



# **Legislative Council Staff**

## **Information Technology**

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State of Legislative Email

**Manish Jani**, Deputy Director

**Larry Hofer**, Chief Information Security Officer

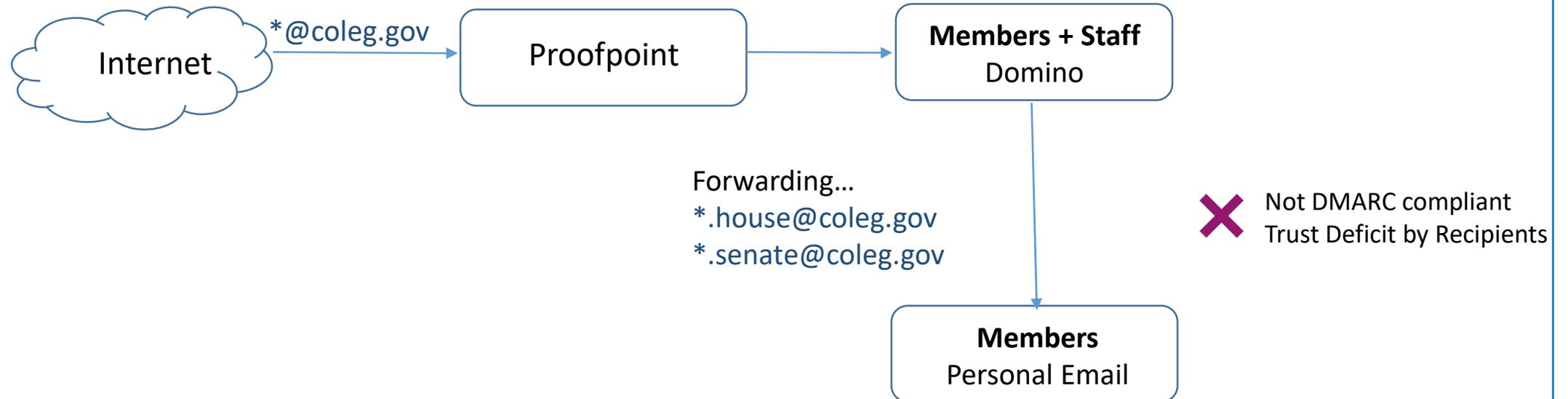
**Natalie Castle**, Director

# Email Architecture - Current

Inbound Email

Emails to staff in on-premise mail system. Emails to members are forwarded to private email accounts

