NCTECH
Association

Tracy Doaks

Secretary, NC Dept of IT and State CIO
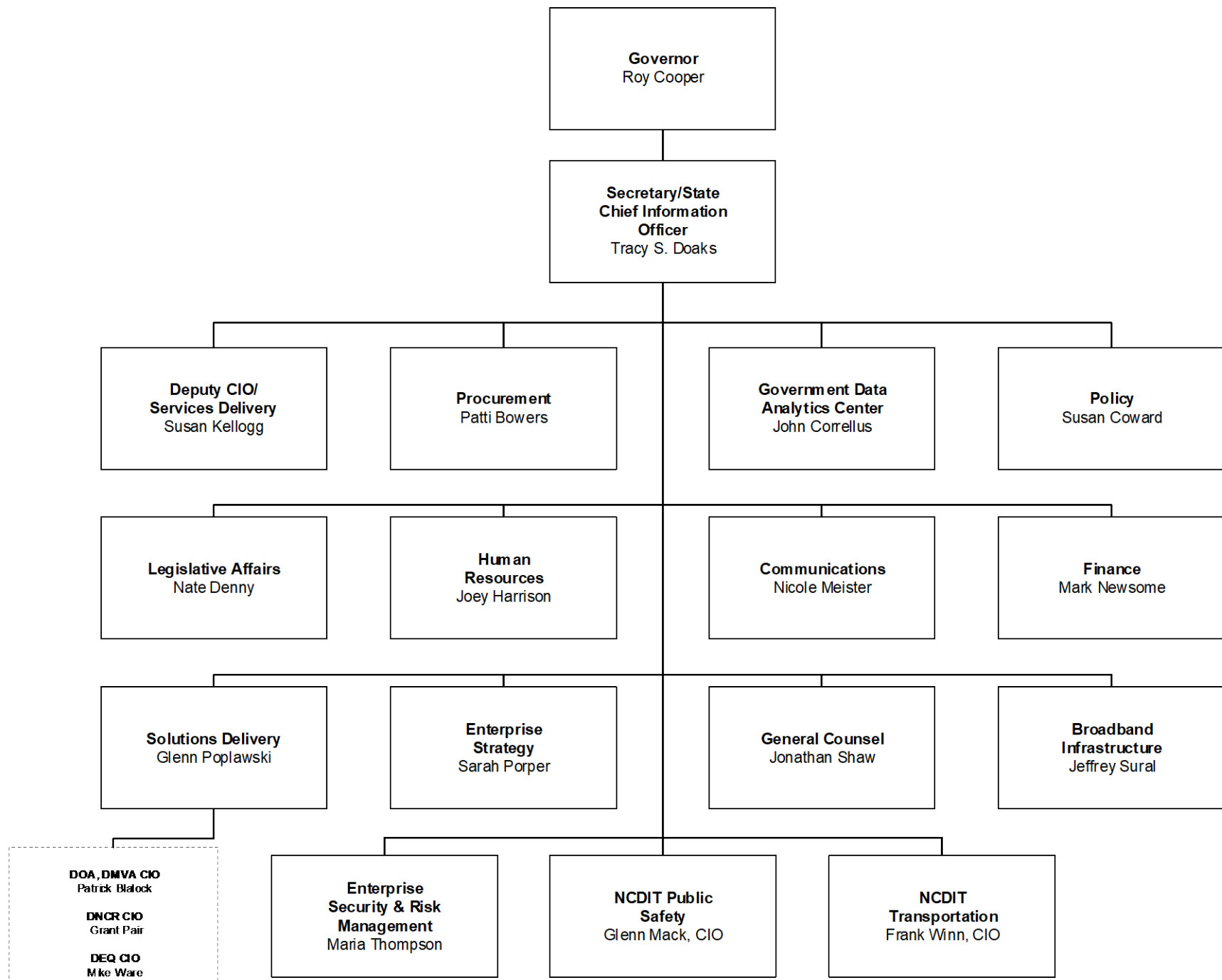
@NCTA   #NCTECH GovtVendors   NCTECH.org

