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# Council of Associations

Information Technology

&

Data and Asset Security

September 2021

# What is Information Technology & Data and Asset Security?



- **Information Technology (IT)** is the use of any computers, storage, networking and the other physical devices, infrastructure and processes to create, process, store, secure and exchange all forms of electronic data. The commercial use of IT encompasses both computer technology and telecommunications.
- **Data Security** is the practice of protecting digital information from unauthorized access, corruption, or theft throughout its entire lifecycle. This encompasses every aspect of information security from the physical security of hardware and storage devices to administrative and access controls, as well as the logical security of software applications, as well as organizational policies and procedures.
- **Asset Security** is the use of physical controls to protect the premises, site, facility, building, residents/employees, or other physical assets, to include using layers of physical protection measures to prevent unauthorized access, harm, or destruction of property.

# Landfall's Current Technology & Data and Asset Security


## Technology & Data Security

Phones	Software	Scanners
Internet	Internet Security	Copiers
Computers	Printers	Server and Server Security
Fax Machine	Email and Email Security	Webcams
Bar Codes	Postage Meter/Mail Center	IT Support

## Asset/Physical Security

Security Vehicle Equipment	Radios
Monitors	Defibrillators
Stationary Cameras	Easements & Documentation
QR Scanner	Maintenance Vehicle Equipment
Perimeter Fences	Fencing Security i.e. locks, barb wire
Gate Barriers	Weather Station i.e. rain gauge, lightening sensor
Body Cams	
Security Guard Personal Safety Equipment, including Infrared Goggles	

# Landfall's Current Information Technology- Devices/Equipment



<b>29</b>	Desk Top Phones	<b>1</b>	FAX Machine
<b>2</b>	Laptop Computers	<b>19</b>	Cell Phones
<b>2</b>	Tablets	<b>12</b>	Televisions
<b>65</b>	Hand-held Radios	<b>4</b>	Body Cameras
<b>15</b>	Printers/Scanners	<b>33</b>	Desktop Computers
<b>7</b>	Webcams	<b>3</b>	Paper Shredders
<b>12</b>	Security Cameras	<b>2</b>	Camera Monitors
<b>2</b>	Network Video Recorders	<b>4</b>	QR Scanners
<b>2</b>	Traffic Counters	<b>3</b>	COA Office & Gatehouse Generators
<b>1</b>	US Mail Postage Machine	<b>2</b>	Speed Minders

# Intracompany & Resident Communications

## Land Line Phones

COA Office Phones serviced by Cloudwyze  
COA Security Phones serviced by Zoltys

## Mobile Communication Devices

Cellular Phones serviced by T-Mobile  
Two Way Radios serviced by Sea Coast Communications

## Resident Communication

Blackboard Connects (CTY) Emergency Notification via Email & Phone  
iContact Mass Email System  
Publications produced by In Design, Canva & Publisher

# Physical, Cyber & Asset Security

## Physical Security

COA Office Camera Security & NVR serviced by Swann View  
Landfall Gates Camera Security & NVR serviced by Holmes

## Cyber Security

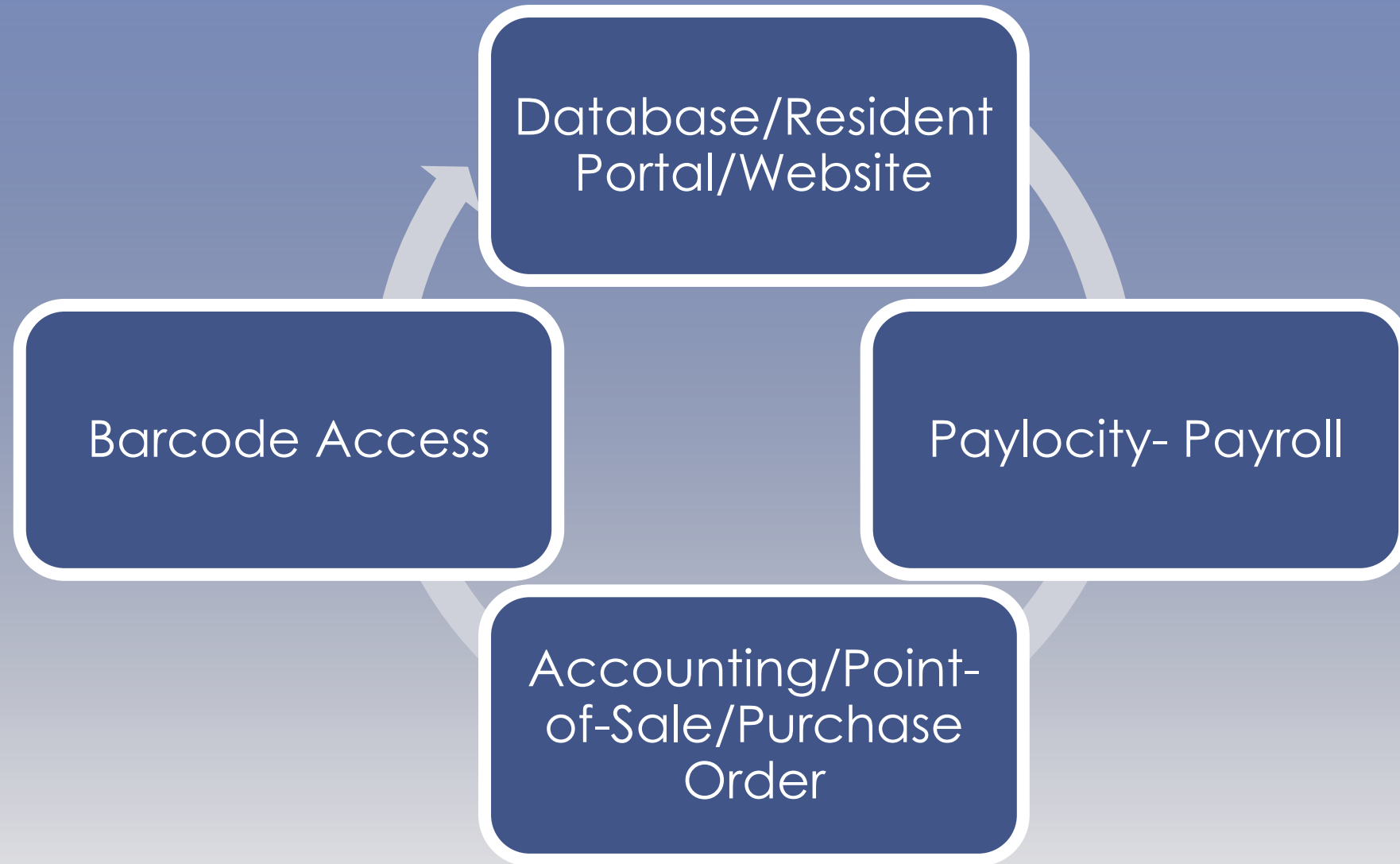
Anti-Virus Protection provided by Bitdefender  
Loss Prevention Protection provided by Ibackup