## Current Email Routing - Inbound

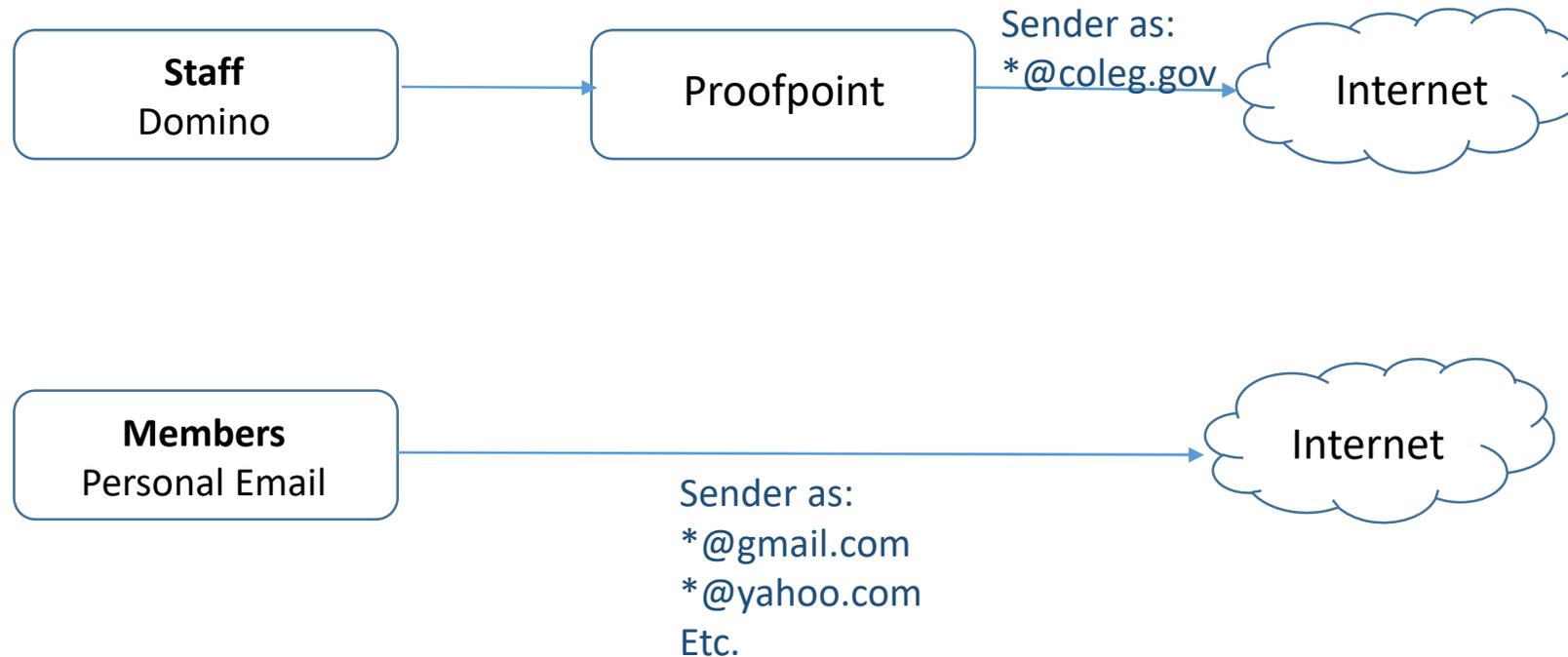


# Email Architecture - Current

## Outbound Email

Staff emails from on-premise mail system. Member emails sent from private email accounts