Please ask questions using the Q&A function

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GOVERNMENT
VENDOR
NETWORK

NC Tech Government Vendor Network Special Session

May 21, 2020

Governor
Roy Cooper

Secretary/State Chief Information Officer
Tracy S. Doaks

Deputy CIO/ Services Delivery
Susan Kellogg

Procurement
Patti Bowers

Government Data Analytics Center
John Correllus

Policy
Susan Coward

Legislative Affairs
Nate Denny

Human Resources
Joey Harrison

Communications
Nicole Meister

Finance
Mark Newsome

Solutions Delivery
Glenn Poplawski

Enterprise Strategy
Sarah Porper

General Counsel
Jonathan Shaw

Broadband Infrastructure
Jeffrey Sural

DOA, DMVA CIO
Patrick Blalock

DNCR CIO
Grant Pair

DEQ CIO
Mike Ware

Enterprise Security & Risk Management
Maria Thompson

NCDIT Public Safety
Glenn Mack, CIO

NCDIT Transportation
Frank Winn, CIO
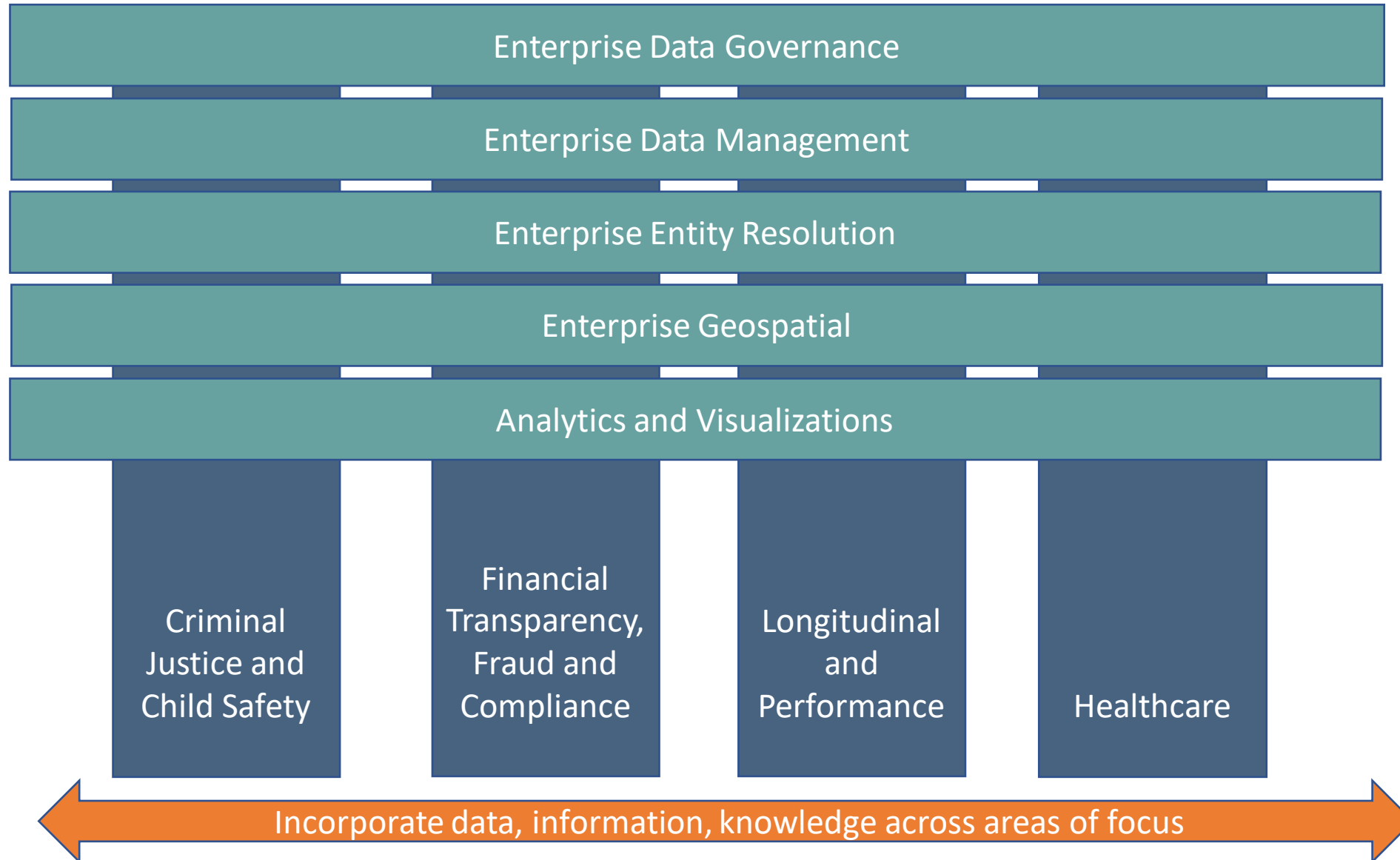
NC DIT

April 30, 2020
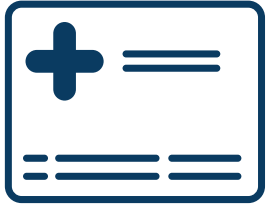
Data Division Update

John Corellus
Chief Data Officer

Organizational Focus

Data Division Key Priorities

- Expand the Health Information Exchange

- Modernize the Educational Longitudinal Data System

- Increase Use of Data and Analytics Across All Domain Areas

- Extend the Enterprise Entity Resolution Initiative

- Develop and Leverage Data as a Service (API's)

