

Using Secure Robust Email and Cloud Systems

Presented by Jeff Reiter, CEO RWK IT Services | Amazon Best Selling Author, ILACP, IAFPD & TOI Speaker

One minute.
Big **impact**.
Complete the **session**
feedback form.



Tuesday 1:30PM

Text From David:

Wed, Feb 4 at 9:40 AM

Just tried to reach you. Apparently emails are being sent out under _____ domain that I have not sent. Need someone to look at machine urgently b/c seems it's been compromised

Your Reputation is Everything

**Your Email and Files Are
Your Office's Trust System**

**Your office should not depend
on systems you don't control.**

Trust. For 60 Years.



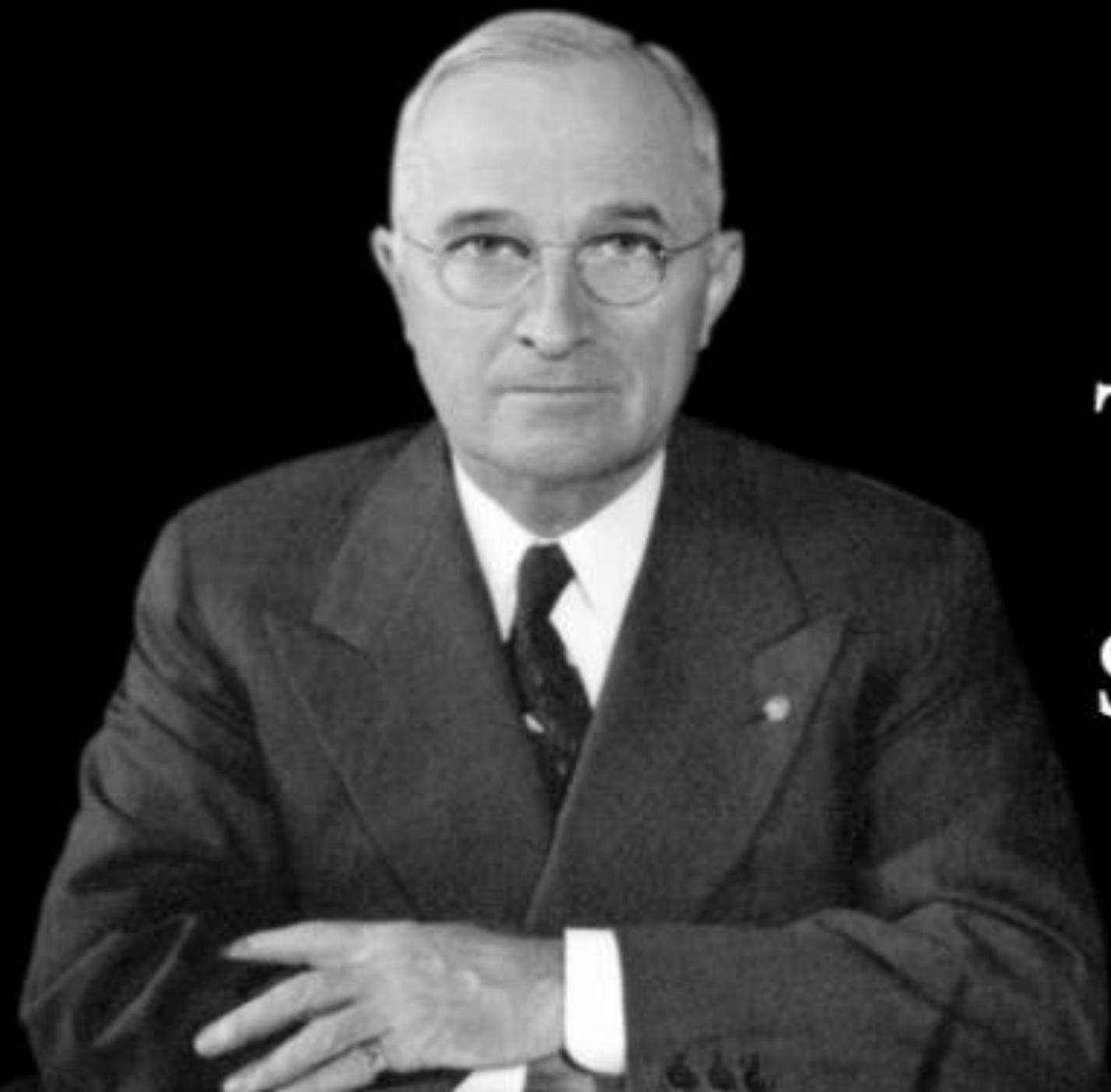
Getting Elected is Hard

According to Google Gemini A.I.:

Getting elected is widely considered a difficult, often daunting process, particularly for newcomers and average citizens, due to high financial barriers, intense competition, and complex, localized, and sometimes exclusionary rules.

So Why Do You Do It?

- Fairness/transparency in taxes/assessments
- Keep our world operating
- Community service/continuity
- Civic duty
- Give back



The buck
stops here.

Harry S. Truman

This Session Covers

- ✓ **Email trust and impersonation**
- ✓ **Files, devices and reality at the office**
- ✓ **Cloud based file storage systems**
- ✓ **Licensing, procurement, ongoing management**

This is for you if...

- You are an Assessor
- You don't use a cloud-based email and file system
- You do use a cloud-based email and file system
