



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



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

Current Systems, Software and Servers



Microsoft
Office/Access
Database

Paylocity-
Payroll

Quickbooks-
Accounting

Keyscan- Gates
Security System

Google-Gmail

iContact- Mass
Email to
Residents

Blackboard
Connects-
Emergency
Contact to
Residents

Wordpress- COA
Website

In Design-
Newsletter
Production

Physical Servers On-Site
Poweredge 1900
(Security)
Poweredge R520 (COA)

Ibackup- Data
Security

Intracompany & Resident Communications

Land Line Phones

COA Office serviced by Cloudwyze

COA Security 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 Facilities serviced by Swann View
Landfall Gates Security serviced by Holmes

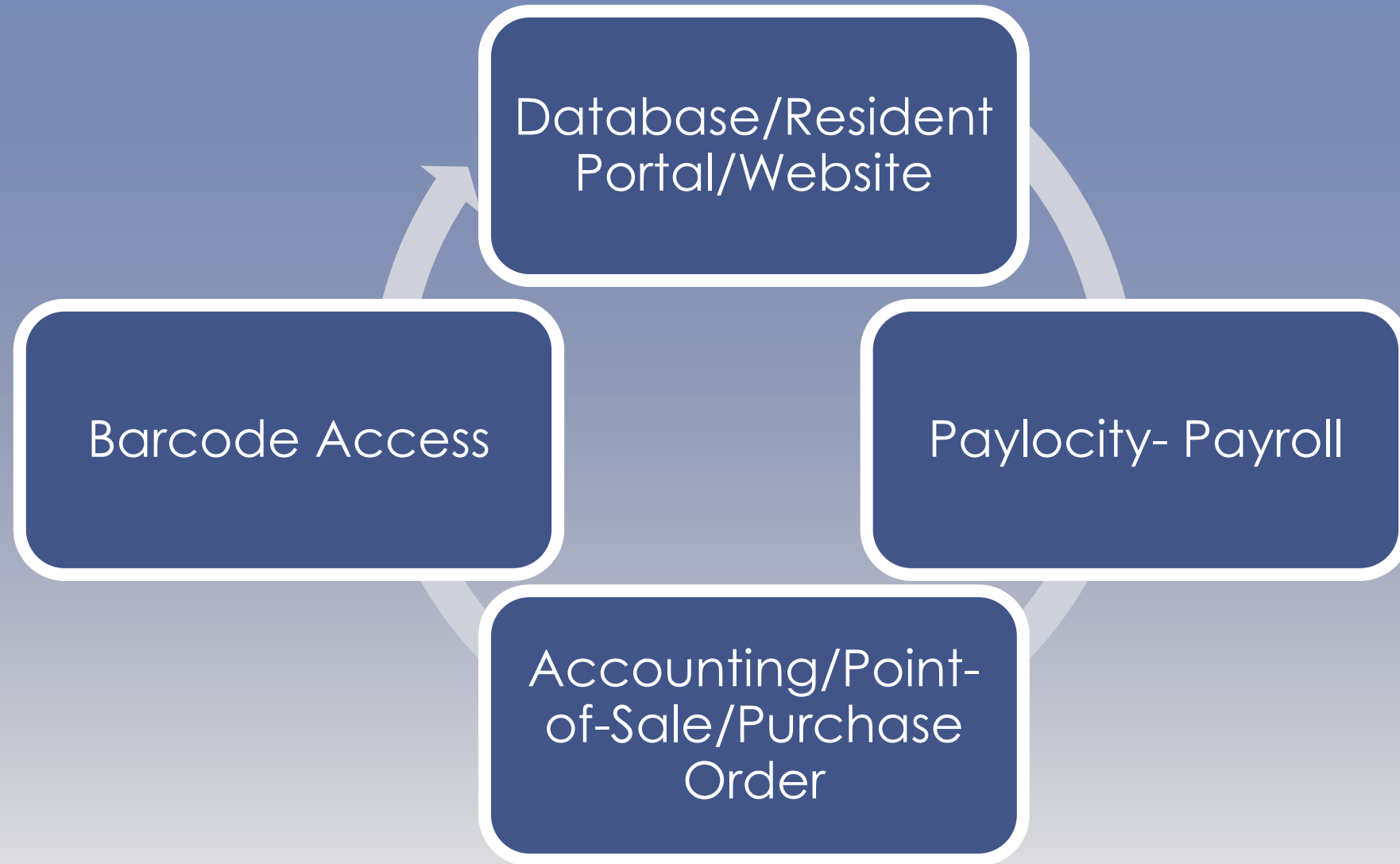
Cyber Security

Anti-Virus serviced by Bitdefender
Loss Prevention serviced 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



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

- 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

Current Status of Landfall's Technology & Data and Asset Security



Specific Equipment/Software Impacted:

- Current Server is at the end of life and must be replaced in the next few months. Upgrade is required to support current operating systems.
- Accounting Software – Landfall COA has “out-grown” Quickbooks and we are currently looking for an alternative system. The current version is not supported.
- Keyscan barcode access (Gate Software) – Upgrade will be required upon replacement of server.
- Challenges:
 - Software Integration/Functionality/Cost – It is difficult to find an “off-the-shelf” software that meets all of our needs. Customization is normally required and is usually expensive. A wish list item is to have the Gate security software integrate with our Database, Accounting software and Resident Portal. Additionally, we would like integration for online resident payments and to streamline the purchase order, inventory and work order processes for LOS and LAS.

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