NC DIT

Broadband Infrastructure Office

Jeff Sural
Director

NC DIT

How We Do What We Do

- State Broadband Plan
- Partnerships & Programs
- Technical Assistance/Community Playbook
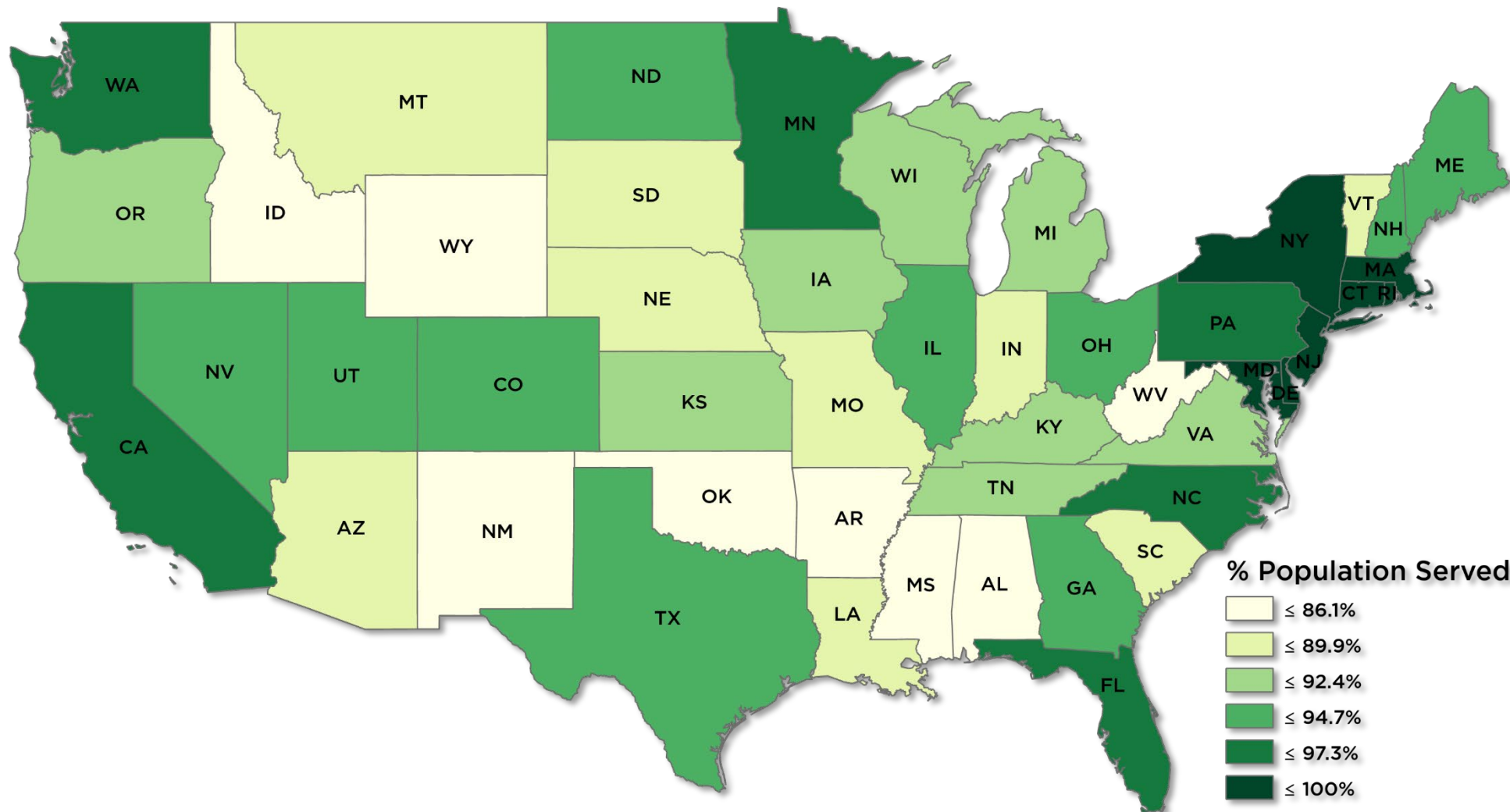- Data Collection, Analysis & Mapping
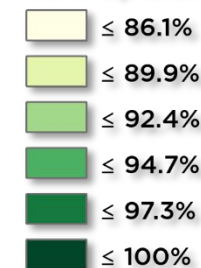- Rural Grant Program

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U.S. Federal Communications Commission 2019 Broadband Deployment Report

