



Bexar County IT News

March 2013



Portable Device Security: It's Everyone's Business



You know it happens. Almost every week we hear about some entity (private sector or public sector) that has had a breach of security involving notebook computers, laptops or some portable computing device - not to mention attacks on mainframes and websites. Recently, Facebook suffered a security breach on its systems. Several of its employee notebooks were infected with malware. Facebook said that employees picked up the malware from a mobile phone developer's site. Even more recently, according to Apple, their company has been hit by the same group of Chinese hackers that apparently were the source of the Facebook security breach. And the Apple announcement follows a string of high-profile attacks in recent weeks on such entities as Evernote, Twitter, The New York Times and The Wall Street Journal. And the list goes on.

Could this kind of thing come to Bexar County? It is certainly possible, but the Bexar County Information Technology Department has

mechanisms in place to help mitigate the risk of something like this happening. In addition, all Bexar County employees who are using these devices have a responsibility to do their part in maintaining the security of all County computing resources, as well.

First, BCIT has processes/procedures and software in place for the sole purpose of deterring security breaches. One example is Microsoft Forefront, a family of business security software designed to help protect computer networks, network servers (such as Microsoft Exchange Server and Microsoft SharePoint Server) and individual devices. Also, Computrace (sometimes called LoJack for Laptops) is laptop tracking software that is installed in every Dell notebook and laptop. It can tell where the device is located and told to delete the hard drive on command - as long as the person responsible for the device reports that it is missing or has been stolen -

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which they agree to do when they sign the Computer Use Policy Acknowledgement form.

In addition, users are required to login to laptops requiring a user name and a password. Furthermore, network access from home or business travel can only be acquired through a virtual private network (VPN). Through the use of dedicated connections and encryption, a VPN enables data to be sent and received across shared or public networks as if it were a private network with all the functionality, security and management policies of the private network. Those are some of the things in place designed to maintain computer resource security.

What is your responsibility regarding computer

resource security? Listed below are just some of the things assigned users must do to protect the County's property - both hardware and software.

Regarding physical security: according to Bexar County Administrative Policy 5.6, "Notebook Computer Use Policy, "physical security [...] is the responsibility of the assigned user." You must keep the device in your possession and within sight or secure it out of site when not using it. Never leave it visibly unattended in a vehicle. If the device is lost or stolen, notify the BCIT helpdesk as soon as is practicable. Don't expose it to extreme temperature, humidity or vibration fluctuations. Don't check it in as baggage when travelling, it should be a carry-on item. You are responsible for taking all reasonable steps to minimize the risk of loss or damage to

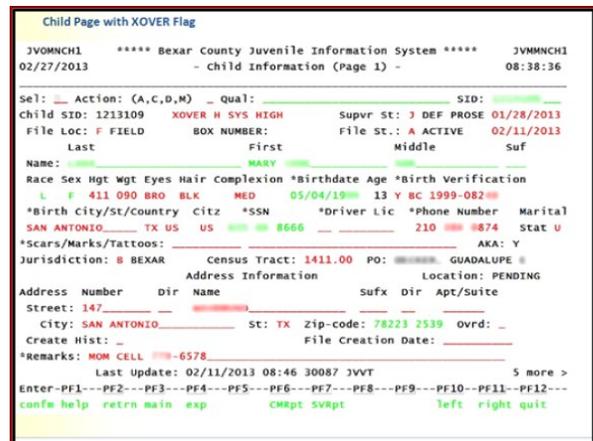
Juvenile Probation Crossover Youth Model Project



Bexar County Juvenile Probation (JPD) has partnered with the Department of Family and Protective Services, Child Protective Services Division (CPS) to identify youth who are active with Juvenile Probation

and are in CPS foster care (conservatorship) referred to as Crossover Youth. This partnership is intended to identify these youth early and coordinate and collaborate on services provided for them. In some cases, the juvenile case and the CPS case will be combined and heard in one Court, referred to Crossover Court.

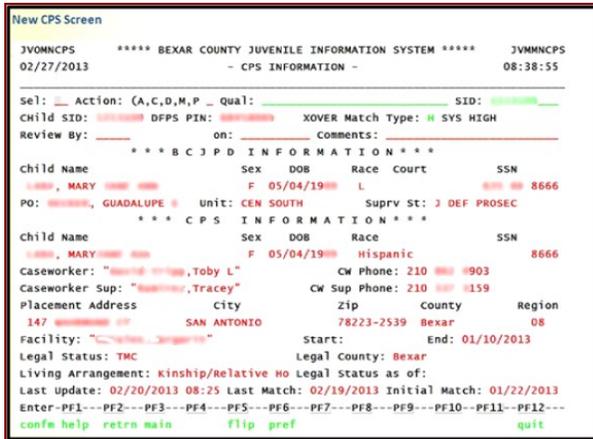
Crossover Youth Flag: A flashing "XOVER" flag was implemented to identify Crossover Model youths in JJIS. Currently, this flag is displayed on Juvenile's information page and is planned to be displayed on about 40 other JJIS screens.



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CPS Screen: A new CPS screen was created in JJIS that displays pertinent information from other screens in JJIS as well as information provided electronically by CPS. This screen also displays how the Juvenile data from JJIS and CPS was matched, e.g. automated or manual.



Crossover Court Docket: Programming changes in JJIS allowed for the creation of a new Crossover Court docket. A trial type of "X-XOVER YOUTH" sets the case in Crossover

Court identifying all Crossover Court Juvenile Cases.

