

2013 IPMA Executive Seminar

Where Government and Technology Management Meet

- **Introduction to ACCIS**
 - Who we are and why you should care
- **Cyber Security: Protecting our Resources (Data & Dollars)**
 - In light of the recent security issues at City of Gold Bar, City of Burlington, Leavenworth Health Center, and AOC: How Do We Protect Our Agency?
- **VMware Virtual Desktop Failure at Kitsap County – A Case Study**
 - Why did VDI fail – How To Avoid the Pot Holes



ACCIS

WHO WE ARE

Very similar make-up

City & County IT



ACCIS

WHAT WE DO

Education

Collaboration



ACCIS

WHY YOU CARE

Partnership

Solving Same Problems



ACCIS

Organizational Strengths

One man shops

**Large Support
Organizations**

Listserv

Vendors



ACCIS

Current Projects

Collaboration with CA

Cloud Computing

D/R B/C Planning

IGN Governance

Regional IT



ACCIS

Current Problems

Cyber Security

Budgets

Personnel

Managing Expectations

Cyber Security

Protecting our Resources

Files

Finances

Fellow Workers

Cyber Security

Protecting our Resources

Files

- **IPS/IDS**
- **Firewalls**
- **VPN**

Cyber Security

Protecting our Resources

Finances

- ACH
- PCI
- HIPAA
- Application Development
- Vendor Applications

Cyber Security

Protecting our Resources

Fellow Workers

- Awareness Training
 - <http://bkat.pegcentral.com>
 - Search for How to Survive a Disaster Folder – Michael Hamilton
- Work from Home Problems
- Web Site monitoring

Cyber Security

PRISEM

The Public Regional Information Security Event Management

Threat Assessment

PRISEM is a system that has been developed for gathering security event data relating to cyber attacks that impact the sustainability and resilience of critical infrastructures within the greater Puget Sound metropolitan area. This system will receive data from public and private organizations, and perform analysis to identify events and trends of interest and alert participants and other stakeholders depending on severity and taxonomy of the findings in near-real time.

VDI Failure at Kitsap County

A Case Study

- Thorough user investigation
 - Started in 2008 completed March 2009
- Slow building infrastructure
 - Didn't start rolling out VDI until 2010
- First scheduled department goes paperless during conversion
- From 850 PCs to 527

VDI Failure at Kitsap County

A Case Study

- Thin PCs
 - Old PCs would not work
- Zero Clients sooner than expected
- Thin Apps
 - Problematic at best
 - Some expected apps wouldn't work
 - New apps wouldn't work
(GoogleMaps)

VDI Failure at Kitsap County

A Case Study

- **Recompose caused a lot of frustration**
- **18 departments with multiple images**
- **Printer management a nightmare**
- **Management of VDI is complicated and takes a lot of time**
- **Manpower requirements**
 - **Need ROI like chart**

VDI Failure at Kitsap County

A Case Study

- Sense of PC ownership
- vSphere 5.0 Upgrade weekend
 - HP Zero clients failed
 - Horrible support from HP

VDI Failure at Kitsap County

A Case Study

- Significant issues after 200 installs
 - Time required to support
 - Goal of 600 was unthinkable
- VDI works very well in a homogenous environment
- Vmware virtual server very successful



Associational Partnerships

- **Assoc of Washington Cities**
- **WA State Assoc of Counties**
- **MISAC (CA. equivalent to ACCIS)**
- **WPU DA**
- **WSEMA**
- **MRSC**
- **WCIA**
- **ACP**



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