From: Steve Austin
To: Jones, Travis (SAO)
Subject: RE: City of Clarkston State Audit
Date: Friday, November 19, 2021 10:21:09 AM
Attachments: image003.png
image004.png
image005.png

External Email

Travis,
I talked with them yesterday. They are in the process of compiling that report.
I will let you know as soon as I receive it.
Steve

From: Jones, Travis (SAO) <jonest@sao.wa.gov>
Sent: Friday, November 19, 2021 9:50 AM
To: Steve Austin <saustin@clarkston-wa.com>
Subject: RE: City of Clarkston State Audit
Good morning Steve,
Following up from our discussion on Tuesday, was Vision able to provide the User Access Report (option 3) yet? Once we have that report we can move forward with wrapping up the IT User Access section of the accountability audit.
Thank you,

Travis Jones
Assistant State Auditor, Office of the Washington State Auditor
www.sao.wa.gov
We're on social! Follow us on Facebook, Twitter and LinkedIn.

From: Steve Austin <saustin@clarkston-wa.com>
Sent: Tuesday, November 16, 2021 2:37 PM
To: Jones, Travis (SAO) <jonest@sao.wa.gov>
Subject: FW: City of Clarkston State Audit

External Email

For your review:

From: Brandon Votaw <BVotaw@VisionMS.Net>
Sent: Tuesday, November 16, 2021 2:35 PM
To: Steve Austin <saustin@clarkston-wa.com>
Subject: RE: City of Clarkston State Audit
Steve,
That's pretty broad:

1. If he is looking for a report to see if we (Vision) are remoting in, yes we have that.
2. If he is looking to see a report if Johnny from HR looked at Jimmy's file in PW, no. We do offer a product for this, but it is used by LARGE cities and healthcare.

3. If he is looking for a Vision Software (Financials, Payroll, Cash Management) user access report, I can't speak for the Software group, but I know they have been able to produce a report for that as well in the past.

Let me know.

Thanks,
Brandon Votaw
Need to schedule a meeting? Check my availability here!

Brandon Votaw • Director of IT Services

p. 509.491.3960 w. visionms.net
m. PO Box 28429 Spokane, WA 99228

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From: Steve Austin <saustin@clarkston-wa.com>
Sent: Tuesday, November 16, 2021 2:20 PM
To: Brandon Votaw <BVotaw@VisionMS.Net>
Subject: RE: City of Clarkston State Audit

CAUTION: External Email

Thanks! Did you see my other email about user access reports?

From: Brandon Votaw <BVotaw@VisionMS.Net>
Sent: Tuesday, November 16, 2021 2:18 PM
To: Steve Austin <saustin@clarkston-wa.com>
Subject: RE: City of Clarkston State Audit

Steve,

Patch Management Desktops/Mac's:

- Desktops/Mac's are scanned daily for missing patches at 13:00
- OS & 3rd party patches are approved automatically
- Scheduled to install 4 times a week (M, T, Th, Fri)
    - If schedule is missed (machine turned off) it will run ASAP once the machine is back online checking in with RMM
- Failed Patches will reprocess 2 times before sending a ticket into help desk

Patch Management Servers:

- Servers are scanned daily for missing patches at 00:00
- OS & 3rd party patches are approved automatically
- Scheduled to install 4 times a week (M, T, Th, Fri)
- Failed Patches will reprocess 2 times before sending a ticket into help desk

Security:

- Supported firewall with UTM (Running Gateway AV, Anti-Spyware, IPS and Content filtering)
- Web proxy on all Windows OS's (blocking all malicious sites, even when the laptop leaves the building)
- Antivirus on all Servers/Desktops
- Monitored Hybrid Online Backups for all Desktops (minus Brian's laptop and the Plotter)
- Monitored Local daily backups for the server

Thanks,
Brandon Votaw
Need to schedule a meeting? Check my availability here!

