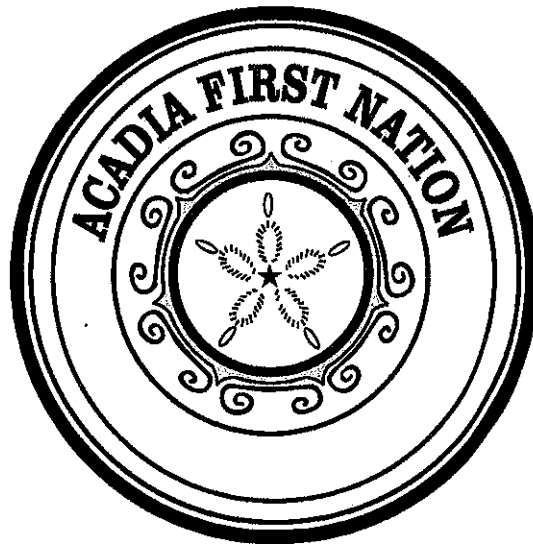


# IT/Communications Report

Status Report for AFN Annual General Meeting



ACADIA FIRST NATION

2017

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# Contents

OVERVIEW .....	2
JOB TASKS .....	2
PROJECTS .....	3
LANGUAGE COMMITTEE .....	4
VIDEO CONFERENCE SYSTEM .....	4
HOUSING DEPARTMENT .....	4
MEMBERTOU GEOMATICS PROJECT .....	4
XYNTAX ASSET MANAGEMENT SOFTWARE .....	4
ONLINE HOUSING REQUEST FORM WEB APP .....	4
RETAILS STORES .....	5
SECURITY CAMERA SYSTEM UPGRADE .....	5
AFN ENTERTAINMENT CENTRE LED SIGNAGE .....	5
ADMINISTRATIVE OFFICES .....	5
TELECOMMUNICATIONS SERVICES REVIEW .....	5
HR SOFTWARE (ORANGEHRM) .....	5
AFN NEWSLETTER .....	6
LUMBER YARD OPENING .....	6
WEBSITE CHANGE POLICY .....	6
FUTURE PROJECTS .....	6
WEBSITE REDESIGN AND HOSTING PLAN .....	6
IT SYSTEMS PASSWORD POLICY .....	7
IT ACQUISITION AND USE POLICY .....	7
IT EQUIPMENT DECOMMISSIONING POLICY .....	7
INFORMATION MANAGEMENT POLICY .....	7
PROTECTION OF PERSONNEL INFORMATION POLICY .....	7
DATA STORAGE AND COLLECTION POLICY AND PROCEDURE .....	7
HOUSING PROJECT MANAGEMENT SYSTEM .....	8
WORKSTATION UPGRADE .....	8
SUMMARY .....	8

# IT/Communications Report

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## Status Report for AFN Annual General Meeting

### Overview

My employment with Acadia First Nations began when I was presented with the opportunity to apply for a 6-month work term position as the IT Technical Support Officer for the organization. I was hired on due to previously working with Acadia First Nation to provide IT support while completing the required work term for my course at NSCC. This allowed me to give back to my community which was helping to sponsor my education. After completing my work term, I was contracted by Acadia First Nation for some light IT work for the organization and continued to support the organization while I completed my course at NSCC. Acadia First Nation hired me shortly after graduating.

As the IT Technical Support Officer, my job includes providing technical support for Acadia First Nation's offices and businesses, leading future IT related projects, repairing malfunctioning IT equipment, managing the on-site file server, writing and editing a newsletter for the organization while also providing other IT related services to the organization. I have provided these services plus more during the past year while employed with Acadia First Nation.

### Job Tasks

My role as IT Technical Support Officer has required me to take on many tasks over the past year. Having an agent in house to attend to these tasks have saved Acadia First Nations hours of billable time for support from outside vendors and has increased productivity of the employees by decreasing the time required to troubleshoot and repair common IT issues and by catching potential issues before they occur. By utilizing an IT professional for work on graphic design and advertising, AFN has saved many billable hours from outside vendors to complete the work. I have also helped to consolidate services which means unused services could be cancelled, saving additional money. Also, having a band member complete these tasks increases the commitment and investment to doing the best job for AFN and its' band members. Having an IT professional in house also gives the other employees confidence that their day to day workflow won't be interrupted by delays in having a vendor service the site.