- You use free email service
- You are concerned about data protection and security

Get ready to take notes



REALITY

ACROSS ILLINOIS, I SEE

Free Email Systems Used

Files are on “Islands” (PCs)

Unsecured Email Used

ACROSS ILLINOIS, I SEE

TownshipAssessor@gmail.com

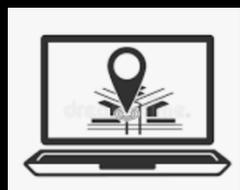
File storage here:  vs here: 

No Email Protection, Except a Password

RISK

FREE EMAIL = RISK

- **YOU DON'T OWN YOUR EMAIL**
- **YOU CAN'T RECOVER WHAT YOU DON'T CONTROL**
- **FREE DOES NOT MEAN SAFE**
- **NO BACKUP = NO SECOND CHANCE**
- **PERSONAL DEVICES = SHARED RISK**
- **FOIA MAYHEM**



LOCAL STORAGE = RISK

- **YOU CAN'T RECOVER FROM LOSS**
- **CYBER INCIDENT = WORK / REPUTATION-HARM / LOSS**
- **NO BACKUP = NO SECOND CHANCE**
- **PERSONAL DEVICES NEARBY (home network) = RISK**
- **FOIA RISK**

PERSONAL DEVICE RISK

- **FILES ARE ON AN “ISLAND”**
- **PERSONAL DEVICES NEARBY CAN KILL YOUR DATA**
- **AN ATTACK TO YOUR TWP = PERSONAL IDENTITY RISK**

PERSONAL DEVICE RISK

- **CYBER INCIDENT = WORK / REPUTATION-HARM / LOSS**
- **PERSONAL DEVICES NEARBY (on network) = RISK**
- **RISK TO YOUR PERSONAL IDENTITY**
- **UNCONTROLLED ENVIRONMENT = A.I. RISK**

SHIFT, TAKE CONTROL



EMAIL TRUST IS YOUR CURRENCY

- **Email Represents Official Voice**
- **Reputational Damage Without Theft**
(Spoofed email)
- **Need for Strong Email Controls**
- **Domain Control – Centralization**
- **Compromise Tactics**



ELIMINATE EMAIL RISK

YOUR EMAIL. YOUR DOMAIN. YOUR CONTROL.