Provider Reported Population Served with
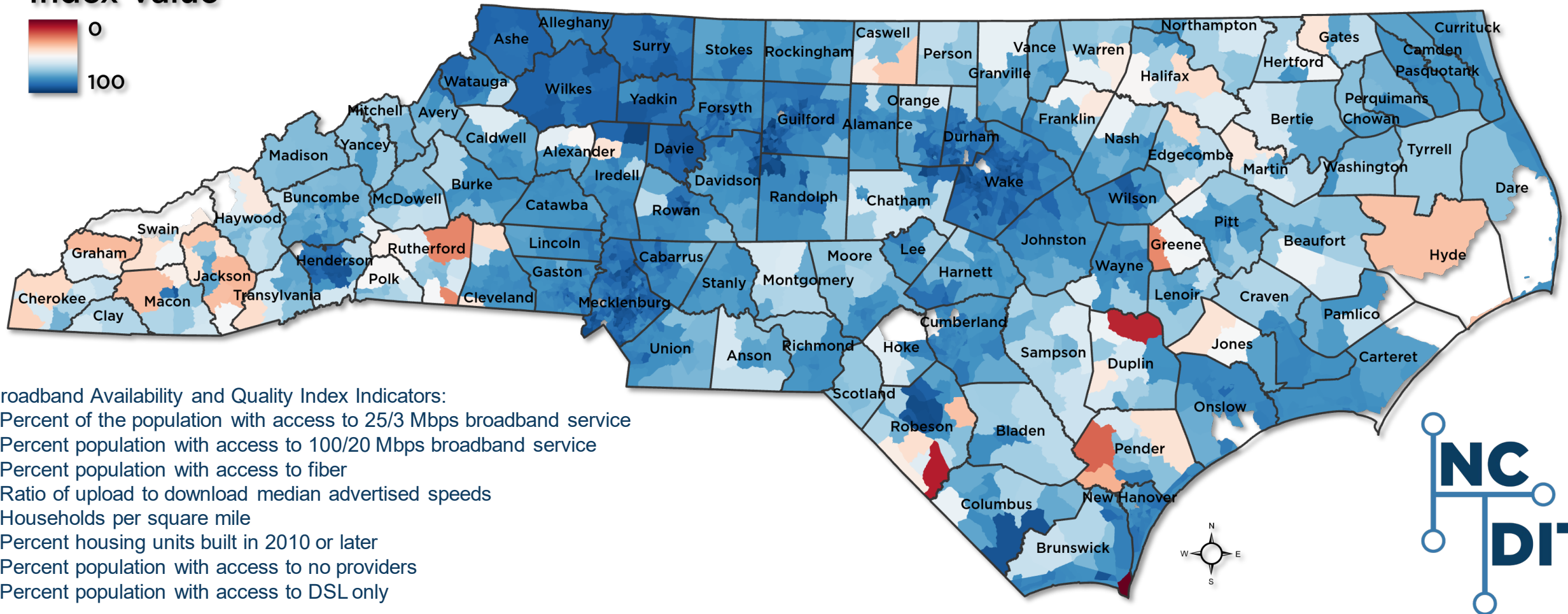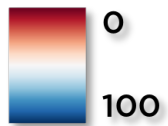25 mb/s Download and 3 mb/s Upload Service or Greater

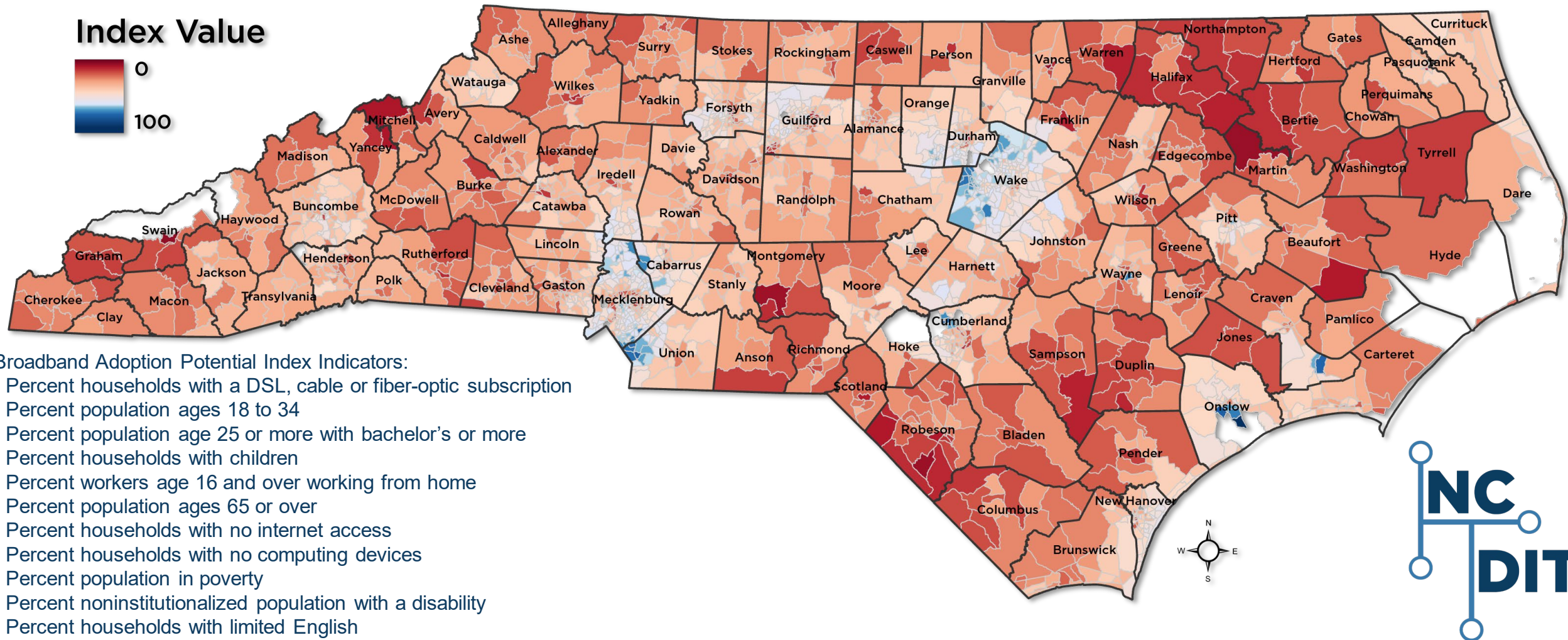# NC Broadband Availability and Quality Index By Census Tract

