



Basic Steps for Counties to Enhance Election Cybersecurity

July 15, 2020

Agenda

- Introductions
- Cyber Trends & COVID
- Practical Tips
- .Gov and Securing Elections
- NACo Resources and Programs
- National Resources



Rita Reynolds, CTO

- Introductions

- CCAP Experience – 20 + years
- NACo – July 1, 2019
 - Technology Blueprint
 - Internal Technology Improvements
 - » Security
 - » New Membership Management System
 - » Policies
- Little Known Facts
 - I’m a runner
 - I can’t eat chicken!



The Year 2000

- Let me share with you a typical day
 - 6:00 AM – waking up
 - 7:00 AM – driving to a conference
 - Noon – lunch
 - Evening - workout



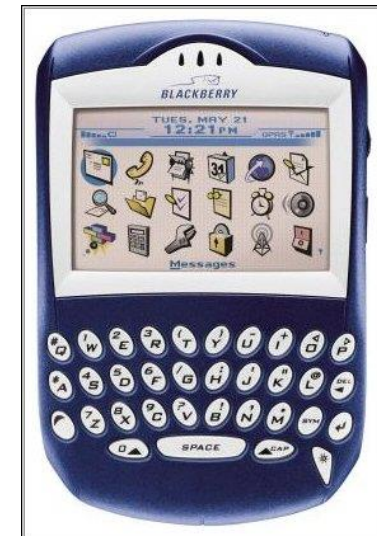
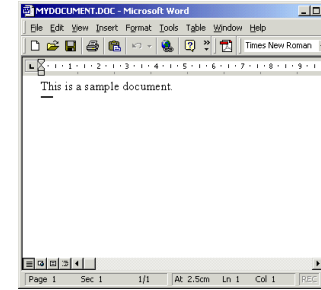
The Year 2000

- No YouTube
- No Facebook
- No Smart Phone – ok , maybe one, kind of (one out of 10 people owned a cell phone)
- No Twitter
- Paper Newspaper
- No Google Maps (on your phone)
- Some have websites (wayback machine)
- No Wi-Fi



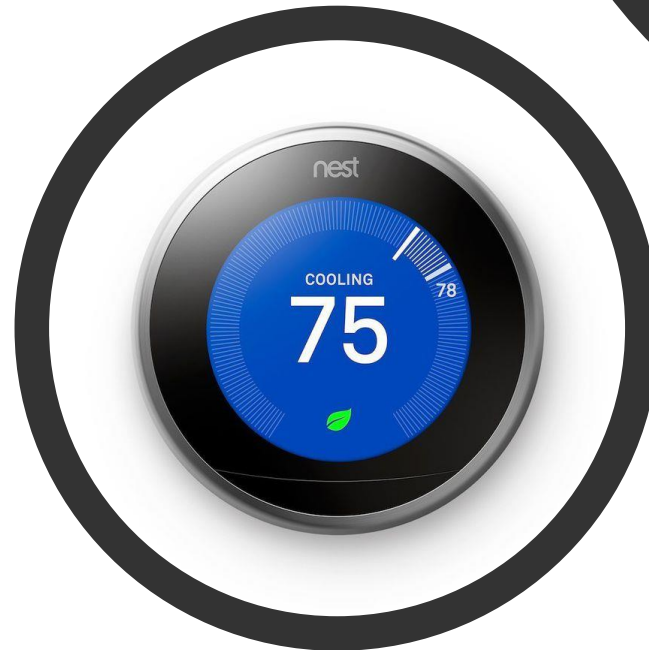
The Year 2000

- So what was life like in your Office?
 - Windows XP
 - Microsoft Office Version 2000
 - PBX systems
 - Smartphones (First Blackberry)



The Year 2020

- Fast forward to today
 - Smart watches
 - Smart sound systems (speakers)
 - Remote teleworkers
 - Smart thermostats
 - Smart cars
 - Smart cloud!



