



**RED CROWN  
CREDIT UNION**

**TECHNOLOGY COMMITTEE  
MEETING**

**February 16, 2018 - 11:30 AM  
Red Crown Board Room - Southtown**

# **RED CROWN CREDIT UNION**

## **Technology Committee Meeting**

### **Agenda**

**February 16, 2018**

**Southtown Board Room**

- |                                  |         |               |
|----------------------------------|---------|---------------|
| 1. IT Report                     | Pgs 3   | S. Richardson |
| 2. Annual Vendor Risk Assessment | Pgs 4-7 | J. Thornton   |

**To:** Red Crown Technology Committee  
**From:** Steve Richardson, Digital KeepSafe LLC

**Date:** 2-16-2018

**Subject:** Technology Committee Report

#### **PC Refresh**

- i7 Computers with Windows 10 Pro
- What to do with i3 Computers
- Wipe HD
- Restore to factory settings with Windows 7 pro
- Keep newest for backups
- Employee purchase? How much?

#### **Advance Alarms**

- Project Lead - CJ Parker
- Scheduled to begin 2-26-18
- Access Control
- Alarm
- Security Camera

#### **Claremore Branch**

- Demo has started (Hopper Construction)
- Phase 1 Interior of primary structure
- Phase 2 - remove add-on structure
- Voice, Data (Fiber), Internet circuits ordered - 8 week build out

#### **Phone System**

- Toshiba - No longer selling and supporting phone systems
- MiTel - purchased remaining warranties and parts
- Can add 8 more phones (4 Claremore & 4 Industrial Park Branches)
- Castlecom getting bids for new IP Phone System

VENDOR RISK ASSESSMENT						Level 1 Vendor	Level 2 Vendor	Level 3 Vendor
VENDOR	SERVICE	Information Sharing	Information Confidentiality	Operational Reliance	Overall Risk Level	Satisfaction Rating	Last SOC 1	SOC 1 Reviewed
ActiveView	Item Processing/Content Manager	3	2	3	8	A	Jan-17	YES
Ascensus	IRA Admin/Pension	3	2	3	8	A	N/A	N/A
CMFG (formerly CUNA Mutual)	Credit Life/Disability/401k	3	3	2	8	A	N/A	N/A
Community Care Insurance	Employee Health Insurance	3	3	2	8	A	N/A	N/A
CSI	Statement Printing/Report Archival	3	2	3	8	C	Sep-17	YES
CUSC (Credit Union Service Centers)	Shared Branching	3	3	2	8	A	N/A	N/A
D+H Mortgagebot	Mortgage Software	3	3	2	8	A	Sep-17	YES
D+H/Ultradata (HFS)	Data Processing	3	2	3	8	A	Aug-17	YES
Diebold	ATM/ST Drive-Thru Maintenance	3	2	3	8	A	N/A	N/A
Digital Keepsafe	IT Contract	3	3	3	9	A	N/A	N/A
Equifax	Credit Bureau	3	3	2	8	A	N/A	N/A
Federal Home Loan Bank Topeka	Settlement/Safekeeping/Mortgage Services	3	3	3	9	A	N/A	N/A
FIS	Bill Pay Processor	3	2	3	8	A	Sep-17	YES
IPA/Hub International	GAP/Warranty	3	3	2	8	A	N/A	N/A
Kroll Factual Data	Credit Bureau	3	3	2	8	A	N/A	N/A
Lending Insights (CUDL)	Loan Software	3	3	2	8	A	Aug-17	YES
Malauzai (formerly Cavion)	Bill Pay/Home Banking	3	2	3	8	A	Mar-17	YES
NCUA	Examiners	3	3	2	8	A	N/A	N/A
SWBC	Loan Payment Processor/ Collateral Protection Insurance	3	3	2	8	A	Sep-17	YES
Transfund/US Bancorp	ATM/Debit Card Network	3	2	3	8	A	Sep-17	YES
Vantiv/Dallas Capital Bank (formerly TNB)	Mastercard Processor	3	2	3	8	A	Sep-17	YES
Advance Alarm Inc	Security System/MT, BA & MC	1	3	2	6	A	N/A	N/A
AEP/ONG/City of Tulsa	Utilities/Tulsa	1	3	3	7	A	N/A	N/A
Bank of Oklahoma	Cash/Coin Services	1	3	3	7	A	N/A	N/A
BOSC Inc/FTN/Baker Group	Investments	1	3	2	6	A	N/A	N/A
CastleCom	Phone System Maintenance	1	3	3	7	A	N/A	N/A

