentation in all conference rooms when mobile devices are brought in for presentation
		- Location of device to use
		- Picture diagram of equipment and connections (e.g. specific ports, power switches)
		- List of cables available and locations
	+ Patches waiting to be deployed
	+ IT’s help desk hours not meeting business requirements – Control Systems staff utilized to assist.

## Discussion regarding opportunities for improvement:

* + IT consider creating a conference room use documentation set enclosed in a yellow (can be easily spotted) binder. Documents can be placed in sleeve or laminated for easy cleaning. Information can include the following:
		- Detailed, clear instructions on how to connect (Instructions should be reviewed and tested by those who use the conference rooms often such as training)
		- Common troubleshooting tips for conference room users
		- Diagrams of devices identifying items like power switches, ports, button
		- List of ports available for vendor connection
		- Requirements to bring internet connectivity if secure connection is require or use of guest wireless if information is publicly assessable and secure connection is not necessary
		- Cables vendors can use and where they are located, if that is an option
		- Conference room lighting and shade options, if applicable
		- Phone number for Help Desk listed to address any immediate help necessary that may not be addressed by the troubleshooting guide.
		- Daily check log noting any issues and signed by person checking
	+ IT consider developing a list staff can download from the intranet and provide to presenters informing them of cables they will need to bring to properly connect
	+ IT consider doing a daily morning check to include:
		- Workstation patches are not waiting.
		- All devices are properly working
		- Devices requiring batteries have spares in case batteries die in middle of presentation
		- Daily check log updates and signature
	+ IT consider staggering work hours and possibly incorporating rotating the help desk staff to support business needs similar to other ISD support groups.

## Action Items to improvements:

* + Catherine - Setup meeting with Jeff, and this team to go over challenges discovered, opportunities for improvements identified, considerations for acceptance, and discuss achievement dates acceptable to business
	+ Jeff – IT action item –
		- IT to create yellow binder with conference/assembly/training/meeting room utilization instructions.
		- IT to provide list for staff to download and provide for presenters prior to their arrival of conference room indicated connections available for their use so they bring the proper cables
		- IT performs daily morning checks of conference/assembly/training/meeting rooms and sign off completion of checks for each room. If , IT staggering work with potential rotation

# Training staff logs in for other staff training

## Discussion of history and challenges:

* Training staff previously logged on workstation with generic accounts for facilitate staff being able to sit down and get started with training right away. O&M and M&O taff have been used to using a generic log in to sit and take their training without logging on.
* Current security measures are removing generic accounts due to the potential use of the account for attacks, crypto mining attempts, and other nefarious purposes by insider and external threats. Generic accounts do not have a way to set two factor authentication.
* Training staff now logs in with their own accounts to accomplish the same tasks since generic accounts are being removed from use.
* Training staff potentially violates the acceptable use by sharing their account logins.

## Discussion regarding opportunities for improvement:

* Educate training staff on dangers of using their own accounts for the training group and themselves. Remind staff on what is allowed and what is not allowed. Safety tailgate training incorporation for reminders of the Acceptable Use Policy staff signed by staff.
* Have staff taking training use their own log in to take the training.
* Utilize Pipeline, Security Awareness Month in October, Safety Tailgate meetings to inform staff of Acceptable Use Policy once a year.

## Action Items to improvements:

* + Catherine – Meet with Communications to discuss Pipeline article on Acceptable Use Policy (AUP) reminder once a year. Create newsletter item for Security Awareness Month to remind staff about AUP.
	+ Jennifer – Bring item for Matt’s approval regarding adding Acceptable Use Policy (AUP) reminders to Safety Training Tailgate meeting rotations for staff reminders. If Matt agrees, Jennifer volunteered to coordinates with Mike Redfern and Deborah Celestre to create and add Acceptable Use Policy reminders to the Safety Training Tailgate meeting rotations. Catherine can assist with content review.

# Vendor Logons:

## History:

* Due to complications of vendors being able to connect their devices, training staff will log in with their account to allow vendors access to the present on the screen.
* Staff many not always be available to stay the duration of the presentation

## Opportunities for improvement:

* + Educate training staff on dangers of using their own accounts for the training group and themselves. Remind staff on what is allowed and what is not allowed. Safety tailgate training incorporation for reminders of the Acceptable Use Policy staff signed by staff.

## Action Items to improvement:

* + Jennifer – Informs staff to no longer use their accounts for vendors.
	+ Items under Conference room action items