Cyber in the Headlines - Elections



Iowa Secretary of State Puts \$1M Toward Election Cybersecurity

During the next few weeks, the United States Department of Homeland Security and the state Office of the Chief Information Officer will conduct scans of all county websites and internal systems to look for vulnerabilities.

BY JAMES Q. LYNCH, THE GAZETTE / MARCH 16, 2020



- Audience Interaction

What are your
Challenges with
Cyber today?



Where is your Exposure Greatest?

- End Users
- End Users
- End Users



COVID-19 Cyber Trends and Challenges



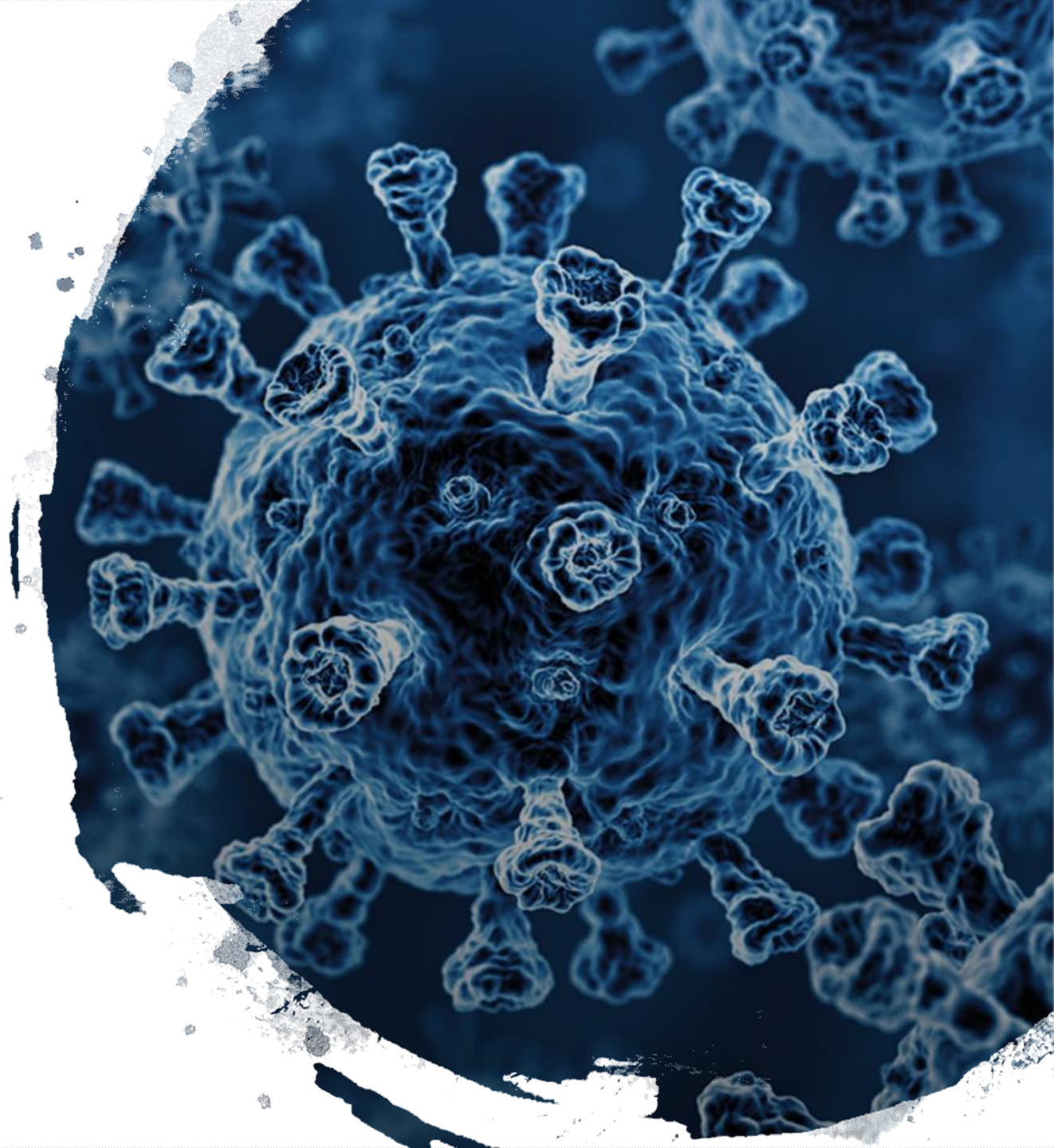


COVID-19 Cyber Trends

- Telework
- Remote Support
- VPN
- Connectivity
- Security
 - Renewed phishing tests and education; Bad actors capitalizing on COVID-19 information
- Virtual Team Meetings
- Public Meetings