### Current Email Routing - Outbound

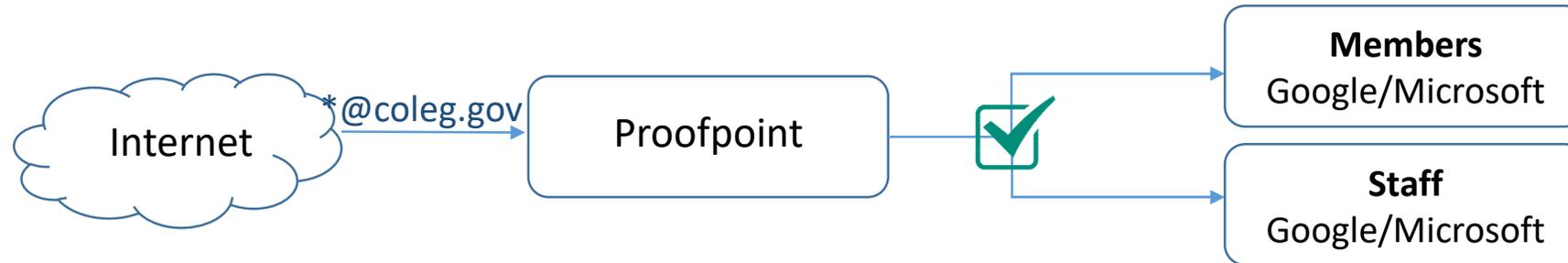


# Email Architecture – Enterprise

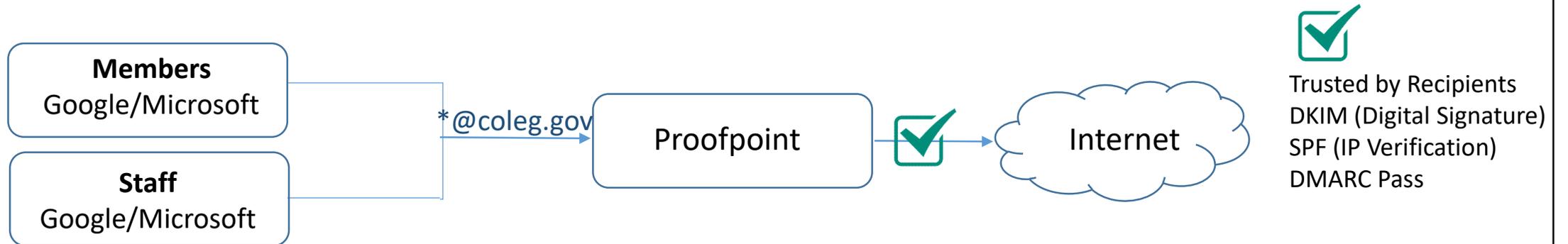
## Email Routing

Emails sent and received by staff and members from a cloud based enterprise mail system