Brandon Votaw • Director of IT Services

p. 509.491.3960 w. visionms.net
m. PO Box 28429 Spokane, WA 99228

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From: Steve Austin <saustin@clarkston-wa.com>
Sent: Tuesday, November 16, 2021 1:26 PM
To: Brandon Votaw <BVotaw@VisionMS.Net>
Subject: RE: City of Clarkston State Audit

CAUTION: External Email

Brandon –
Let me know what time would work for a call. The SAO and myself are available any time between now and 5pm.
He said that the main topic of conversation is going to be patch management.
Steve

From: Brandon Votaw <BVotaw@VisionMS.Net>
Sent: Monday, November 15, 2021 5:01 PM
To: Steve Austin <saustin@clarkston-wa.com>
Subject: RE: City of Clarkston State Audit

Steve,
We've been renewing off the contract from 2017. Looks like this was before you came on.
Let me know what time SOA would like to discuss.
Thanks,
Brandon Votaw
Need to schedule a meeting? Check my availability here!

Brandon Votaw • Director of IT Services

p. 509.491.3960 w. visionms.net
m. PO Box 28429 Spokane, WA 99228

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From: Steve Austin <saustin@clarkston-wa.com>
Sent: Friday, November 12, 2021 4:19 PM
To: John Engebretson <John@visionms.net>; Brandon Votaw <BVotaw@VisionMS.Net>
Cc: William Jones <William@visionms.net>; Michelle Wise <MWise@visionms.net>
Subject: RE: City of Clarkston State Audit

CAUTION: External Email

John,

Thanks for the update. I appreciate it. I will look to hear from you guys on Monday.

Steve

From: John Engebretson <John@visionms.net>
Sent: Friday, November 12, 2021 4:18 PM
To: Steve Austin <saustin@clarkston-wa.com>; Brandon Votaw <BVotaw@VisionMS.Net>
Cc: William Jones <William@visionms.net>; Michelle Wise <MWise@visionms.net>
Subject: RE: City of Clarkston State Audit

Steve,

I'm just following up because I'm not sure if we were able to schedule for Tuesday with our IT team. Brandon was out of the office today so I'll confirm on Monday.

Have a nice weekend,

John

Sincerely,
John Engebretson
Owner

Phone: (509) 315-3755
Fax: (888) 223-6007
Email: john@visionms.net
Website: VisionMS.net

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From: Steve Austin <saustin@clarkston-wa.com>
Sent: Friday, November 12, 2021 8:47 AM
To: John Engebretson <John@visionms.net>; Brandon Votaw <BVotaw@VisionMS.Net>
Cc: William Jones <William@visionms.net>; Michelle Wise <MWise@visionms.net>
Subject: Re: City of Clarkston State Audit

CAUTION: External Email

Thanks for the reply. This conversation with the Audit is regarding our contracted IT services, and not the software side. That is why I sent it to Brandon. I am not sure who should be on the call.

Steve

From: John Engebretson <John@visionms.net>
Sent: Thursday, November 11, 2021 3:46:56 PM
To: Brandon Votaw <BVotaw@VisionMS.Net>; Steve Austin <saustin@clarkston-wa.com>
Cc: William Jones <William@visionms.net>; Michelle Wise <MWise@visionms.net>
Subject: RE: City of Clarkston State Audit

Yes we can be available.

Is there a scheduled time that they are looking for?

Sincerely,
John Engebretson
Owner

Phone: (509) 315-3755
Fax: (888) 223-6007
Email: john@visionms.net
Website: VisionMS.net

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From: Brandon Votaw <BVotaw@VisionMS.Net>
Sent: Thursday, November 11, 2021 3:24 PM
To: Steve Austin <saustin@clarkston-wa.com>
Cc: John Engebretson <John@visionms.net>; William Jones <William@visionms.net>; Michelle Wise <MWise@visionms.net>
Subject: RE: City of Clarkston State Audit

John, Will or Michelle,

Can you help Steve with SAO on Tuesday?

Thanks,
Brandon Votaw
Need to schedule a meeting? Check my availability here!

Brandon Votaw • Director of IT Services

p. 509.491.3960 w. visionms.net
m. PO Box 28429 Spokane, WA 99228

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From: Steve Austin <saustin@clarkston-wa.com>
Sent: Wednesday, November 10, 2021 10:25 AM
To: Brandon Votaw <BVotaw@VisionMS.Net>
Subject: City of Clarkston State Audit

CAUTION: External Email

Brandon –

The State Auditor will be onsite next Tuesday (11/16/21) and had some questions about our software and security of the Finance System. Would someone be available for a 15 minute call to discuss security of the software with the state?

Thanks.

Steve Austin
Clerk/Treasurer
City of Clarkston
829 5th Street
Clarkston, WA 99403
(509) 769 0131
Fax (509) 769 6018
www.clarkston-wa.com