I have outlined some of the duties that I have been responsible for since I have been employed with Acadia First Nation below:

- Server Management
- OS Upgrades and Rollbacks
- Email Migration
- Outlook Configuration and Technical Assistance
- Inventoried Organizations IT Equipment
- Hardware Technical Assistance and Installation
- Technical Support for Offices and Retail Stores
- Exchange Server Management
- Workstation Configuration
- Graphic Design

- Professional Document Drafting
- Network Upkeep, Maintenance and Installation
- Volunteer Work for AFN events
- Member of Harvest Feast Committee
- Member of Language Committee
- Data Input
- Spreadsheet Design and Implementation
- Website Updates, Upkeep and Maintenance
- Acquisition and testing of new software
- Identifying Software Requirements
- Finding effective software/hardware solutions
- Equipment/Hardware Acquisition and Configuration
- Conference/Meeting Room configuration and set up
- Microsoft Office Software Support
- Policy Drafting
- New Technology Acquisition
- Meeting with IT Solution Vendors
- Building Relations with Vendors
- Software Configuration and Management
- Mobile Device Support and Configuration
- Newsletter Campaign
- Troubleshooting Accounting Server Software
- Logo Design
- Facebook Page Design, Promotion and Administration
- Coordinated Telephony Line Installation with Vendor
- Advertising Design Work
- Photography

## Projects

Since being employed with Acadia First Nation, I have been involved with several projects. Some projects I have lead myself while others I was asked to join in for my input and expertise. I have outlined the projects below:

- Video Conference System – partial implementation, near completion (90%)
- Membertou Geomatics Project – shelved indefinitely (65%)
- Xyntax Asset Management Software – initial research and acquisition phase (35%)
- Online Housing Request Form Web App– completed, partial implementation (95%)
- Security Camera System Upgrade – completed
- AFN Entertainment Centre LED Signage – completed
- Telecommunications Services Review – shelved temporarily (50%)
- HR Software (OrangeHRM) – partial implementation (90%)

- AFN Newsletter – completed, ongoing
- Lumber Yard Opening – completed
- Website Change Policy – completed, pending approval

## **Language Committee**

### **Video Conference System**

- Designed System for Delivering Language Classes through Video Conferencing Equipment
- Researched, Budgeted and Acquired Video Conferencing Equipment and Additional Equipment to expand system capabilities
- Organized and Implemented Video Conference Equipment Delivery and Installation
- Configuration of Equipment to enable Video Conferencing between 8 locations
- Developed training for staff on Video Conferencing System
- Delivered training of system to staff
- Continued development of language classes for use with video conferencing equipment

## **Housing Department**

### **Membertou Geomatics Project**

- Consulted with Membertou team during initial interview
- Served as point of contact with Membertou Team for all feedback
- Consulted with housing team to identify needs and provided feedback to Membertou
- Consulted with housing team to identify bugs in system during development
- Identified issues with system and consulted with housing team to determine if we should continue with the project
- Consulted with Band manager, Economic Dev, and housing team to identify ways to correct course of project or discontinue
- Consulted with Membertou along with Band Manager, Economic Dev and Housing to identify our concerns and provided my suggestions

### **Xyntax Asset Management Software**

- Consulted with CFO regarding alternative Software to replace the failing Membertou Geomatics Project
- Assisted CFO with organizing a demo to staff of the Xyntax system
- Performed site visit to see Xyntax System with Director of Housing
- Consulted with Band Manager, CFO and Director of Housing to suggest Housing start using the Xyntax system with suggest that the other departments in AFN also implement the system

### **Online Housing Request Form Web App**

- Consulted with Housing team to determine needs for app
- Contacted local web app developer Colovo Inc. to develop online application form with Admin backend
- Presented Band Manager and housing team with quote from Colovo Inc. and suggested with utilize them for the development
- Worked with Colovo Inc. to design and develop Online Housing Request Application
- Tested online form and provided feedback

