

**Strategic Technology Program**  
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***2024 Accomplishments So Far***

Staff Development

We've compiled an exhaustive sabbatical document to be used as reference while the Regional Technology Coordinator is on sabbatical. In addition to up-training staff, we've lined up a technology professional to handle any difficult issues that may arise.

Security

- Securing sensitive information: Audited files on the HOTR server and in the cloud to purge data that shouldn't be there.
- Remote worker security: Examined aging HOTR VPN connections, updating geofencing and two-factor authentication.

Hardware

- TRP benchmarking and purchasing: Helped TRPs understand and implement benchmarking standards in their own offices, and plan replacements and upgrades.
- Conferencing improvements: Installed more options for video conferencing in the Large Conference room in the Billings office.

Software and training

- Website dead link scans: Used specialized software to locate and troubleshoot missing pages, images, and other web content.
- Chat integration into workflow: Conducted trainings and real-world test cases to utilize more chat features.
- Granular database training: Started the process with our "101" course introducing basic concepts.

***2024 Remaining Goals***

Staff Development

For three months of the remaining year, the Regional Technology Coordinator will be on sabbatical studying Geographic Information Systems (GIS).

Security

- TRP best practices: A best practices training for the Technology Responsible Person (TRP) from each group on security.
- Security behavior tests: Conducting periodic phishing simulations to expose weaknesses in our security structure among all member groups.

## Hardware

- HOTR firewall replacement: We're still planning to replace our hardware firewall as software support for our existing device ends.

## Software and training

- TRP software surveys: Using the TRP program as a forum to share ideas and tips and demonstrate how we work best.
- Granular database training: We're continuing a detailed database training series for everyaction.

## Direct member group assistance

We will continue to increase the capacity of our member groups by giving day-to-day support when troubleshooting needs arise.