

I.T. starts County Web Domain/email/Office upgrades

What to know about the changes being scheduled for July.

1. Domain Change - from **co.kent.de.us** to **KentCountyDE.gov**

a. When will this change occur?

- i. Right now email accounts are being set up so you can receive emails with either the co.kent.de.us or the KentCountyDe.gov
- ii. The old name will not go away right away, you'll continue to receive both. Estimated over the next year or so you can continue under both
- iii. Default will change to the .gov when departments receive Office 365.



b. Why is the County doing this?

- i. More Secure
- ii. Standardized format for County Municipalities
 1. Our Constituents can find us easier
 2. Certificates issued for verifying who we are
- iii. Monitored by the MS-ISAC for security purposes

Multi State Information Sharing and Analysis Center

The mission of the MS-ISAC is to improve the overall cybersecurity posture of U.S. State, Local, Tribal, and Territorial (SLTT) government organizations through coordination, collaboration, cooperation, and increased communication.

2. Office 365

a. What is so different about Office 365

- i. Software is a subscription so all users will get updated releases
- ii. Apps exist for Devices (PCs, Phones, Tablets, Laptops)

- iii. Easy accessibility via Portal.Office.com
- iv. Cloud Environment
 - 1. Provides cloud storage called OneDrive
 - 2. Can place files in the cloud for easy access
 - 3. Cloud files in department directories allow multiple people to edit at the same time (no longer need to wait for someone to get out of an Excel sheet that many people update at the same time.)
- v. Many new programs providing new way of working
- vi. Provides the County Tools to work Smarter and more efficiently

3. Multifactor Authentication (MFA)

- a. What is it? A way of validating who you are
- b. How does it work?
 - i. What you Have --> Your Phone
 - ii. What you know --> Your Password
- c. Authentication process commonly used when logging into
 - i. Banks
 - ii. Gmail, Yahoo, Comcast etc...
 - iii. Social Media sites
- d. Office 365 uses MFA also
- e. What is the benefit:
 - i. Keeps our cloud environment more secure; protects our data
 - ii. Meets Security standards put in place to ensure our network is protected

4. Programs

All the programs of Office 365 are like Lego blocks; many connectors relating features from one to another.

- a. Teams
 - i. Communication program that has texting, video conferencing and special groups that can collaborate and work productivity with coworkers.
 - ii. Can search for coworkers and communicate with via Chat, Teams Call or meeting.
- b. SharePoint
 - i. File storage program that provides an area for common department files to be stored
 - ii. Area to store reports, tools
- c. Planner
 - i. Tool used to assign tasks for day to day functions

- ii. Project management tool; bucketizes areas into manageable pieces.

5. What to do After being Upgraded?

- a. Remember your email will be
firstname.lastname@KentCountyDE.gov
- b. Uninstall Outlook on your phone & then re-download from
Google Play Store or Itunes Store.
 - i. Login id ; Mary Smith would be msmith
 - ii. Password; Previous network password (what was used
first thing in the morning to log into the PC)
- c. Review documentation that IT will be providing to help get
acclimated
- d. Contact helpdesk if you have questions ext - 2458

(posted 07/12/22)