WILLOW VALLEY COMPUTER CLUB

11-7-24

WILLOW
VALLEY
COMMUNITIES

AGENDA

- **State of IT (Will)**
  - Our Team
  - Security and Network
  - Software and Technology
- **Threats/Opportunities**
  - Security
  - Artificial Intelligence
- **Future End of 2024 into 2025**
  - Wireless & Cellular Access
  - Payroll and Timekeeping
  - Data Warehouse and Dashboarding

STATE OF IT-TEAM

- Team is fully Staffed!
- Reorganization Complete
- Operations Team (Hi Rick!)
  - Network, Telecom and Microsoft
  - Level 1 and Helpdesk Response
  - Think our fire fighters
- Software Team
  - Advanced Systems Administration
  - Custom Development
  - Data and Analytics
- Project Team (Hi Amanda!)
  - Agile and Project Management
  - Innovation and Implementation

STATE OF IT- SECURITY

- Blue Orange: 2024 Audit and Remediation Complete!
  - External Assessment
  - Internal Assessment
  - External Pen Test
  - Internal Pen Test
  - Physical Assessment and Interviews
  - Re-Test
  - Repeat
- Fortigate Firewalls
- Carbon Black End Point Security
- Mimecast Email Protection

STATE OF IT-NETWORK

- Feedback: Rule of Thumb + More Network Charts!