'The Broadband Adoption Potential Index' is a compilation of eight indicators (see below for list) combined to create a holistic measure of broadband access in NC's counties. For more information about the methodology, purpose, and how to understand your county's score visit: www.ncbroadband.gov

Index Value

0

100

Broadband Availability and Quality Index Indicators:
• Percent of the population with access to 25/3 Mbps broadband service
• Percent population with access to 100/20 Mbps broadband service
• Percent population with access to fiber
• Ratio of upload to download median advertised speeds
• Households per square mile
• Percent housing units built in 2010 or later
• Percent population with access to no providers
• Percent population with access to DSL only

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NC Broadband Adoption Potential Index
By Census Tract

'The Broadband Adoption Potential Index' is a compilation of eleven indicators (see below for list) combined to create a holistic measure of county's broadband adoption potential. For more information about the methodology, purpose, and how to understand your county's score visit: www.ncbroadband.gov

Index Value

0

100

Broadband Adoption Potential Index Indicators:
• Percent households with a DSL, cable or fiber-optic subscription
• Percent population ages 18 to 34
• Percent population age 25 or more with bachelor's or more
• Percent households with children
• Percent workers age 16 and over working from home
• Percent population ages 65 or over
• Percent households with no internet access
• Percent households with no computing devices
• Percent population in poverty
• Percent noninstitutionalized population with a disability
• Percent households with limited English

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Speed test complete!
Click the Next → button to finish the survey.

✓

Latency	Download ⊕	Upload ⊕
22	49.0	32.8
ms	Mbps	Mbps

NC DIT | NORTH CAROLINA DEPARTMENT OF INFORMATION TECHNOLOGY
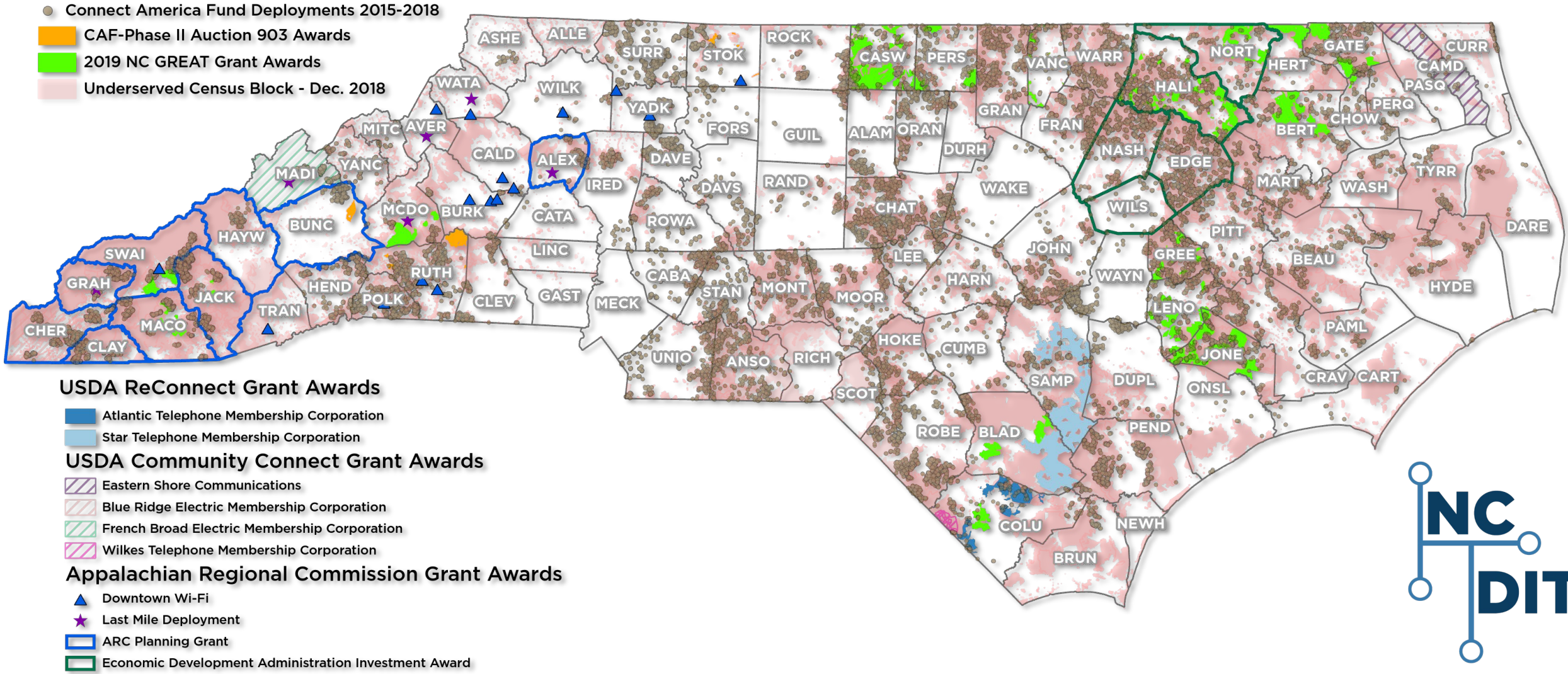*Broadband Infrastructure Office*

Internet Connectivity Survey for NC Farmers

The **North Carolina Broadband Infrastructure Office**, with the **Friday Institute at NC State University**, is conducting a five-minute survey* to gather data on internet connectivity from North Carolina farmers. The data will be used to inform research, policy and funding recommendations to assist communities where internet access is inadequate.