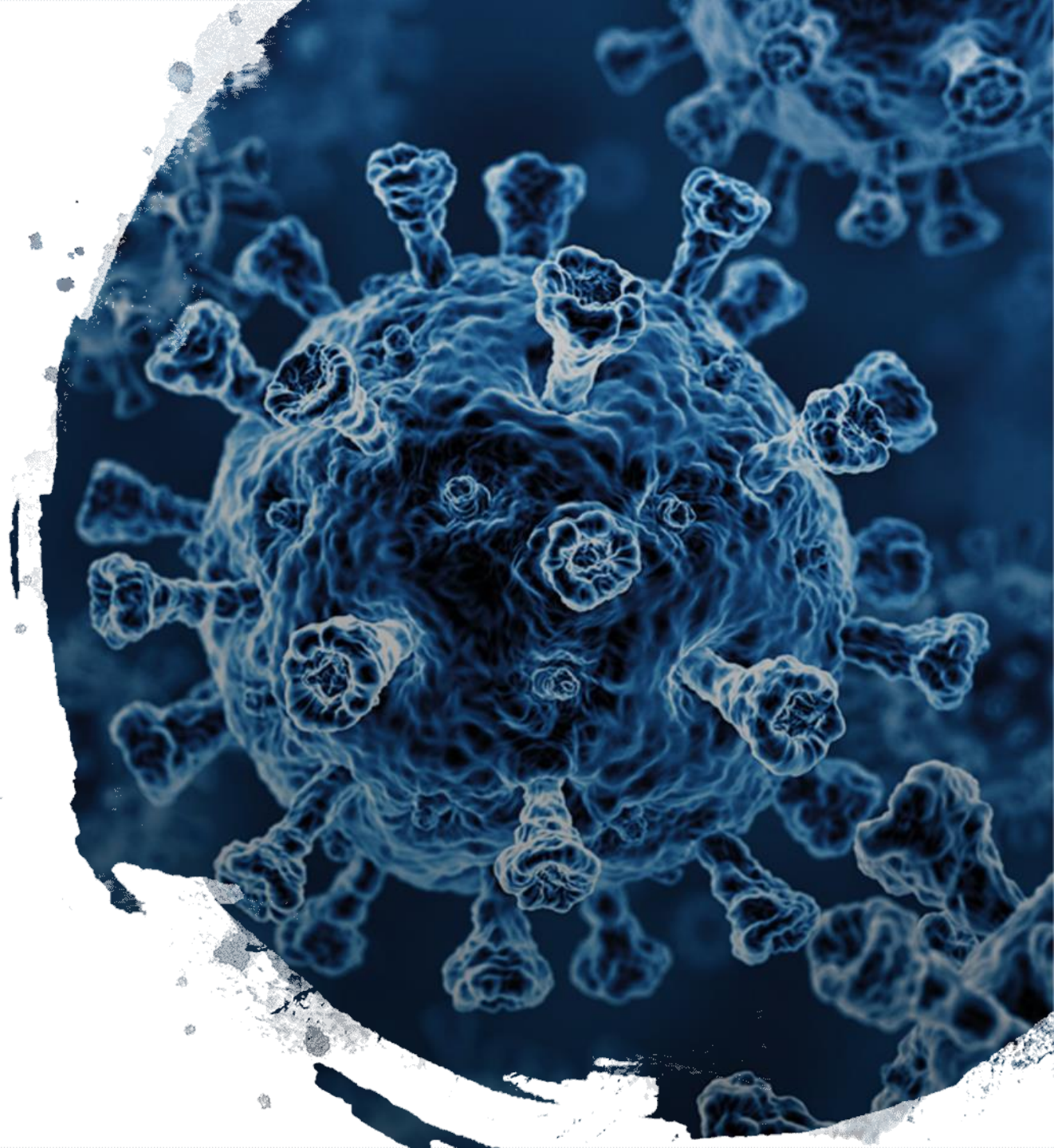
Elections and COVID-19 Challenges

- Election Officials working from home
- Video oversight
- Connectivity
- Increase in Mail-In Ballots
- Limitations of available voting locations
- Finding new voting locations quickly
- Lack of available volunteer voting workers
- Social Distancing Measures