STATE OF IT-NETWORK

Logical Fiber-2024
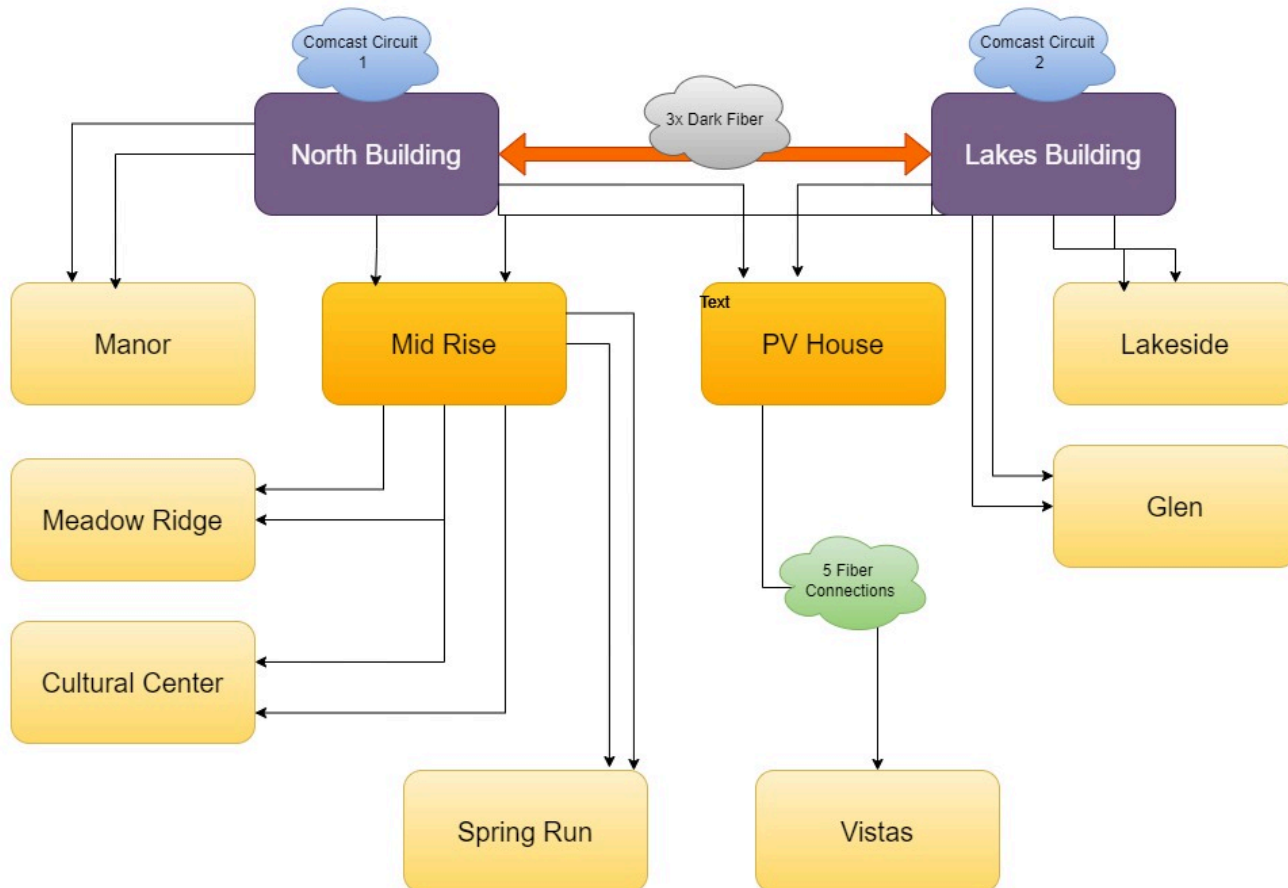
STATE OF IT- NETWORK
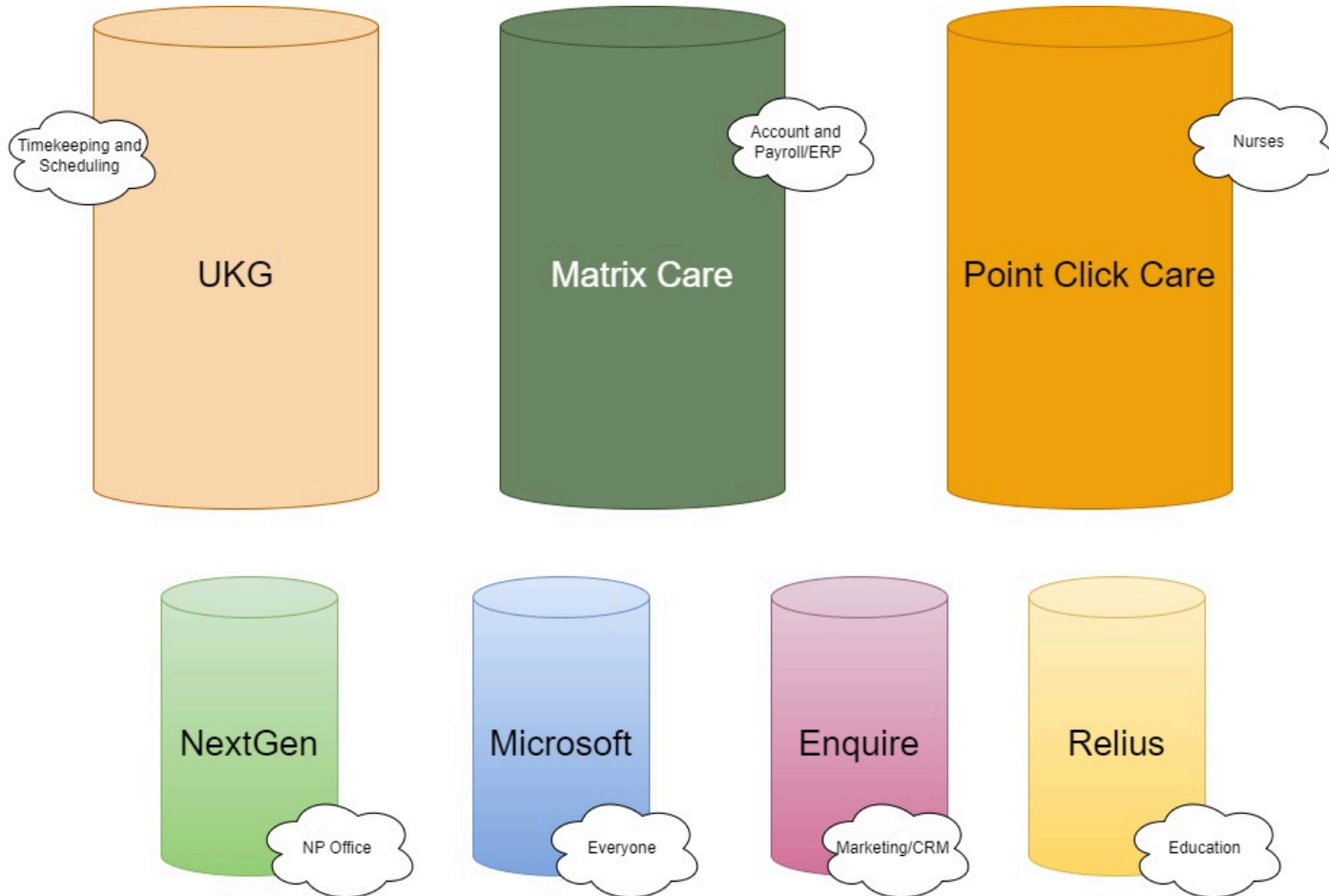
- Campus Net
  - Current System - Amplifiers
  - System Health
    - Full Assessment
    - Equipment Repair and Replacement
    - Balance and Stabilization
    - Ongoing Monitoring/Maintenance
- Senior TV
  - Runs on same network as Campus Net
  - Gets same benefits of stabilization
  - Frustration over Grid. Price is Good
- Comcast Email Issues

# THREATS/OPPORTUNITIES - SECURITY

- Security Threats to Willow Valley
  - Ransomware
  - Virus
  - Data Breach
- Threats to WV Residents
  - Phishing Confidence Scams
  - Identity Theft
  - Financial Fraud
  - Tech Support Scams
  - Social Engineering

# THREATS/OPPORTUNITIES – ARTIFICIAL INTELLIGENCE

- AI Enhances ability to write and help produce.
  - Configuring a Database Server
  - Writing complex SQL commands
  - Configuring VPNs
  - Writing better Phishing Emails
- AI Modeling
  - Advanced financial and operational modeling make planning more accurate
  - Models predict who will fall for the scam.
- AI Agents: (See Salesforce Keynote)
  - Automated useful attendants
  - Fast natural language work
  - Agents as bad actors

FUTURE!

