

# Kirkwood Meadows Public Utility District

## IT Committee

### REGULAR MEETING NOTICE

NOTICE IS HEREBY GIVEN that the IT Committee of the Kirkwood Meadows Public Utility District has called a Regular Meeting of the Committee to be held on **Tuesday, January 23, 2017 at 11:00 A.M.** at the Kirkwood Meadows Public Utility District Community Services Building, 33540 Loop Road, Kirkwood, California 95646.

- 1) **Server Upgrade.** Update on Server Migration. *IT Representative Meteer*
  - a) No action November 30, 2017. Update on installation and migration.
- 2) **IT Areas of Responsibility.** Discussion Regarding Delegation of Areas of Responsibility. *GM Christeson Pgs. 2-4*
- 3) **Disaster Recovery Plan.** Update on Progress of Disaster Recovery Plan. *IT Representative Meteer*
- 4) **Website Rehabilitation Act Compliance.** Discussion Regarding ADA Section 508 Compliance. *IT Representative Meteer Pgs. 5-6*
- 5) **IT Committee Charter.** Review and Possible Update of the IT Committee Charter. *GM Christeson Pgs. 7-8*
- 6) Future Topics **Pg. 9**
- 7) Next Meeting/Staff Recommendation: *Thursday, March 29, 2018 – 11:00 am.*

Dated: January 16, 2018

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Kirkwood Meadows PUD

# Kirkwood Meadows Public Utility District

## **Information Technologies**

### Areas of Responsibility – Updated January 2018

#### 1. Website

- a. Agendas/Packets/Meeting Calendar – J. Austin
- b. Pictures/Videos – D. Meteer
- c. Newsletter – J. Austin
  - i. Frequency – Monthly
- d. Fundraising – J. Austin
- e. Word Press – D. Meteer
- f. Computer Courage
  - i. Liaison – D. Meteer
  - ii. Report Server Interface – B. Epstein / Mindy
  - iii. Website Security – Computer Courage
- g. Functionality Review – J. Austin
  - i. Frequency – Quarterly

#### 2. Report Server

- a. Administrator Permissions – K. McBride / J. Austin
- b. Account Management
  - i. Creation/Removal of Accounts – K. Beyer
  - ii. Payments/Statements – K. Beyer/-K. McBride
- c. Meter Management / Sensus Data / Unusual Activity – D. Meteer / A. Pfeiffer
- d. Alarm Logs
  - i. Water – D. Meteer / A. Pfeiffer
  - ii. Propane – J. Austin / K. Beyer
- e. Messaging – J. Austin
- f. Log Ins – J. Austin
- g. Email Monitoring (Bad Addresses) – J. Austin

# Kirkwood Meadows Public Utility District

## **Information Technologies**

### Areas of Responsibility – Updated January 2018

#### 3. Physical Assets

- a. Servers / CPUs – Wired Solutions
- b. Phone System – Vox
- c. Miscellaneous On-Site Equipment – D. Meteer

#### 4. Security

- a. Administrator – TBD
- b. Passwords
  - i. Office 365 Portal & Miscellaneous – D. Meteer / E. Christeson
  - ii. KMPUD Server – Wired Solutions
- c. Phone System – D. Meteer
- d. IT Security Training – K. Norton & ACWA/JPIA

#### 5. Disaster Recovery

- a. Servers – Wired Solutions
  - i. Soonr – D. Meteer
- b. Water - TBD
  - i. Server – Cloned 2016
  - ii. SCADA
    - 1. Membrane Train Only
    - 2. Stored Locally
    - 3. Backup via Flash Drive
      - a. No Set Schedule
- c. Wastewater – TBD
  - i. Server – Cloned 2016
  - ii. SCADA
    - 1. Local PLCs
    - 2. Data Not Stored

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## **Information Technologies**

### Areas of Responsibility – Updated January 2018

- d. Propane
  - i. N/A
- e. Electric – TBD
  - i. Powerhouse
    - 1. Server – Last Backup Unknown
    - 2. SCADA – Exponential Engineering
      - a. Sonic Wall VPN
      - b. View Only, No Control
    - 3. Battery Backup
      - a. Manual Read
- 6. PCS – K. McBride

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# STAFF REPORT

## ADA Section 508 Website Compliance

### Requested Action:

That the IT Committee advise staff on how to proceed in making the KMPUD website ADA Section 508 compliant.

### Background:

Section 508 mandates federal agencies and their contractors ensure that their Web sites were fully accessible to persons with disabilities. Section 508 incorporates sixteen rules for Web based intranet and internet information and applications. Of the sixteen rules, eleven were adopted directly from the Web Content Accessibility Guidelines (WCAG) that had been recently developed by the World Wide Web Consortium's (W3C) Web Accessibility Initiative (WAI).