## Asset Security

Approximately four miles of perimeter fencing with gated access  
24/7 on-site Security presence and response  
House check & wellness check availability through COA Security

# Wish List of Systems, Software and Integration

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# How Technology is Used – Data Security



- Network Security:
  - Two physical, on-site servers (Poweredge 1900 for Security) and (Poweredge R520 for COA) require a Firewall/Anti-virus software (Bitdefender)
  - A “backup” company to protect Landfall COA information loss is also required (Ibackup)
  - Data backup – cloud based
  - “Random Power Spike” Protection for Landfall COA computers, printers, and servers –  
Battery Back-ups and Surge Protectors
- Document Security - Securely Shred any Confidential Hardcopy Paper Documents
- File Retention Policies – Finance, Human Resources, Architectural Review



# How Technology is Used – Security



- 29 Security Staff – 3 are Part-time
- 4 marked patrol vehicles with mobile radio and hand-held radio in each, along with emergency lights
- Stationary cameras at the entrance gates
  - Eastwood 4
  - Drysdale 4
  - Arboretum 4
- Camera Monitors – Guardhouses and Server Room
- NVR- Network Video Recorder
- Stationary Perimeter Cameras at COA office facility
- Perimeter Fencing – 4 miles of perimeter fencing
- Security Barrier Arm Restricted Access each Gate

# How Technology is Used – Financial Management

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- Quickbooks – budgets, financials, operations, invoices, accounts payable
- Credit Cards – On-line Processing through Swipe Simple
- Cyber Security
- Data Retention Policy
- Collection Policy

# How Technology is Used – Maintenance/Landscaping



- Quickbooks – Work Orders; Invoices
- Communications – Two way radios and cellular phones
- Design & Marketing- Canva and Photoshop
- Record Retention Policy
- Collections Policy

# How Technology is Used – Architectural Review



Access Database – ARC Uses the Database for property specific information to include:

- Property Owner Information
  - ARC submittal items for agenda and letter merges
  - Property lookup by owner name
  - Property information for Standards Compliance Efforts
  - Property owners (current and past)
  - Updates ARC submittal specifics by property, including approval
- ARC keeps a separate Access spreadsheet for all homes constructed with queries for homes currently under construction and security reports
- ARC Fees/Citations are processed through the Accounting Department and QuickBooks
- ARC File Retention Policy

# How Technology is Used – Administration/Front Desk

- Access Database- Administration uses the Database as follows:
  - Voice newsletter delivery query for email delivery to residents
  - Use for district and phase for COA elections
  - HOA annual meeting merges
  - Email for Association Presidents
- Main Database Usage:
  - Property Transfers
  - Update Contact Information
  - Barcode Activation
  - Record of owners, tenants, CCL non-property owners, CCL employees and LCOA employees
- Backdoor to Database:
  - Generates Lists for iContact , as well as Lists for Individual HOA 's, Soccer Letters, and Nominating
- Quickbooks, iContact and Blackboard Connect - Update Contact Information Changes from Database
- Guest Authorization – Enter Guest Information for Residents
- ROC (Guest Authorization Backdoor) – Enter Warnings for Residents and Keeps Guest Log Up-to-Date, as well as small changes to site

# How Technology is Used – Human Resources



- Paylocity is the COA Payroll System
- Landfall COA Instagram account is used for employee communications
- Employee Payroll and Employment Record Retention Policy

# Future Technology Objectives



- Workflow, Inventory Management and Job Costing Software; Maintenance Department Software
- Additional Cameras
- Additional Lighting at parks and/or around perimeter
- Server Upgrade
- Keyscan Upgrade
- Quickbooks or Alternative Accounting/HOA Software
- Continued and Increased use of iPads, laptops and cell phones

# 2021/2022 Budget Considerations



- Accounting Software
  - Purchase Order/Inventory/Job Costing/Workflow
- Database System
  - Resident Portal
  - Online Payments
- Barcode Access System
  - Citations
  - Construction & visitor passes
- Server Upgrade-Cloud or On-site