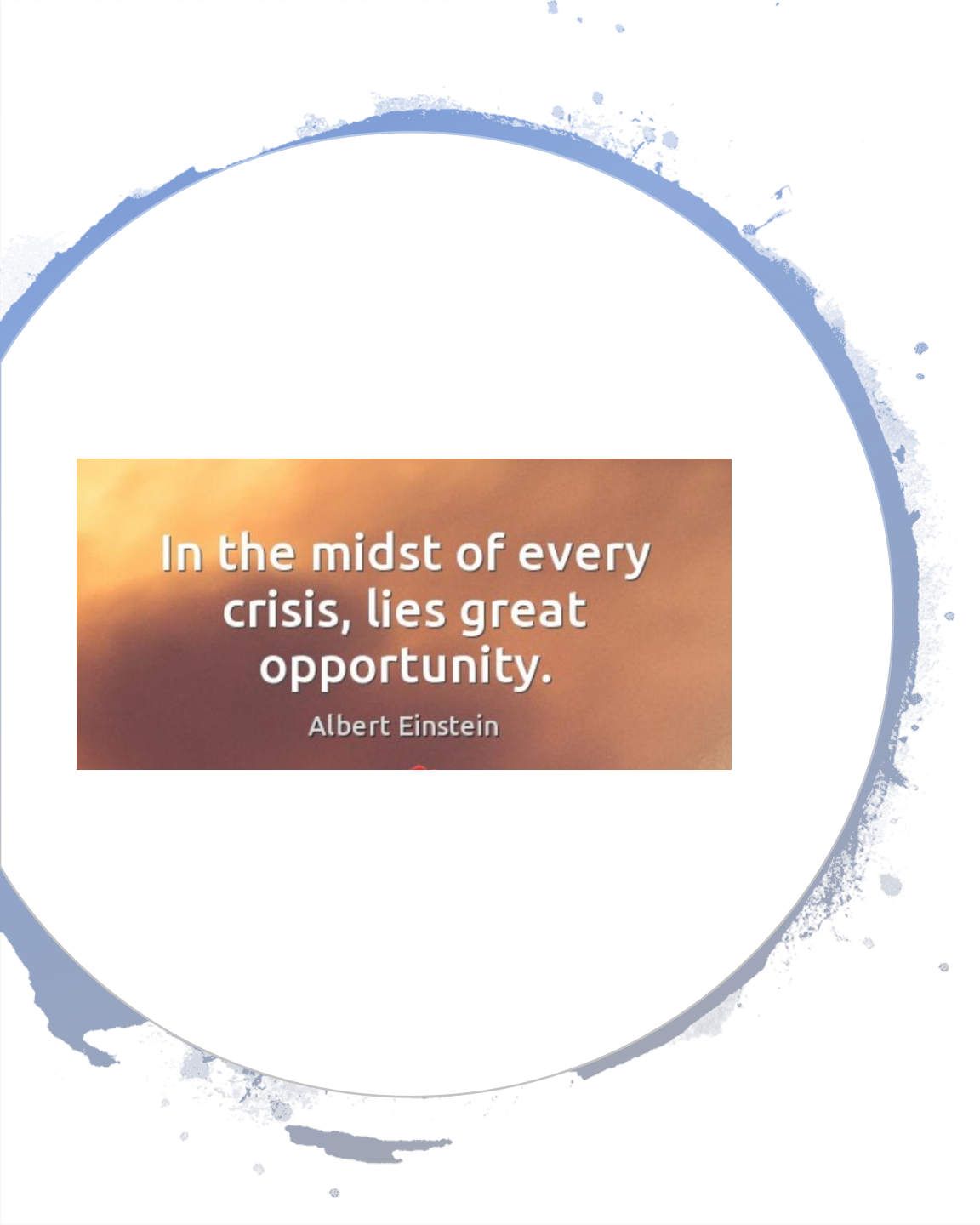


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Lessons Learned (and still learning)



In the midst of every
crisis, lies great
opportunity.

Albert Einstein

- Staff Can Adapt
- Staff equipment needs to be more mobile
- Broadband is a major issue
 - Explore FirstNet



COVID-19

County Survey

- Opportunities
 - Virtual Public Meetings
 - Security Issues
 - Open Records
 - Public Comments
 - Tips and best practice resources available
 - Training
 - Collaboration Tools – think MS Teams
 - Eliminate desktops

Technology Innovation with Elections

- Virtual interpreters using Microsoft Teams
 - Uses older Wi-Fi enabled iPhones
 - Allows a few qualified interpreters to service many polling locations
 - Has filled the gap of lack of interpreters for polling places due to COVID-19





Technology Innovation with Elections – Video Streaming

- Many are using MS Teams, Zoom and other live events
 - To address mandates for media and candidate representatives
 - To watch the canvassing of absentee ballots and mail-in ballots
 - To allow the public to view the results of the collection process



Technology Innovation with Elections – Video Streaming

- Allow election director to interact with voting location from election area (to answer questions) and for media to watch as well
- To monitor the collection of electronic ballots that are collected (via USB)
- From the “paper ballot processing area” to a conference room for authorized representatives to watch the process
- For the scanning of paper ballots



Break

Practical Tips for Addressing Cyber

Stand Alone Policies

- Acceptable use and sign off – Annual review
- IT Confidentiality
- Privacy
- Mobile Device Management



Practical Tips for Addressing Cyber

- MFA (Multi-Factor)
- Email Banner
- Local Admin Rights removed
- Automatic Updates
- Run a Password Audit
- Encourage the use of (secure, approved) cloud services
- Reset default Wi-Fi router passwords
- Mandatory backups