In 2003, the state of California enacted Government Code Section 11135, requiring all its agencies and departments to comply with federal Section 508. A few of these website compliance requirements include:

- providing text alternatives for all non-text elements
- providing captions for all live and recorded multimedia presentations
- website must be keyboard accessible (accessible without the use of a mouse)
- creating content so that it can be presented in different ways, including by assistive technologies, without losing meaning

Staff recently participated in a webinar for Section 508 compliance and found that the District's website is not in compliance. Currently, the District's website has 174 published pages with approximately 10-15 known violations per page and 40-60 potential or "likely" violations per page.

The District contacted Adam Schwartz of Computer Courage (District's website developer) to get a better understanding of the issues related to compliance. He feels the "My Account Section" and "Community Directory" could pose some larger problems and may need to be redesigned. Adam also mentioned redesigning the District's navigation bar, and possibly changing the website's color schemes. Adam stated he could also create a "Project Plan" to come up with a detailed report showing specific problems and costs, but there would be a fee for this service.

Staff also contacted Siteimprove, a multinational website governance and compliance company. Siteimprove stated that they could manage the District's website and aid with compliance related issues. However, this management would require the District to subscribe to an annual service agreement.

**Fiscal Impact:**

An initial cost estimate from Computer Courage could be anywhere from \$4,000 - \$10,000 but could be costlier if the District wants full compliance. This estimate includes redesign of the District's website, but District staff would be required for the actual corrections needed for compliance

Siteimprove's service agreement will be \$4,290 per year, plus an additional subscription fee based on the number of published pages. Much like Computer Courage's estimate, District staff would be making the corrections to the website. Siteimprove would only suggest what corrections should be made.

**Reviewed by Committee:**

**Prepared By:**

A. Meter

**Kirkwood Meadows Public Utilities District  
BOARD OF DIRECTORS**

**I.T. COMMITTEE  
CHARTER**

**PURPOSE:** The IT Committee is established as a Standing Committee of the Board of Directors whose primary duties are to oversee network security, data base management, policies and updates that may be required to ensure the District's information technology system remains protected and current with technological capabilities. The Committee reviews for recommendation to the Board system updates, identified vulnerabilities and recommended solutions as prepared by management. The Committee shall review and recommend policies and procedures consistent with current "best practices" for districts of similar size and complexity.

**MEMBERSHIP:** The IT Committee shall consist of up to seven voting members consisting of two Directors, and from one to five Community members. The General Manager and Accounting Manager shall be non-voting members of the Committee.

The Committee may include non-voting ex-officio members such as IT consultants and advisors as may be recommended by the Committee and authorized by the Board.

The Committee may establish such subcommittees as it believes are necessary to fulfill its purpose.

**MEMBERSHIP TERM:** The term for the Board members shall be two years. The term for each of the Community members shall be for two years, and the Board may re-appoint Community members at the end of their terms based on interest and participation, and whether other qualified candidates have declared an interest to serve.

**COMMITTEE CHAIR:** One of the two Board members shall serve as Committee Chair. The Chair, or his/her designee, shall lead the Committee meetings and shall be the authorized liaison for requests and communications between the Committee and the Board and management.

**MEETINGS:** Meetings of the IT Committee are subject to the *Brown Act* meeting and notice requirements. Subject to compliance with noticing requirements, the Committee shall meet as often as the Chair of the Committee deems necessary or desirable, but in no case, shall it meet less frequent than quarterly.

**COMMITTEE RESPONSIBILITIES:** The Committee shall keep itself fully informed concerning the District's IT System. The Committee shall review all aspects of IT policies, planning, and operations of the District and make recommendations to the Board and the General Manager. The Committee shall provide recommendations to the Board that are fiscally sound and supportive of the approved strategic plan(s) and priorities of the District. The Committee's primary responsibilities are as follows:

- Regularly review IT policies and procedures for effectiveness and make recommendations for change consistent with current "best practices" for districts of similar size and complexity;
- Verify all critical systems have proper backup and contingency plans for recovery from failures;
- Regularly review the District's network security, identify any vulnerabilities, and make recommendations to further enhance same;
- Regularly monitor the District's control system and access to customer data;
- Oversee annual and long-range IT operating and capital budgets;
- Oversee that timely and accurate IT information is presented to the Board;
- Communicate with and educate the Board on the District's current IT system;
- Review IT proposals and make recommendations on such to the Board for its approval;
- Work with General Manager and Accounting Manager to ensure internal reporting practices meet the Committee's needs and expectations, including providing advice on related information systems;
- Conduct an annual self-evaluation of the performance of the IT Committee and the effectiveness and compliance with this Charter.



Kirkwood Meadows Public Utility District  
**IT Committee**  
FUTURE TOPIC ATTACHMENT

- 1) Website
- 2) Security Assessment
  - a) Training Level
  - b) Software/Hardware Up To Date
  - c) Recovery Time
  - d) External Audit and/or External Scan
    - i) Quote
  - e) Disaster Recovery Plan – April