- Provided design ideas and interface suggests for online form and admin backend
- Launched the online form to housingapp.acadiafirstnation.ca with security encryption
- Continued product testing and collaboration with Colovo Inc. to finalize system rollout
- Implemented system for use thru our website

## **Retails Stores**

### **Security Camera System Upgrade**

- Consulted with Inventory Manager to find a provider for security system
- Consulted and performed initial site visits with Ryan's Electrical and Inventory Manager to determine needs and request a quote for all Retail store locations
- Consulted with Inventory Manager and stakeholders to determine if we would utilize Ryan's Electrical
- Performed security system install with Ryan's Electrical representative
- Configured security systems to ensure cameras were recorded and system worked optimally
- Performed Follow up visits to retail sites to determine if additional work was required
- Coordinated follow up site visits with Ryan's Electrical to complete required work
- Performed regular maintenance and upkeep of security systems in retail sites.

### **AFN Entertainment Centre LED Signage**

- Consulted with LED signage provider to obtain training for software required to program displays for signage
- Performed troubleshooting to establish a connection between local network in AFNEC office and signage
- Organized with All Out Property to correct issues with LED signage equipment to allow access from AFNEC office
- Designed and deployed displays for AFNEC signage
- Provided training for AFNEC staff to design and deploy signage programs

## **Administrative Offices**

### **Telecommunications Services Review**

This is an ongoing project being coordinated by myself and Julian O'Connell. We have begun to meet with other potential telecommunication providers to determine if we can potentially save money by switching providers or take advantage of new technologies offered by new vendors if their acquisition would lead to saving money or increase productivity of staff and IT systems. This project would require several months of research and analysis to determine what options Acadia First Nation has for telecommunication solutions.

### **HR Software (OrangeHRM)**

- Consulted with Angie Colgan and band manager regarding OrangeHRM system to track employee time off requests
- Deployed OrangeHRM in a sandbox environment
- Trained Angie on how to use OrangeHRM system
- Deployed OrangeHRM on our network with give access to Yarmouth office to the system
- Developed plans to give all employees of AFN access to OrangeHRM to allow them to view and submit time off requests online

- Determine providing remote access to our network would leave us vulnerable to online attacks at this time due to security issues and outdated operating systems on most devices on our network

### **AFN Newsletter**

- Designed template for newsletter which allowed me to showcase news from our communities
- Gathered information about events and topics of interest from across our communities
- Travelled across our communities to attend and report on events
- Wrote, edited and published 12 issues in Volume 1 of the AFN Newsletter from August 2016 – August 2017
- Began Volume 2 of the Newsletter in August 2017

### **Lumber Yard Opening**

- Designed and consulted with Avid Media on signage for the Lumber Yard
- Designed and consulted with The Clare Shopper on ads for the Lumber Yard
- Built and maintained a Facebook page for the Lumber Yard
- Assisted with acquisition and roll out of credit/debit card processing systems for the Lumber Yard and the Mill

### **Website Change Policy**

- Drafted a policy to outline how updates to our current website could be submitted
- Submitted Draft Policy for review by Band Manager

### **Future Projects**

I have been developing ideas for future IT projects for Acadia First Nation. These projects arise from my experience in IT and would address some issue I see with how Acadia First Nation utilizes its' current IT systems and assets. I have listed the projects below that I feel require immediate attention from Acadia First Nation.

#### **Future Projects List**

- Website Redesign and Hosting Plan
- IT Systems Password Policy
- IT Acquisition and Use Policy
- IT Equipment Decommissioning Policy
- Housing Asset Management System
- Workstation Upgrade

### **Website Redesign and Hosting Plan**

Our current website is not very functional from an end-user standpoint. The design looks nice but the site is cumbersome to use and most of the important information is buried in sub-pages and hard to navigate to. Users are presented with an option when immediately entering the site and this can lead to poor user experience. The two sites do not have many differences and the design would be better suited if it was all incorporated into one site. The website should have more interactive features to encourage user to return often and it should be better organized so that the users can easily get to the information they are looking for.