- Avoid the use of USB sticks



Practical Tips for Addressing Cyber

- Background checks (remember the different compliances)
 - Limit the exceptions
- Access Control Process (Employee Release)



Practical Tips for Addressing Cyber

- Contracts
 - Incident Notification Requirements
 - SOC Type 2/Audit Requirements
 - Background Checks
 - Physical Security



Practical Tips for Elections Security

- If Elections staff will be remote
 - Make sure to utilize VPN
 - Make sure they are using a county issued device to connect
- If using a virtual meeting tool (i.e. Zoom, MS Teams,) make sure that strong security settings are in place
 - Use business or government edition
 - Not the free version!



Practical Tips for Elections Security

- If Location has changed
 - Make sure that there is good connectivity in the new location...test..test..test
- If Using Mobile Devices
 - Make sure they have mobile device management software on them
 - Use non cellular enabled devices – make sure that they are wi-fi connected only

What about .Gov



.gov is Trusted.

- The General Services Administration (GSA) manages the .gov top-level domain (TLD), which is *exclusive* to U.S. government organizations
- We support all official U.S. government organizations, including federal, state, city, and county governments, native sovereign nations (NSN), interstate and independent intrastate government organizations
- A .gov domain name lends legitimacy to your websites and online tools, and helps your customers trust that your content is official



.gov is Authoritative.

- We host the .gov domain registry and registrar, where .gov domains are housed & managed
- We serve as the policy authority for .gov, overseeing the issuance of .gov domain names, i.e., evaluate each registrant's authority over, and eligibility for, a given domain name
- We arbitrate name exception requests, set requirements for a domain name's continued use, and facilitate domain name transfers



.gov is Secure.