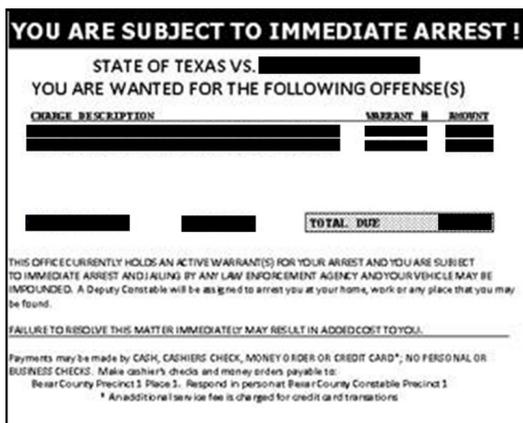
Crossover Dockets Distribution: BCIT created a batch job and distribution list so the Juvenile Case Docket can be distributed to all stake holders as the notice of hearing.

CPS Case Docket (Children’s Court): BCIT made required changes to add the Crossover Court Docket to the mainframe DK system to allow for notification of CPS cases being heard in Crossover Court.

Crossover Youth Practice Model Business Rules: BCIT developed a Business Rules document for the program utilizing Ad Hoc Committee recommendations including detailed docket distribution and hearing notifications processes. identify Crossover Model youths in JJIS.

BCIT staff Lucy Rodriguez, Saul Minjares and Carmella Guerrero worked with Juvenile Probation Department staff Dennis Donelson, Kim Valco, Christopher Brown, and Jorge Velazquez to complete these Crossover Youth initiatives.

Outstanding Warrant Postcards



Recently Bexar County implemented a new process to assist with collection efforts for outstanding warrants. For this new process, detailed postcards are mailed to notify defendants that they have an active warrant. The notices are

provided to each defendant in a case that has a warrant. The postcard lists the defendant’s offense, case number, warrant number, and charge description, along with instructions on how to pay the outstanding warrant. Bexar County mailed over 365 postcards for a total amount in excess of \$245,000 owed. The postcards are intended to provide all recipients with the ability to pay warrants before an arrest is made. In addition to minimizing arrests, the postcard notifications assist with collection of funds owed to the County from outstanding warrants.

Microsoft Forefront Identity Manager (FIM)

Are you one of those people that sits down at your desk, ready to work, only to find out that you forgot your password? You are not the only person that has had this problem. Therefore, BCIT will be implementing the Microsoft Forefront Identity Manager (FIM) project.

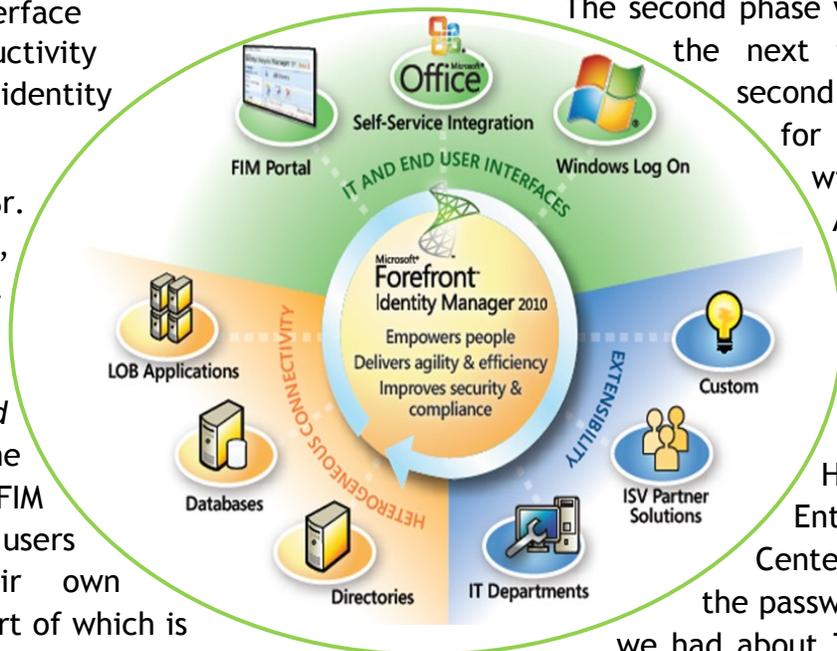
FIM Benefits:

- User self-service
- Easy-to-use interface
- Increased productivity
- Cross-platform identity support

Josh Heller, Sr. Product Manager, for Forefront Identity Manager conveys in his *Server & Cloud Blog* posted June 14, 2012, that FIM will “enable end users to manage their own identity - a key part of which is making it possible to reset passwords. Password resets can be an incredibly expensive burden for helpdesks - with some studies showing the cost as high as

\$10 per reset!”

The first phase of the Bexar County FIM project will be released in the next few weeks. During this phase a user will have the ability to log on to the FIM portal and reset their own Windows password after answering a few questions to verify their identity.



The second phase will be deployed in the next few months. This second phase will allow for mainframe users with Resource Access Control Facility (RACF) and USLG access to reset their password using the FIM portal. The Help Desk and Enterprise Data Center currently reset the password and last month we had about 700 RACF password resets. FIM will eliminate for any RACF password reset intervention from the BCIT Staff and/or Security Supervisors.

Helpful Phone Numbers

HELP DESK	335-0222
COMMUNICATIONS REPAIR LINE	335-0001
BCIT ADMINISTRATION	335-0200
BCIT TRAINING	335-0236
COMPUTER OPERATIONS.....	335-0100
COURTHOUSE OPERATOR.....	335-2011

Helpful Links

BEXAR COUNTY IT.....	www.bexar.org/IT
TECH TRAINING	http://bcit-priv-web1
BEXAR COUNTY PHONE	http://bcit-priv-web1/com
BEXAR COUNTY IT NEWS....	www.bexar.org/ITnews
ESS FROM HOME.....	https://ess.chris2.bexar.org
BEXAR COUNTY MAPS	http://map.bexar.org/bcmap