### **IT Systems Password Policy**

Our organization requires a password policy to secure our IT systems and our data. Due to the nature of our organization, we are often required to work with sensitive data. This data is at risk for as long as we do not have a good password policy in place. Without strong and more secure passwords, our systems are open to attack by outside parties that may want to use this data. This policy should be implemented to secure employees' email accounts, SharePoint access, workstations, laptops, mobile devices and data storage and management software. A password policy tends to be a thorn in the side of the end-user and can cause problems with password management but as an organization it is irresponsible to continue to operate without implementing basic security precautions to protect our data.

### **IT Acquisition and Use Policy**

I feel that our organization is at a point where we should put in place a policy for how an employee acquires and uses IT equipment. If an employee requires a new workstation or replacement equipment, then we should have a policy in place that outlines the steps needed in order for them to obtain the new equipment. Our organization should also make our employees aware of the proper use of IT equipment. This would outline what equipment is available to which groups of employees and their rights to use the equipment outside of the office. This way, if an employee is found to be in violation of the policy then their use of the equipment can be restricted or revoked.

### **IT Equipment Decommissioning Policy**

During cleaning the office after summer break, I had obtained old IT equipment that was no longer being utilized. The equipment was stored in a closet because there was no set policy in place for decommissioning this equipment. A policy should be created for how this equipment is handled after it is no longer used in the office. This policy should include what steps are needed to secure or handle any data remaining on the equipment, determine what hardware can be broken down and which components can be utilized by our organization in the future and what to do with the remaining equipment (sold, given away or properly disposed of). This will cut back on clutter as the storage closet does not have much remaining space.

### **Information Management Policy**

I will be drafting an Information Management Policy as requested by Band Manager Lloyd MacDougall. This policy is required by INAC for the General Assessment. The Information Management Policy would cover how the organization creates, acquires, modifies, distributes, stores, controls access to, disposes and ultimately destroys any information gathered by the organization. This will ensure AFN complies with any current information laws and continues to comply with INAC requirements.

### **Protection of Personnel Information Policy**

I will be drafting a Personnel Information Policy as requested by Band Manager Lloyd MacDougall. This policy is required by INAC for the General Assessment. The Protection of Personnel Information Policy Organizations must follow a code for the protection of personal information. The code was developed by business, consumers, academics and government under the auspices of the Canadian Standards Association. The policy will ensure AFN complies with any current information laws and continues to comply with INAC requirements.

### **Data Storage and Collection Policy and Procedure**

I will be drafting an Information Management Policy as requested by Band Manager Lloyd MacDougall. This policy is required by INAC for the General Assessment. The Data Storage and Collection Policy would cover how the organization stores any information gathered by the organization and how the organization ensures that information is

protected for privacy and confidentiality purposes. This will ensure AFN complies with any current information laws and continues to comply with INAC requirements.

### **Housing Project Management System**

I have been approached by the Housing Department to assist them with data collection and data input for their current Project Management System. They will require assistance in training for the input of data to the Project Management software to be provided by Xyntax. They will require assistance for how to organize, store and keep this information up-to-date. Assistance will be required for training a field agent for data collection and input. As an IT professional, I will also be able to provide the housing department with suggestions for how the system can be implemented. Having an IT professional involved will help our organization ensure the software is utilized to its' potential.

### **Workstation Upgrade**

Many workstations across AFN are now, or will soon be, outdated. We currently have several workstations that are running Windows XP Operating System. Windows no longer supports or provides updates for Windows XP and with Windows 10 becoming adopted by more and more users, it is only time before Windows stops support for Windows 7 which is currently the most utilized Operating System in our organization. I would like to see us upgrade all workstations starting with our offices and then deploying upgrades across our retail locations. This is a crucial requirement if we would like to keep our data safe from attack. The outdated systems provide a large open door into our networks as they have vulnerabilities that are being exploited by cyber criminals. This would be another step towards updating AFN's cyber security standards.

### **Summary**

Over the past year at Acadia First Nation, I have contributed to the organizations productivity. My service to Acadia First Nation has provided the organization with the tools required for effective implementation of IT solutions for its' growing needs. I have helped increase the organization's adoption of IT solutions while employed with the organization and I have goals for the further development of the organization and its' continued growth in adoption of IT systems. I would like to see IT continue its' growth and importance to Acadia First Nation and I would like to begin projects that can help enrich our youth with the IT skills I was able to acquire, giving them tools that could lead them to a rich career in IT.