- Wireless Expansion-Manor and North 2025
- Upgrading Payroll and Timekeeping System
- Datawarehouse and Dashboarding.

FUTURE!
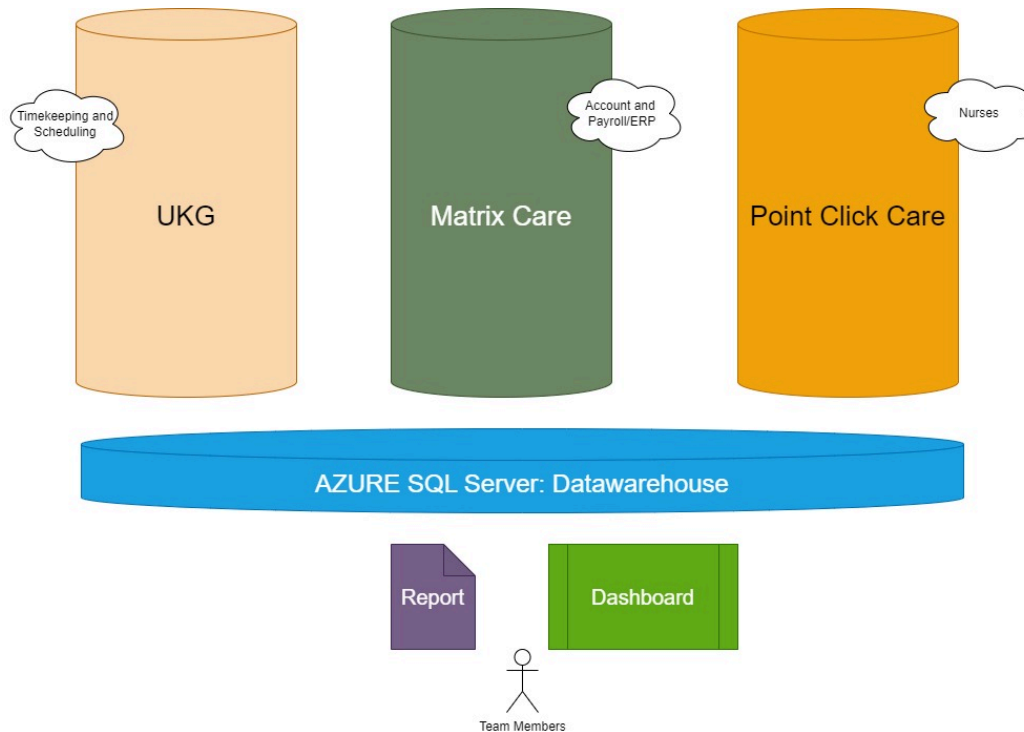
Logical Fiber-Future
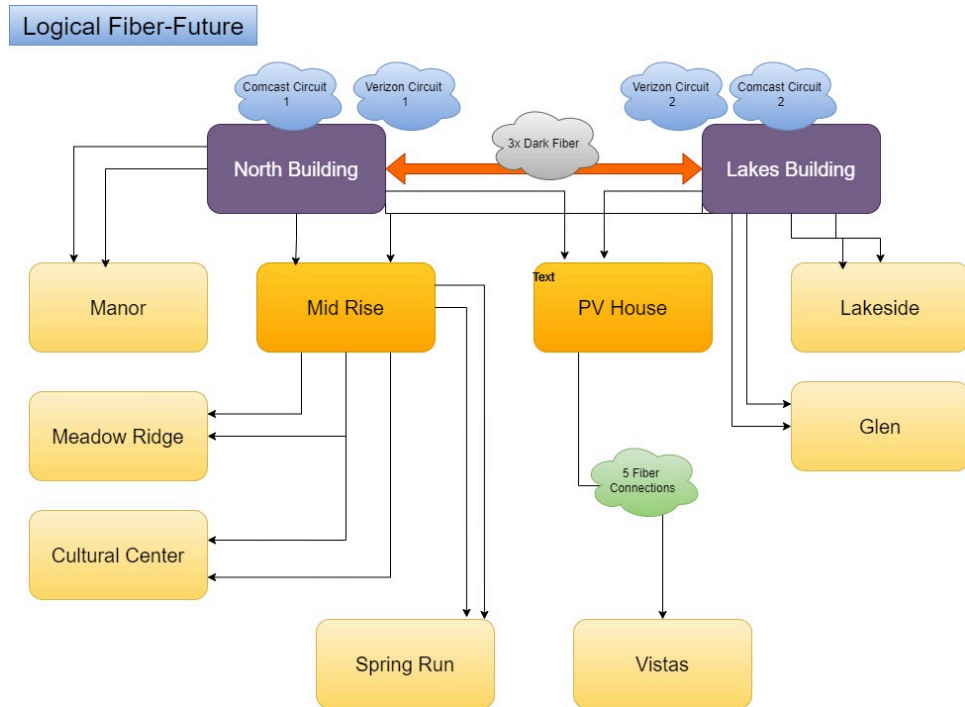
- Double Bandwidth to Campus Net
- Senior TV: Fiber future, Grids, Streaming Based
- LoraWan: Campus wide Alert Pendants
- OOSO and camera-based AI