### Email Routing – Inbound



### Email Routing –Outbound



# Why Change?

Enterprise Email

Impact of an enterprise email system on members

## Issues for Consideration

Delivery Reliability

CyberSecurity  
& Fraud

Improve  
Collaboration

Standardize  
Enterprise  
Architecture

Open  
Records Act

Use of State  
Resources /  
Incoming Email

Portability



# Losses to BEC Continue to Hit Record High

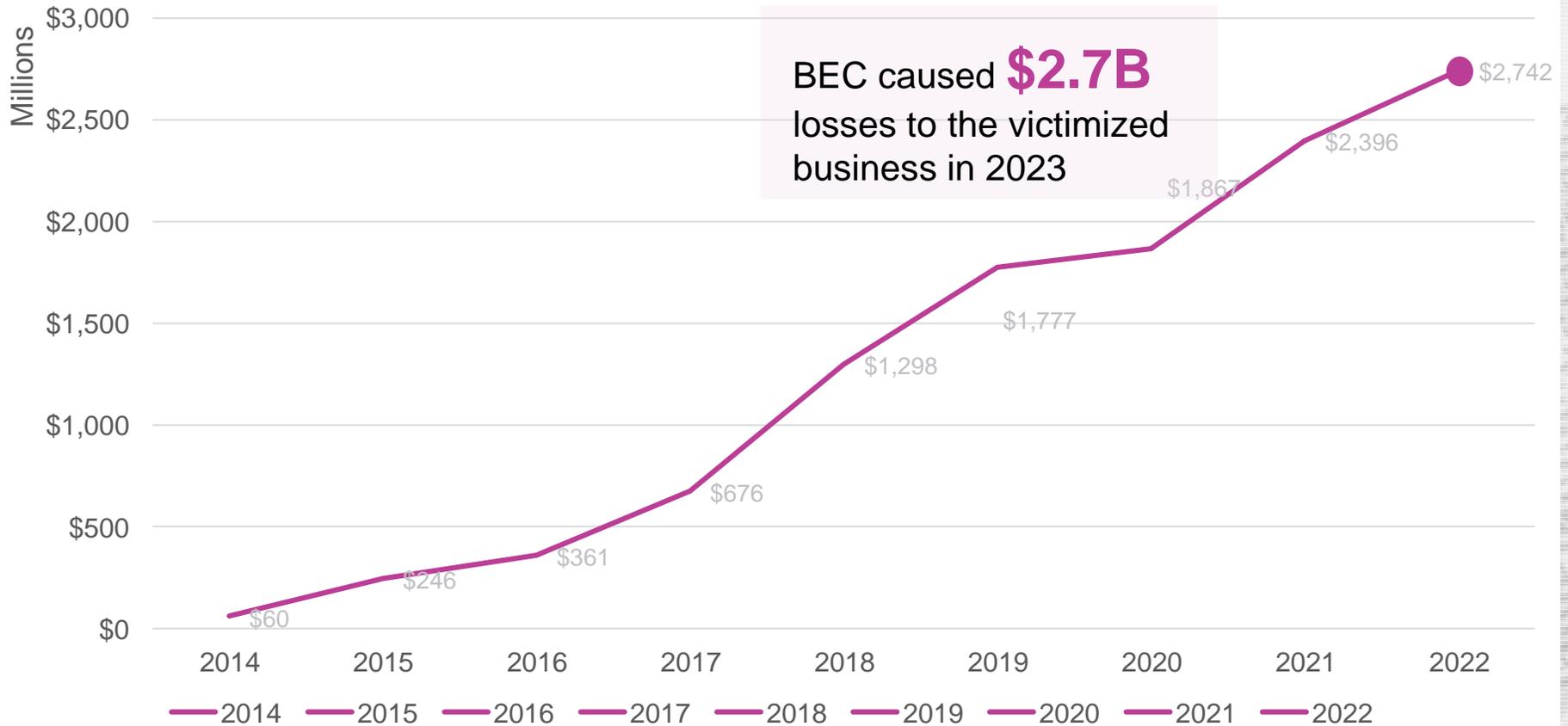


**\$124,000**

Cost per BEC incident  
in 2023

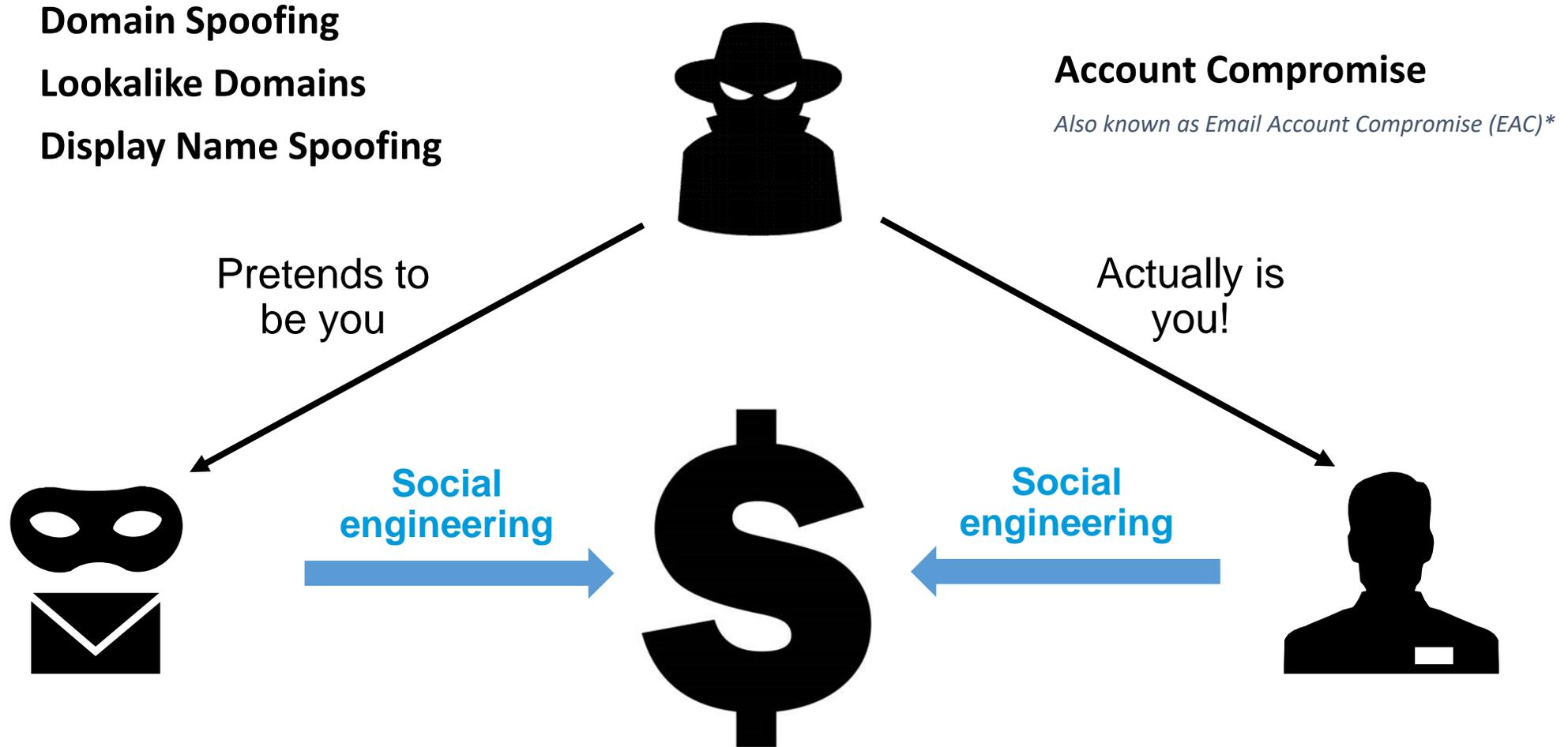
Internet Crime Report- The FBI

FBI: Reported losses associated to Email Fraud



Source: Internet Crime Report, FBI, 2023

# Threat Actors Pose as Someone the Target Trusts



# You Need Authentication and Content Inspection

1

We need to put a greater emphasis on senders being able to prove that they are who they say they are

