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To: Finance Committee

Rachelle Blich, Director of Finance and Administrative Services

From: Tim Neubeck, IT Director

Date: November 11, 2024

Re: MFA Update

Multifactor authentication (MFA) is a layered approach to securing data and applications where a system requires a user to present a combination of two or more credentials to verify a user's identity for login. MFA increases security because even if one credential becomes compromised, unauthorized users will be unable to meet the second authentication requirement and will not be able to access the targeted physical space, computing device, network, or database. Over 80% of cyber breaches occur due to weak or stolen passwords. MFA requires the use of multiple (at least 2) factors to verify authorized access such as something you know (a password), something you have (security key token, authenticator app access), or something you are (biometric data).

While putting together a plan of action to roll out MFA for network and email users, the 2024 Criminal Justice Information Services (CJIS) audit will require additional security for users who interact with law enforcement data. Furthermore, we were running into a snag on how to roll out MFA when users are in vehicles such as in squad cars, fire trucks, ambulances, etc. Finally, O365 licensing will be necessary in order to fully roll out MFA as our current licensing does not include conditional access. Thus, we made the decision to combine the MFA and O365 migration into one project and delay this project due to the increased complexity and cost.

In October, 2025, Microsoft support for Office 2019 will end, and our current suite will then become a security risk. Prior to this happening, we plan on migrating fully to O365 on a G3 Governmental Community Cloud license. While our email services are on O365, none of our other applications are, and our Exchange tenant is commercial – not government – so this project will also include the tenant migration. The majority of users will have this G3 as well as Enterprise Mobility + Security licensing while certain shared devices will have kiosk licensing as they will not need the full suite of applications.

Once the migration is complete, we will be able to deploy MFA using Microsoft Authenticator or physical hardware security key token to all users.