- We oversee the security of the .gov infrastructure and facilitate reporting of potential security incidents to your domain points of contact
- Unlike any other TLD, we conduct HSTS preloading for newly registered domains to help ensure that modern browsers will always make secure HTTPS connections between users and websites

.COM



.ORG



.GOV



What about .Gov

- Why Switch?
 - Registration process that includes stronger due diligence for approval
 - Trusted
 - Authoritative

What about .Gov

- Challenges
 - Marketing Materials
 - Name recognition
 - GSA will work with you
 - Longer domain name
 - GSA will work with you

What about .Gov

- Current Updates
 - Preload process will be in effect on Sept 1, 2020
 - This means that in order to acquire a .Gov, your county will need to pass certain validations
 - All subdomains must be https

<https://home.dotgov.gov/>

What is NACo Doing for Technology and Cyber

- Tech Xchange
- Professional Development Academy
- Cybersecurity Collaborative

SharePoint

NACo

COUNTY

TECH

XCHANGE

NACo County Tech Xchange

Private group

Next steps

238 members

Published 1/28/2020

Edit

Search this site

+ New

Page details

Home

Discussions

Surveys

Tech X Library

External Resources

Corporate Resources

Tech X News (Newslet...

Weekly Updates

Recycle bin

Tech Notes From the Desk of Rita Reynolds

Welcome to the NACo Tech Xchange! This portal has been designed with both local government IT leadership and elected officials in mind. The purpose of this portal is to provide access to relevant and up to date information on critical technology information, and supports the overall NACo Technology Blueprint which is made up of seven engagements (see image below).

This portal supports foremost "Membership Engagement." Here you will find opportunities to engage through discussion and a growing Library of technology job descriptions, policies, best practices, rfp's, toolkits and more. As needed, we will also post surveys to collect national information on the county perspective on technology legislation and other key issues.

We are always open to suggestions for improving this. So please be sure to submit your ideas using the survey to the right.

Sincerely, Rita D Reynolds, CGCIO, NACo CTO

Suggestions/Feedback

Please help us with our Tech Xchange Portal by providing suggestions & feedback. We are here to make this the best resource for our counties and need your assistance!

Required

1. How did you first hear about the NACo County Tech Xchange? *

Email from NACo Staff

Newsletter/County News

Through someone in your county

Through another county

Other

2. Is the portal easy to get to (access)? *

1

2

3

4

5

3. What is the most useful section on the Xchange for you? *

Discussion

Surveys

Tech X Library

External Resources

NACo Tech Xchange Portal

NACo Tech Xchange

• Benefits

- A rich community of interaction with other county IT professionals – 460 members
- An online library of technology policies, job descriptions, request for proposals, best practices as well as toolkits
- Monthly IT newsletters
- Technology webinars presented by speakers from the federal, state, local and corporate communities
- Valuable external resources that county IT staff can leverage to improve their county IT infrastructure
- Surveys garnering county feedback on technology opportunities such as technology software and services aggregate agreements

NACo Tech Xchange Portal

NACo County Tech Xchange
Private group

Search this site

+ New Send by email Promote Page details

Home

Surveys

Discussion Community

Tech X Library

Best Practices

Job Descriptions

Policies

RFPs

Tool Kits

Use Cases

White Papers

External Resources

Tech X News (Newslet...

Weekly Updates

Policies > Telework

+ New Upload Quick edit Share Copy link Sync Download

Name	Description
ChesterfieldVA	
LoudenCountyVA	
County of Nevada Telework Policy 2020.pdf	
D14 Telecommuting Policy.pdf	
ISS Telecommuting Agreement.docx	
ISS Telecommuting Telework Pilot Program Policy.docx	
IT Telecommute Policy - 2019.docx	
Telecommuting Application.pdf	
Telecommuting Application-Agreement.pdf	

- Best Practices
- Job Descriptions
- Policies
- RFPs
- Tool Kits
- Use Cases
- White Papers

CYBERSECURITY COLLABORATIVE

a CyberRisk Alliance company

- A knowledge transfer platform that gives access to top tier public and private cybersecurity professionals. This cybersecurity collaborative increases the access to information, intelligence, best practices and resources that creates an agile, cooperative ecosystem. The collective purpose of this social network is to proactively strengthen America's counties to better defend and protect themselves, their communities and our economy from cyberattacks.