Federal and State Broadband Deployment Grant Awards
2015 to 2019

Underserved Census Blocks Reporting DSL Only, Satellite, or
Less Than 25 mb/s Download and 3 mb/s Upload Service
Data derived from U.S. Federal Communications Commission Form 477 Data Release Dec. 2018.

Legend:
- Connect America Fund Deployments 2015-2018
- CAF-Phase II Auction 903 Awards
- 2019 NC GREAT Grant Awards
- Underserved Census Block - Dec. 2018

USDA ReConnect Grant Awards
- Atlantic Telephone Membership Corporation
- Star Telephone Membership Corporation

USDA Community Connect Grant Awards
- Eastern Shore Communications
- Blue Ridge Electric Membership Corporation
- French Broad Electric Membership Corporation
- Wilkes Telephone Membership Corporation

Appalachian Regional Commission Grant Awards
- Downtown Wi-Fi
- Last Mile Deployment
- ARC Planning Grant
- Economic Development Administration Investment Award

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Enterprise Security & Risk Management

Maria Thompson
State Chief Risk Officer

2019 NC Reported Ransomware Attacks

Date	Affected Entity	Ransomware Variant
Mar 2019	Orange County (hit 3 times in 6 yrs)	Ryuk
Mar 2019	Pasquotank-Camden EMS	Unknown
Mar 2019	Robeson, NC	Ryuk
Apr 2019	City of Greenville	RobinHood
Jul 2019	Richmond Community College	Ryuk
Aug 2019	Lincoln County Sheriffs Off/911 (X2)	DopplePaymer
Sep 2019	Wildlife Commission	DopplePaymer
Oct 2019	NC State Bar	Neshta (dropper)
Oct 2019	Columbus Co School System (x17)	Ryuk
Oct 2019	ABC Board (x21)	Sodinokibi
Dec 2019	EBCI	Sodinokibi (Insider Threat)

Sector	Known Ransomware	Details
Local Governments and Municipalities	RobbinHood, Ryuk, REvil, DoppelPaymer	The targeting of municipalities and local governments was popular among BGH criminal operators beginning in Spring 2019 and continuing through the rest of the year. Targets included several U.S. states and cities, and multiple incidents were seen in Spain.
Academic	Ryuk	An extension of local government targeting was first observed in Summer 2019: an outbreak of ransomware infections targeting public school systems in the U.S. This trend intensified in September 2019 during the back-to-school period and continued intermittently through the end of the year.

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2020 NC Reported Ransomware Attacks

Date	Affected Entity	Ransomware Variant
Feb 2020	Duplin County	Ryuk
Mar 2020	Durham County	Ryuk
Mar 2020	City of Durham	Ryuk
Mar 2020	Burke K-12 X (24)	AKO
Mar 2020	Alleghany K-12	Phobos
Mar 2020	City of Shelby	Ryuk
Mar 2020	Mitchell K-12	Snatch

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Cyber Incident Trends

✖ Organizations do not have an accurate network topology

✖ Poor Network Security configuration

✖ Security devices are misconfigured

✖ End of life equipment/software still being utilized

✖ Security logs only extend back a short time period

✖ Focus on availability more than security

✖ Poor Patch Management

✖ Risk Transference and Cloud services

✖ Poor Cyber Hygiene

✖ Lack of cyber funding and prioritization

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Legislative Updates

House Bill 217

§ 143B-1379. State agency cooperation and training; liaisons; county and municipal government reporting.

- ✓ Updates the definition of what is reportable and adds the term and definition of "Significant cybersecurity incidents"
- ✓ Adds to the liaisons tasks to provide corrective action plans
- ✓ Includes Privacy as a requirement and not just Security
- ✓ Excludes military personnel identified as security liaisons from requiring background investigations in lieu of security clearances
- ✓ Legislatively mandates cyber awareness training and reporting (includes contractors)
- ✓ Requires that county and municipal government report cybersecurity incidents.
- ✓ Further clarify that cyber incident information shared to DIT will be protected under G.S. 132-6.1(c)
- ✓ Encourages private sector entities to report cyber incidents

Link to report incidents: https://it.nc.gov/resources/cybersecurity-risk-management/statewide-cybersecurity-incident-report-form

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Vendor Risk Management – Security Requirements

Vendor Readiness Assessment Report
https://it.nc.gov/documents/vendor-readiness-assessment-report

- ✓ Identifies key security requirements that need to be met for cloud hosted or onsite hosted applications
- ✓ Reduces confusion on which State security policies apply
- ✓ Quick way to identify gaps in applications

3rd Party Security Rating Service

3rd Party Attestations
- SOC 2 Type 2
- FedRAMP
- ISO 27001
- HITRUST

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We Want to Partner with You
Combating Cyber incidents is a Team Effort

