

ACEC

AMERICAN COUNCIL OF ENGINEERING COMPANIES

of Indiana

IT Forum

December 11, 2018 from 11- 1 p.m.

Hilton Garden Inn, 10 E. Market Street, Indianapolis, IN 46204

- A. Welcome from Sponsor: Alliance Group Technologies
- B. Introduction of ACEC Indiana
- C. Introduction of Facilitator, James Napier, IT Manager, CHA Consulting



TOPICS FOR DISCUSSION

- A. IT Needs for Remote Workers and Branch Offices
 - a. Laptops—bring your own device vs. company issued, no way for firm to manage software if it's on the employee's personal device
 - b. Multi Factor Authentication
 - i. Responding to cyber hacking through Office 360
 - ii. Initial productivity hit for end users minimal
 - iii. Important to tell employees why firm is utilizing MFA
 - iv. Authentication options
 - 1. Calls phone, hit number
 - 2. Microsoft authenticator app
 - 3. Texts
 - c. IT should have the ability to remote into employee's screen without VPN
 - i. Team Viewer
 - d. Mobile tools- One Drive
 - e. Educate employees about common pitfalls
 - f. [Microsoft Teams](#) good for audio for video conferencing
 - g. Skype telepath good conference call option
 - h. IM tool- message with threads
 - i. For branch offices, get primary and secondary ISP connection, Verizon has an option for a secondary ISP for less than 10 people
 - j. Riverbend expensive option for branch offices, but it is good

B. Delivering Value and Controlling Cost

- a. Demonstrate *empathy* so that employees trust you and want to come to IT for help
- b. IT should be considered a partner
- c. Microsoft SCCM- Helpdesk software
- d. Service Level Agreement for IT—working with management to develop—create a system for responses for help tickets
- e. IT reports should not be used for policing employees, it's a management issue if an employee is not being productive/ surfing the internet etc. Management should address the situation, not call upon IT for a resolution.
- f. Have a two way-conversation with vendors and discuss the firm's pain points to see if the vendor might have a solution

C. Cybersecurity-- Jason Leveson, Somerset CPAs

- a. Training for cyber attacks
 - i. Get Executive Management buy-in first
 - ii. Make employee management training mandatory
 - iii. [Know Be4](#)- differentiates e-mails with discussion of HR, payroll, etc.
 - iv. Be proactive rather than reactive regarding training
- b. Risk approach to assessments
 - i. Risk register- prioritize IT needs
 - ii. Assessments required by some insurance companies
- c. Cyber insurance policies offered to recover loss of funds due to a cyber spoof
 - i. Enough coverage for cyber liability?
 - ii. Employee induced incidents not covered in all policies (which accounts for 60-70 percent of incidents)

D. Team Project Management

- a. Create a more open environment
- b. Weekly updates with team and one-on-one conversations with team members

E. Collaboration & Conferencing

F. Cloud Strategy

- a. Office 365
- b. Backups to Amazon
- c. File storage
- d. Outsource consistent tasks that don't require critical thinking or expertise
- e. Net App—snapshots and back up to tapes

G. IT Best Practices

- a. Initiate a request to archive a project once it concludes

- b. Password manager—[Last Pass](#), [1Password](#), [KeePass](#)—even consider preventing Chrome from saving passwords
 - c. Project Management Software- Primavera, Deltek Vision, Project Wise, Informa
 - d. Newform—alleviates problem of multiple employees archiving the same e-mail
- H. Conforming Software Platforms to Be Compatible with DOTs?
- I. Helpdesk Strategies
- a. Don't say no to employees for software/ hardware updates, state you will look into it
 - b. New hire request sheet for IT needs
 - c. Set up new hire's station 1.5 weeks before to ensure everything is working well for first day
 - d. Call new hire 2 weeks into role to check in and ask about how everything is going and makes them feel welcome
- J. Mobility Business Applications
- K. Open Discussion

ACEC Indiana approves the course this program as a legitimate source of 2 PDHs. This course proved to be an orderly process of instruction, which was approved by ACEC Indiana, an approved provider according to IC 25-1-4-0.2, and designed to directly enhance a professional engineer's knowledge and skill in providing services relevant to the practice of engineering. Please retain this document for your continuing education records.

