



RED CROWN
CREDIT UNION

**TECHNOLOGY COMMITTEE
MEETING**

February 15, 2019 - 11:30 AM
Red Crown Board Room - Southtown

RED CROWN CREDIT UNION

Technology Committee Meeting

Agenda

February 15, 2019

Southtown Board Room

- | | | |
|----------------------------------|---------|---------------|
| 1. IT Report | Pgs 3-4 | S. Richardson |
| 2. Annual Vendor Risk Assessment | Pgs 5-8 | J. Thornton |

To: Red Crown Technology Committee

From: Steve Richardson, Digital KeepSafe LLC

Date: 02-15-2019

Subject: Technology Committee Report

Claremore Branch

- Cox Business Fiber
- 1GB Metro E – completed
- Internet Installed – Off Network – completed
- WiFi Router installed
- Computers, Printers, KIOSK - installed
- Video Wall and Interactive TV installed
- KIOSK Computer - installed

Claremore Infrastructure

- Equipment and Cable Rack – Installed
- Voice and Data Cabling – Installed
- Voice and Data Cable Testing – Completed
- New Router – Installed and Tested

Finastra – New Branch Setup

- Add Branch 6 to Finastra – Terminal Numbers, Teller Numbers, etc.
- Open Case to add 10.39.112.0/24 to the Finastra Router
- Open Case to configure Branch Capture PC
- Open Case to add Check and Report Printers

Infrastructure Upgrade

- Routers
 - All branches have been upgraded from Adtran 3448 100MB routers to the Adtran 3140 GB Routers.
- Network Switches
 - All branches have been upgraded with HP/Aruba Gigabit Power over Ethernet (PoE+) Network Switches. Older switches were only 100MB and had no PoE which will be how the new phones are powered.

Advance Alarms

- Alarm System - completed
- Security Cameras – completed

Mick's Vault Works

- Drive-Thru Equipment – Completed
- ATM – Installed
- Night Drop/Vault - installed

Phone System

- Signed Contract with 8x8
- Ordered and Received Phones
- Configuration and Setup – In works

VENDOR RISK ASSESSMENT		Level 1 Key	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	Aug-18	YES
Ascensus	IRA Admin/Pension	3	2	3	8	A	N/A	N/A
Malauzai	Bill Pay/Home Banking	3	2	3	8	B	Jul-18	YES
CMFG (formerly CUNA Mutual)	Credit Life/Disability/401k	3	3	2	8	A	N/A	N/A
Blue Cross Blue Shield/ Community Care Insurance	Employee Health Insurance	3	3	2	8	A	N/A	N/A
Finastra Statements	Statement Printing/Report Archival	3	2	3	8	A	Aug-18	YES
CUSC (Credit Union Service Centers)	Shared Branching	3	3	2	8	A	N/A	N/A
Finastra Mortgagebot	Mortgage Software	3	3	2	8	A	Sep-18	YES
Finastra/Ultradata	Data Processing	3	2	3	8	A	Aug-18	YES
Micks Vault Works	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-18	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
CUDL/Lending Insights/Lending 360	Loan Software	3	3	2	8	A	Aug-18	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-18	YES
WorldPay *	Mastercard Processor	3	2	3	8	A	Sep-17	YES
8X8/CastleCom	Phone System Maintenance	1	3	3	7	A	N/A	N/A
Advance Alarm Inc	Security System All Branches	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
Allied Solutions	Executive Benefits/AD& D Mailings	2	2	2	6	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
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

* Had not received WorldPay SOC 1 Report as of the report date. Will update once report is received.

VENDOR RISK ASSESSMENT		Level 1 Key	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
Craig Cottrell	R/E Appraiser	2	3	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
Met Life	Employee Life/Disability Insurance	3	3	1	7	A	N/A	N/A
Met Life/Delta Dental	Dental Insurance	3	2	1	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	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
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
UDS / PACER	Collection Account Research	3	3	1	7	A	N/A	N/A
US Cellular	Cell Phone Service	1	3	2	6	A	N/A	N/A
Works & Lentz, Inc	Attorney	3	2	2	7	A	N/A	N/A
Wycom	Check Print Server	1	3	3	7	A	N/A	N/A
American Waste	Waste Removal	1	3	1	5	A	N/A	N/A
Blue Stem Printing	Marketing Materials	2	2	1	5	A	N/A	N/A
Brantley & Brantley; C.A.R.S.; RDS Towing and Recovery	Repo Agent	2	2	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/BAMC	1	2	1	4	A	N/A	N/A

VENDOR RISK ASSESSMENT		Level 1 Key	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
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
Financial Equipment	Equipment Servicer (Recyclers)	1	1	3	5	A	N/A	N/A
Jason Matthew Roy	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
Mark Mears	Part-time Security	1	3	1	5	A	N/A	N/A
Marnie Waller	Part-time Security	1	3	1	5	A	N/A	N/A
Professional Pest	Exterminator	1	1	1	3	A	N/A	N/A
Tulsa Air Specialists	A/C Heater Service	1	1	3	5	A	N/A	N/A

VENDOR RISK ASSESSMENT DECISION MATRIX			
Decision Factors	Level 1 (3 points)	Level 2 (2 points)	Level 3 (1 point)
Information Sharing	Non-public information will be shared	Only public information will be shared	No non-public information exchanged
Information Confidentiality	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
Operational Reliance	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
Overall R/A:	8-9 points = level 1	Key Vendor	Ongoing due diligence required
	6-7 points = level 2	Level 2 Vendor	Periodic review and service assessment as warranted
	1-5 points = level 3	Level 3 Vendor	Initial due diligence sufficient
Satisfaction Rating:	Satisfied A - B	Under review C-D	Not satisfied - seeking alternative vendor E-F