Solutions Delivery

Glenn Poplawski
State Solutions Director

NC
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Enabling Digital Transformation
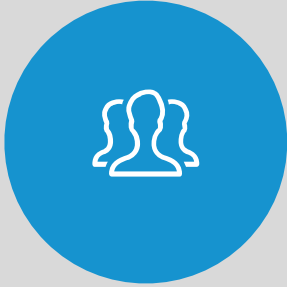
People
Digital workforce training
Culture of cross-org collaboration
Enabling our talent
Mindset

Processes
Agile, nimble, iterative
Data
Governance + standards
Right KPIs
Procurement

Technology
Broadband
Modern platforms + Cloud
Analytics
New channels (i.e. chatbots, Alexa)
AI including RPA
Security
Integration (API LCM, IPaaS)
eForms capability

Benefits for Citizens

- Simpler, faster, more intuitive experiences with state government.
- Transparent, open, accessible government
- Security and privacy

Benefits for State Government

- Cost savings and efficiencies
- Decreased call center volume and fewer office visits
- Engaged, productive staff
- Better positioned for workforce of the future

Learn more: DIT IT Plan:
https://it.nc.gov/roadmap

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Digital Technology Ecosystem

*Not currently implemented but capability needed
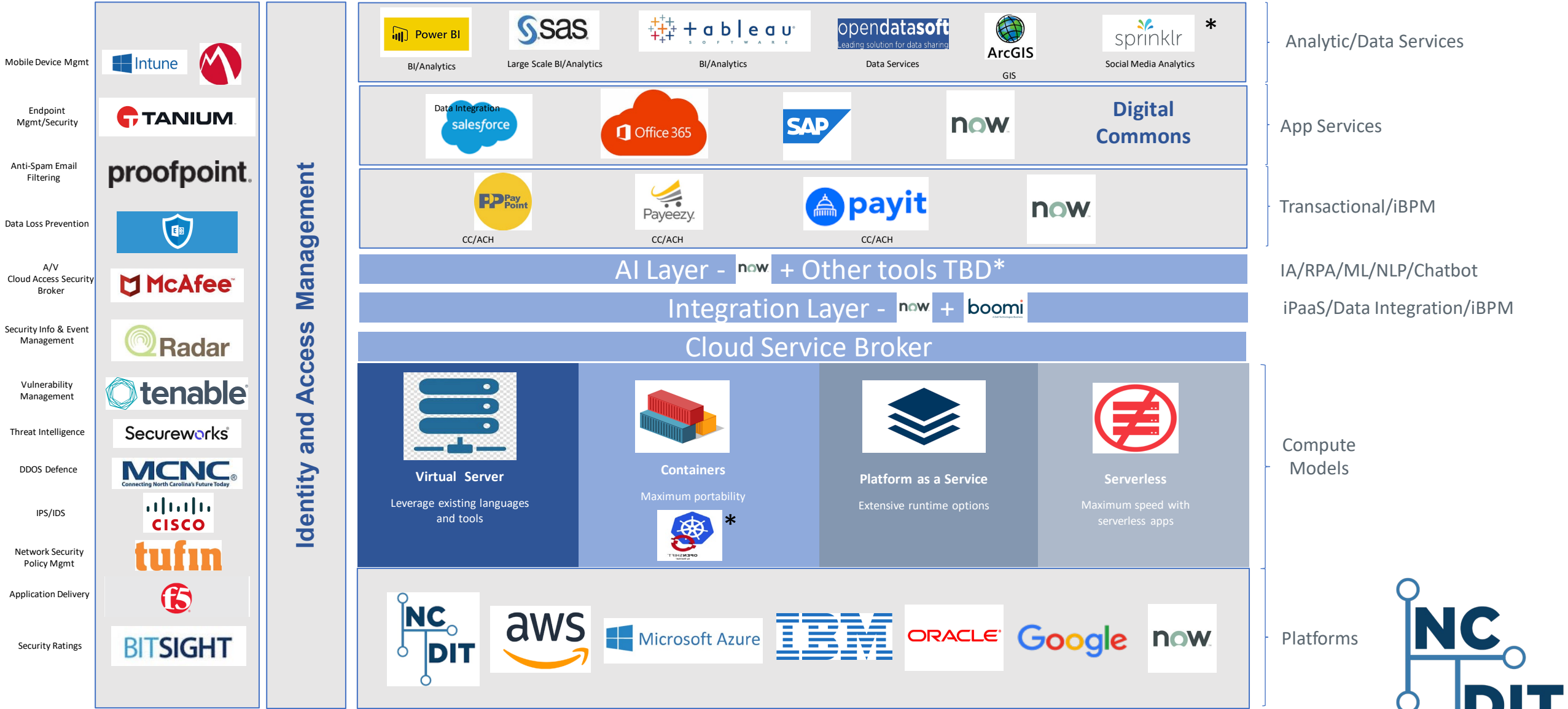
Service Delivery

Susan Kellogg
Deputy State CIO & Chief Services Officer

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COVID Support = Rapid Deployment

- Strong, on-going interest in cloud technology for rapid provisioning

- Improved speed to adoption

- Example: Multiple call centers stood up or grown in 2-3 weeks using AWS/3rd Party and current on-prem solutions

- Technology is not the limitation; Onboarding and training people is

- Seeing volumes beyond anything we have seen to-date

NC DIT

Introduction

Nate Denny
Legislative Liaison and Chief of Staff

Priorities

Tracy Doaks
Secretary and State CIO

NORTH CAROLINA DEPARTMENT OF INFORMATION TECHNOLOGY

VISION: A CULTURE OF INNOVATION AND OPERATIONAL EXCELLENCE

COLLABORATION BETWEEN STATE AND LOCAL GOVERNMENT

Forge strong partnerships with local governments and build awareness of available NCDIT resources, including IT procurement, shared services and cybersecurity tools.

