AFNWA IT Overview: Laptops and Cellphones

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AFNWA IT - Services and Support

The services provided by the AFNWA IT Team for Operators reside within Internal functions and Corporate Services side of support. We provide the following technical services for our Staff.

1. Remote Technical support for Laptops and Mobile devices.

2. Procurement for IT Assets

3. Approve, manage and distribute Mobile applications

4. Operator Portal

5. Service Desk (https://helpdesk.afnwa.ca and helpdesk@afnwa.ca)

We do not provide support for SCADA Applications, any SCADA application issues remain within the Operations side of technical support. Contact your supervisor for SCADA related support.

AFNWA IT - Upcoming Projects

The AFNWA IT team are involved with the upcoming projects for communities.

1. SCADA Master Plan – Network Architecture and Design

2. Facility FOB, Alarm and Security Camera implementation

3. Deployment of company issued devices for communities joining the authority

4. Data migration between band owned devices and the AFNWA

AFNWA IT – Onboarding

The AFNWA IT Team will be handling the deployment of company issued laptops and cellphones. Hardware devices are ready to be deployed and assigned.

We will be looking to schedule a visit site to kickoff our IT relationship. This site visit will include a few functions such as an introduction to your AFNWA laptop and cellphone. Assistance in resetting passwords and securing your mobile device. Data migration of pertinent information from your work computer related to water and wastewater operations.

Due to some upcoming IT projects, we will be filling out our own checklist at each visit. This checklist will have some items that may require knowledge from Operators and or band administration such as Internet type, location of communication rooms if necessary, type of hardware currently on site and who potentially manages it.

AFNWA IT – Do's & Don'ts – The Do's...

Things we can do with our company issued devices:

1. Using your company issued devices strictly for business use only.

2. Use complex passwords and multi-form authentication.

3. Set expiration dates on file shares to third party entities and review any data being shared before sharing to ensure confidential information is not accidentally shared.

4. Leave devices in protective casings.

5. Lock/Password protect your laptops and phones.

AFNWA IT – Do's & Don'ts – The Don'ts…

Things we can't do with our company issued devices:

1. Do not put personal e-mail accounts on your company device.
2. Do not use simple passwords, especially if Multi Factor Authentication is not available.
3. Do not install or buy third party applications without approval from your supervisor and IT.
4. Do not leave your devices overnight in your vehicles.
5. Do not share your passwords, keys or FOBs with other individuals.

AFNWA IT – Cellphone Numbers

All AFNWA Staff members are issued a Samsung device that are enrolled to Knox Management. We will not accept or use Apple iOS devices within the AFNWA due to security concerns.

Porting a cellphone number from band owned or personal owned numbers could trigger a cancellation fee and penalty if your device and phone plan are on a contract. This charge will be the responsibility of the owner of that contract, not the responsibility of the AFNWA.

If you choose to keep your personal cell phone, please note that all AFNWA calls must be redirected to the phone number attached to your AFNWA device. No personal business shall be conducted on your Samsung phone. No AFNWA related business shall be performed on your personal device.

AFNWA IT – Business Connect

We will be integrating more features to our Telus Business Connect service. This system will serve as our general inquiries line, with direct links to public emergency contacts with specific lines for each Service Area.

After Hours will provide a menu for each Service Area and calls will be directed to whomever is on Standby for specific Service Areas.

AFNWA IT – Cybersecurity Awareness

Phishing e-mails are one of the largest and most common vectors of attack for bad actors because it's the simplest and most effective method of duping people into opening a malicious application, document or web link.

These malicious entities can lead to Ransomware attacks, confidential data theft, account theft, and impersonations.

We exercise our staff by providing on the fly training for phishing attempts. You will receive bogus phishing attempts and learning material if you find yourself victim of these attempts. It's important that we report any suspicious emails to the IT team and if you've been compromised.

The IT team performs audits of sign-ins and reviews any suspicious activities reported by our Microsoft tenant.

Password Protection (Tips and Tricks)

The best security against a password incident is simple: following a sound password construction strategy. The organization mandates that users adhere to the following guidelines on password construction:

1. Passwords should be at least 8 characters

2. Passwords should be comprised of a mix of letters, numbers and special characters (punctuation marks and symbols)

3. Passwords should be comprised of a mix of upper- and lower-case characters

4. Passwords should not be comprised of, or otherwise utilize, words that can be found in a dictionary

5. Passwords should not be comprised of an obvious keyboard sequence (i.e., qwerty)

6. Passwords should not include "guessable" data such as personal information about yourself, your spouse, your pet, your children, birthdays, addresses, phone numbers, locations, etc.

7. Subscribe to Multi-Form Authentication via E-mail, Text Message or Authenticator Token applications

**** DO NOT SHARE YOUR PASSWORDS WITH ANYONE – EXCEPTIONS WILL BE MADE FOR TECHNICAL SUPPORT THROUGH IT COORDINATORS ONLY ****

AFNWA IT – Operator Portal

The AFNWA IT along with Communications will be responsible for maintaining the Operators Portal.

The Operators Portal will be a SharePoint site, which is accessed through Sharepoint Online via https://portal.office.com and it's designed to provide you with current news releases and internal updates from the AFNWA as well as resources tailored to Operators needs.

We welcome any ideas and suggestions from the Operators to make this page friendlier, more efficient and resourceful to you.

Wela'lin!

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Questions?

www.afnwa.ca