

Information Technology & Network Security

WhiteStone's 1st Penetration Test was performed March of 2024.

- External Penetration Test results were excellent (preventing potential outside attackers)
- Internal Penetration Test results were good but also gave us some feedback on areas where we could improve (preventing potential internal attackers). Actions have and are being taken to make these improvements.
- Penetration Tests are important in an everchanging world of technology. They allow us as an organization to fix security vulnerabilities before potential attackers can exploit them. To that point, they also help protect WhiteStone's reputation, ensure compliance, and save money due to Network Downtime caused by exploits.

Examples of Remediations performed that were identified by the Penetration Test (please note these are all internal):

- The disabling of specific protocol versions that have been deprecated on PCs & other Network Devices.
- Identification of deprecated Nurse Call back-end PC.
- Enabling what is called "Password Blacklisting" which prevents users from using "well known" passwords from a trusted Microsoft database.
- Identification of some potential vulnerabilities in the phone system that our phone vendor has now remediated.
- Misc. lower "severity" items.

Resident Ticket Counts & Information

92 total Resident Tickets since we began tracking in mid-July.

- Averaging Roughly 6 per Week
- Tickets mostly involve help with printers, cell phones, Smart TVs, PCs/Tablets.
- Been assisting many residents interested in technology in a more consultative approach by advising them on new equipment, technologies (such as Accessibility tools for those hard of hearing or eyesight), and streaming services.
- Many residents we've been able to help save them monthly spends on services they're no longer using or that could be replaced by something more efficient.