DIGITAL TRANSFORMATION

Leverage digital technology to make government services more accessible and interactive to achieve better outcomes for our customers and residents.

CYBERSECURITY

Continue to be a leader in cybersecurity through a whole-of-state approach that protects the state, its residents and their data.

BROADBAND

Ensure all North Carolinians have access to an affordable high-speed internet connection anytime, anywhere.

WORKFORCE

Invest in our people to ensure we have the necessary skills to be agile and adapt to changing technology and business needs.

This investment also will allow us to recruit and retain talented people with a passion to innovate and serve.
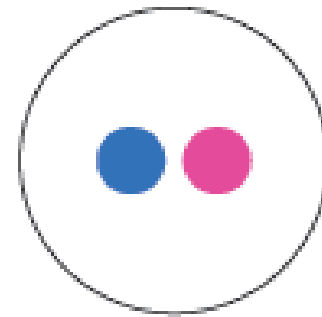
Let's Connect!

@NCDIT
@BroadbandIO
@ncicenter

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Technology

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RALEIGH, NC 27601

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WWW.BROOKSPIERCE.COM

NC Tech Government Affairs Update
May 21, 2020

I)   Governor's Executive Orders & Reopen Plans

II)   COVID 19 Session   www.ncleg.gov

A)   Policy bill (S 704)

- Postpones certain income **tax payments** to July 15 and waives interest on certain payments
- Provides **unemployment compensation** flexibility and gives employers a tax credit for 1st Q 2020
- Extends certain **education** deadlines and requirements
- Seeks more **PPE**, certain **legal immunity**, more **telehealth**, modifies **regulations**
- Provides **regulatory flexibility** including video notarization and extending DMV timelines
- Provides limited **legal immunity for "essential businesses"** and emergency response entities
- Outlines procedures for **meetings of public bodies by remote, simultaneous communication**

B) Appropriations bill (H 1043) $1.6B (mostly federal)

Health care appropriations

- Funds to Duke, UNC-CH, ECU Brody, WFU, Campbell for **vaccine and treatment research**
- $50 M for **PPE and other supplies** for use by hospitals, senior living facilities, doctor's offices, and the Division of Emergency Management
- $25 M to expand **virus testing and contact tracing**
- $65 M for **rural hospitals**, and $15 M each for **teaching & general hospitals**

Education appropriations

- $75 M for **school breakfast and lunch programs**
- $1 M for **Wi-Fi routers in school buses**, $11 M to for **student mobile internet access points**, $30 M to local school systems to buy **computers** and other electronic **devices for students**, $5 M to purchase **computers** and other devices for school **personnel**, and $3 M for **non-digital remote instruction** resources to students
- $4.5 M for **cybersecurity at K-12 schools**
- $70 M for **supplemental summer learning programs** for k-4 students
- $25 M for **community colleges** to enhance online learning et al
- $44 M for the **UNC system** for online learning et al
- $20 M for **private colleges and universities** for online learning

State and local government appropriations

- $70 M for **state government operations**, including prisons, IT costs for remote needs, and temporary staff to help the state unemployment office
- If allowed by federal policy, provides $300 M for **NC DOT**, $20 M for **state agencies that have lost receipts due**, and $150 M to replace **local government lost revenues** (if not already received it directly from federal government)

Health and social services appropriations

- $20 M to support **local health departments**, increase **nursing capacity** and the number of **community health workers**, and infection control in **nursing homes**
- $6 M for **food banks**
- $25 M for certain adult, family and group homes
- $50 M for health programs in **rural, underserved, and minority communities**
- $5 M for the **NC Association of Free and Charitable Clinics**
- $1.5 M to NC MedAssist to offset **prescription costs** for indigent or uninsured
- $5 M to the **NC Community Health Centers Association** to cover treatment costs
- $1.8 M to Old North State Med. Society for **rural & African American communities**
- $2.24 M for a monthly increase of $100 for each child living in **foster care**

Economic development appropriations

- $5 M to stimulate **tourism**
- $125 M for a **small business loan program** through the Golden Leaf Foundation, which is up to $50,000 per business. A similar effort has already distributed $15M.
- $9 M to the GREAT program to incent **Internet buildout**

III) May 2020 GA Session

A) FY 2020

B) FY 2021 (begins 7-1-20)

- Senate $$ bills (S 800-818)

- Tax bills (H 1079—sales tax, H 1080—Rev Laws/IRC)

- IT related (H 1071—SCI $$, H 1105—GREAT $30M, H 1122—broadband)

- Bill introduction deadline—May 26

Contact: Ed Turlington   eturlington@brookspierce.com

                Matt Bales   mbales@brookspierce.com