2

While continuing to ensure that content is screened and behaviors are monitored



# Example of Supplier Invoicing Fraud

Location: Asia  
Date: April 22, 2023  
Target: Distribution company  
Supplier: Manufacturer  
Objective: Steal money  
Severity: **extreme**  
Tactics:  
-Account compromise  
-Reply-to redirect  
-Display name spoof

From: Accounts Receivable accounts@manufacturer.ext

Reply-to: [manufacturer@dr.com](mailto:manufacturer@dr.com)

To: Accounts Payable

Cc: manufacturer@dr.com, johnsmith@manufacturer.ext, amywhite@manufacturer.ext

Subject: Urgent payment

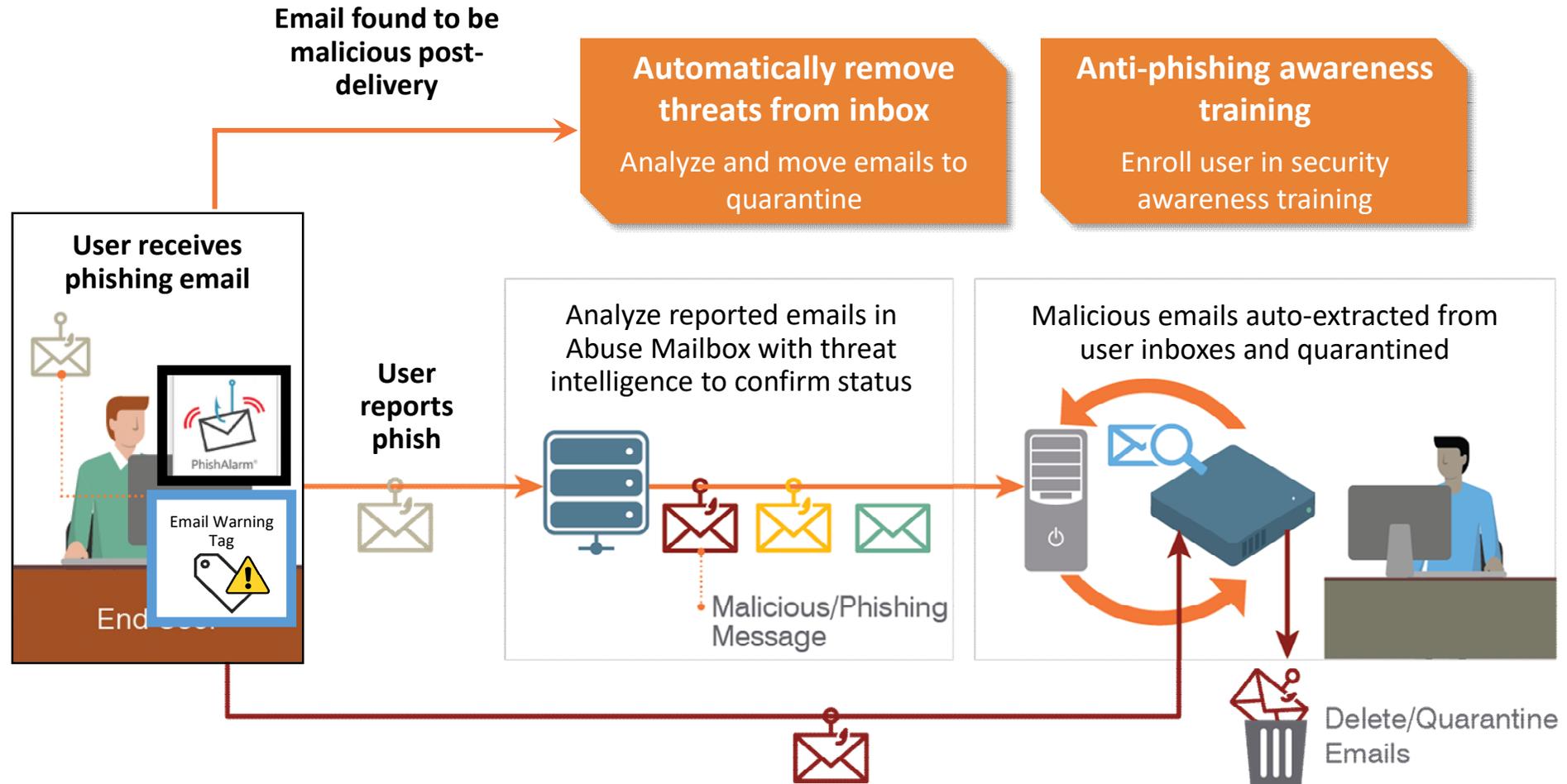
The following invoices are due or will be due in April and we haven't received payment from your side. Could you please help to arrange the payment? Thank you