VENDOR RISK ASSESSMENT						Level 1 Vendor	Level 2 Vendor	Level 3 Vendor
VENDOR	SERVICE	Information Sharing	Information Confidentiality	Operational Reliance	Overall Risk Level	Satisfaction Rating	Last SOC 1	SOC 1 Reviewed
ChexSystems	Account Verification	3	3	1	7	A	N/A	N/A
City of Broken Arrow	Utilities/Broken Arrow	1	3	3	7	A	N/A	N/A
Cox/AT&T	Communication Lines	1	3	3	7	A	N/A	N/A
Craig Cottrell	R/E Appraiser	2	3	1	6	A	N/A	N/A
CUDL	Indirect Lending	3	2	2	7	A	Aug-17	YES
Delta Dental	Dental Insurance	3	2	1	6	A	N/A	N/A
DocuSign, Inc	Electronic Documents	3	3	1	7	A	N/A	N/A
EyeMed	Vision Insurance	3	2	1	6	A	N/A	N/A
First Title & Abstract Services/Titan Title	Title Company	3	3	1	7	A	N/A	N/A
Forms Design Inc	Business Forms	1	3	2	6	A	N/A	N/A
Fred Jackson Business	Business Forms	1	3	2	6	A	N/A	N/A
Green Country Shredding	Documentation Destruction	3	3	1	7	A	N/A	N/A
Harland Clarke	Online Training/Check Orders	2	3	1	6	A	N/A	N/A
HoganTaylor	External Auditors	3	2	1	6	A	N/A	N/A
MAC Systems, Inc	Security System/ST	1	3	2	6	A	N/A	N/A
Mindy Weathers	R/E Appraiser	2	3	1	6	A	N/A	N/A
Municipal Utility Board	Utilities/Mayes Co	1	3	3	7	A	N/A	N/A
Paylocity (formerly ADP)	Payroll	3	2	2	7	A	N/A	N/A
Purco Electric	Generator Maintenance	1	3	2	6	A	N/A	N/A
RDK (Richey,Dickinson,Keeling)	External Auditors	3	2	1	6	A	N/A	N/A
Robinett, Swartz, & Aycock	Attorney	3	2	2	7	A	N/A	N/A
Security Compliance Associates	External IT Auditors	3	3	1	7	A	N/A	N/A
Service Technology Corp	Auto Re-Capture	3	2	1	6	A	N/A	N/A
The Linx Group	HR Services	3	3	1	7	A	N/A	N/A
Titan Title/First Title	Title Company	3	3	1	7	A	N/A	N/A
Traction	Website Support	1	2	3	6	A	N/A	N/A
TruHome Solutions	Mortgage Loan Servicing	3	2	2	7	A	N/A	N/A

VENDOR RISK ASSESSMENT						Level 1 Vendor	Level 2 Vendor	Level 3 Vendor
VENDOR	SERVICE	Information Sharing	Information Confidentiality	Operational Reliance	Overall Risk Level	Satisfaction Rating	Last SOC 1	SOC 1 Reviewed
UDS / PACER	Collection Account Research	3	3	1	7	A	N/A	N/A
UNUM	Employee Life/Disability Insurance	3	3	1	7	A	N/A	N/A
US Cellular	Cell Phone Service	1	3	2	6	A	N/A	N/A
Wycom	Check Print Server	1	3	3	7	A	N/A	N/A
Airco Service, Inc	A/C Heater Service	1	1	3	5	A	N/A	N/A
American Waste	Waste Removal	1	3	1	5	A	N/A	N/A
Brinks/Loomis	Armored Car	1	2	2	5	A	N/A	N/A
Clempire	Janitorial Services ST/MT/BA/MC	1	2	1	4	A	N/A	N/A
Confidential Security Investigators	Repo Agent	2	2	1	5	A	N/A	N/A
Credit Union Tax Services	Web-Link Turbo Tax	1	3	1	5	A	N/A	N/A
CUNA Mutual	Bonding/Liability Ins	1	2	2	5	A	N/A	N/A
Federal Protection	MC Service Maint/DriveThur	1	2	1	4	A	N/A	N/A
Financial Equipment	Equipment Servicer (Recyclers)	1	1	3	5	A	N/A	N/A
Marty Irwin	Part-time Security	1	3	1	5	A	N/A	N/A
Lektron Lighting/Tiger Electric/Collins Electric	Electrical Service	1	3	1	5	A	N/A	N/A
Mark MacKenzie	Part-time Security	1	3	1	5	A	N/A	N/A
Professional Pest	Exterminator	1	1	1	3	A	N/A	N/A

<b>VENDOR RISK ASSESSMENT DECISION MATRIX</b>			
<b>Decision Factors</b>	<b>Level 1 (3 points)</b>	<b>Level 2 (2 points)</b>	<b>Level 3 (1 point)</b>
<b>Information Sharing</b>	Non-public information will be shared	Only public information will be shared	No non-public information exchanged
<b>Information Confidentiality</b>	No vendor contract or contract lacks privacy/confidentiality clause	Contract includes privacy/confidentiality clause or an addendum	Contract contains privacy/confidentiality clause and vendor signed Security Breach Addendum OR no non-public info shared
<b>Operational Reliance</b>	Disruptions or other critical disservice with this provider would cause significant impact to financial, operational, and/or member service standards	Disruption or other critical disservice with this provider may impact financial, operational and/or servicing standards	Vendor only provides services that would not impact financial, operational or service standards or is easily replaced
<b>Overall R/A:</b>	<b>8-9 points = level 1</b>	<b>Key Vendor</b>	Ongoing due diligence required
	<b>6-7 points = level 2</b>	<b>Level 2 Vendor</b>	Periodic review and service assessment as warranted
	<b>1-5 points = level 3</b>	<b>Level 3 Vendor</b>	Initial due diligence sufficient
<b>Satisfaction Rating:</b>	Satisfied	Under review	Not satisfied - seeking alternative vendor

A - B

C-D

E-F