CYBERSECURITY COLLABORATIVE

a CyberRisk Alliance company

Features

- Daily security news and security alert portal
- Peer-to-Peer exchange through community discussion
- Real-time security task forces and SWAT teams
- Online training, webinars and live tech demos
- Security research and report repository
- Membership directory



Professional Development Academy

- Visit NACo.org for more information
- Cyber Leadership Cohort
- 12-week online course
- General and Cyber
- Scholarships Available

NACo HIGH PERFORMANCE LEADERSHIP ACADEMY

NACo Enterprise Cybersecurity Leadership Academy

The **NACo Enterprise Cybersecurity Leadership Academy** is an online 12-week collaborative readiness program led by Fortune 500 CISOs and peers who deliver a proven framework and insights on leading and securing a network and an organization – protecting data assets and the enterprise brand. This program coaches participants on thinking and acting as county cybersecurity leaders. (Click [here](#) to learn more about NACo's High Performance Leadership Development Academy.)

With a relevant and timely curriculum developed by the [Professional Development Academy](#) and including General Colin Powell, CISO Coalition National Leadership Board Members, faculty from prominent universities and thought leaders, the Enterprise Cybersecurity Academy is built on three core tenets: accessibility, relevance and efficiency and focuses on addressing five critical capabilities gaps:

KNOWLEDGE AND ABILITIES GAP	COMPETENCY	CISO EXPECTATIONS
LEADING AND MAKING DECISIONS	LEADING	Execute as a (business) leader to facilitate, influence, persuade and negotiate with individuals, teams and groups toward decisions
PLANNING AND MANAGING CHANGE	ADAPTING	Leverage the power of systems thinking to mitigate risk and empower people during organizational and market fluctuation
BUILDING STRONG RELATIONSHIPS	COLLABORATING	Establish alignment of individual purpose with team meaning and company mission to energize efforts and maximize results
PRESENTING INFORMATION CLEARLY	COMMUNICATING	Manage messaging based on stakeholder need, sensemaking and simplicity to create clarity in meaning, confidence and community
EXECUTING TO ACHIEVE BUSINESS VALUE	DELIVERING VALUE	Focus on projects and processes (and the people associated with them) while linking execution to strategy to deliver business value

WHO SHOULD PARTICIPATE?

Enterprise Cybersecurity Leadership is designed for cybersecurity managers and their teams. Each participant



SIGN UP TO RECEIVE MORE INFORMATION

First Name*

Last Name*

Title

County*

State*

Email*

Phone*

I'd like to *

☐ Enroll myself

☐ Enroll someone else

☐ Discuss more information

*Required

NACo Enterprise Cybersecurity Leadership Academy

SUBMIT

National Resources You Should be Taping into

- Center for Internet Security ([CIS](#))
 - Provides Best Practices, Tools and Threat Notices
 - MS-ISAC
 - EI-ISAC - Elections Infrastructure security
- Department of Homeland Security – Cybersecurity and Infrastructure Security Agency (CISA)
 - [Resources](#) – Cyber Resilience Review ([CRR](#))
 - Alerts - [Einstein](#) Data Trends
 - [FEDVTE](#) – Virtual Training Environment

NACo Tech Xchange

- **Webinars**
 - Coming Up
 - **July 23 – Elections and Ransomware**
 - July 29 – Data Governance and Legal Implications (date may change)
 - August 13 – FirstNet with AT&T: Prepared for COVID-19

Thank You



In the midst of every crisis, lies
great opportunity.

ALBERT EINSTEIN

Questions and to Join Tech Xchange

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