Total amount due: USD 2,511,789.92

Inv	Amount (USD)	Due date
INV11234	180,000.23	Mar 10, 2023
INV11235	13,528.07	Mar 19, 2023



# Mitigate Risk if Malicious Emails are Delivered to Inbox



# Executive Committee Direction

Options

Direction from the executive committee on the future of email

## Options Presented to the Executive Committee

### 1. Status Quo

Continue with current email architecture and no further study

### 2. Further study, with a report to leadership by September 1, 2023

Authorize staff to further investigate options for providing enterprise email to legislators, with a report back to leadership by September 1, 2023

### 3. Approve state-provided enterprise email for legislators

Authorize staff to request funding for and begin implementation of an enterprise email system for legislators



# Approach

Report

Findings report to the executive committee

## Factors To Be Considered For Product Evaluation and Implementation

Gartner Insights

Other State  
Legislatures

Technical  
Considerations

Usability Study

Cost

Timeline

Members Only or Members + Staff?



# Gartner

Research Partner

Gartner provides research and expert guidance in various areas of information and technology

## Gartner Insights

### Options

- Google Workspace
- Microsoft O365
- Best in Breed

### Google

- Lower FEDRAMP
- #1 Consumer Email
- Integration limitations

### Microsoft

- Enterprise pedigree
- Costs more
- Better Integration

### Best in Breed

- Limited vendor lock-in
- Best in class full featured products

### Insights

- Google vs Microsoft Email similar
- Limit Google/Microsoft footprint
- Focus on core functions



# Other State Legislatures

Other Legislative  
Email Systems

State legislatures polled via NCSL about their email systems

## What Are Other State Legislatures Doing For Email?

### Microsoft

- Vermont
- Montana
- Ohio
- NY Senate
- Michigan

### Google

- No Responses

### Other

- Missouri House



# Other Factors

Evaluation

Other factors to be considered for selecting and implementing an email product/system

## Product Evaluation and Implementation

Technical Considerations	Usability Study	Cost	Timeline
<ul style="list-style-type: none"><li>• Implementation Minutiae</li><li>• Integration</li><li>• Migration</li></ul>	<ul style="list-style-type: none"><li>• Outcome based</li><li>• Use Cases</li><li>• User Work Groups</li><li>• Feature Gap Analysis</li></ul>	<ul style="list-style-type: none"><li>• Licenses</li><li>• Implementation</li><li>• Potential Migration</li><li>• Ongoing Support</li></ul>	<ul style="list-style-type: none"><li>• Report findings <b>Sept 1, 2023</b></li><li>• IF APPROVED: Contract Negotiation Execution Implementation <b>July 1, 2024</b></li></ul>
Members Only or Members + Staff?			



# THANK YOU

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