✓ SECURE BUSINESS EMAIL

 you@yourtownship.gov

- ✓ Your domain
- ✓ Multi-Factor Authentication
- ✓ Secure

 Your domain

 Multi-Factor Authentication

 Secure

VS

! FREE EMAIL (GMAIL, ETC.)

 Gmail

yourname@gmail.com

 Unknown domain

 No MFA

 Risky

ROBUST EXPERIENCE, APP OR BROWSER

The screenshot displays the Microsoft Outlook web interface. At the top, there is a search bar for Copilot and a navigation menu with 'File', 'Home', 'View', and 'Help'. The 'Home' ribbon is active, showing various actions like 'New', 'Reply', 'Forward', 'Move', 'Sweep', 'Quick steps', 'Read / Unread', 'Flag', 'Pin', 'Snooze', 'Policy', 'Print', 'More apps', 'Send to OneNote', and 'Copilot'. On the left, a sidebar shows the 'Inbox' with 4 items, and a list of folders including '_2026', '2026- Accountability, Weekly Goals', and 'Drafts' with 19 items. The main area shows an email list with columns for 'From', 'Subject', and 'Received'. One email from 'Jeff Reiter' is highlighted in yellow and marked as 'Flagged'. Below the list, the details of the selected email are shown: 'Re: [EXTERNAL] Re: 3/11 VTG 4.0'. A 'Summary by Copilot' section is visible, showing the sender as 'Sebastian Vietor' and the recipient as 'Jeff Reiter'. A warning message states: 'This sender sebastian.vietor@galacticadvisors.com is from outside your organization.' with a 'Block sender' button. Another message says 'This message is encrypted.' with a 'What's encryption?' button. The email body begins with 'Hey Jeff,'.

ELIMINATE STORAGE RISK

1



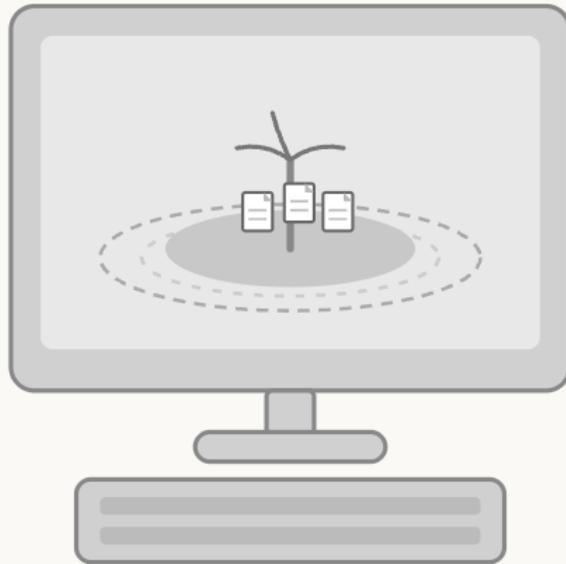
2



3



RISK OF LOST DATA



Local hard drive only
Files trapped on one machine

isolated



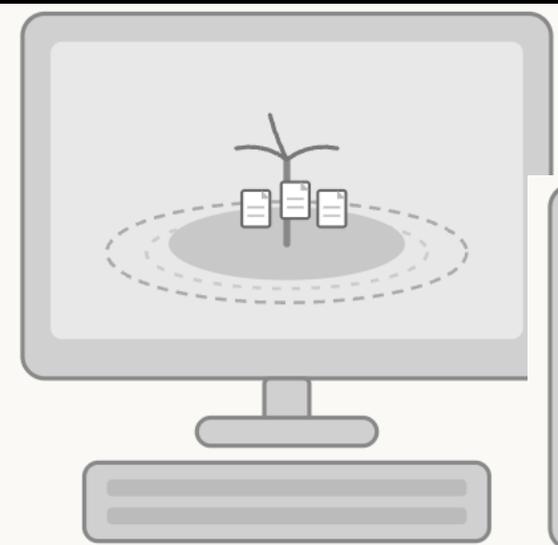
No cloud storage



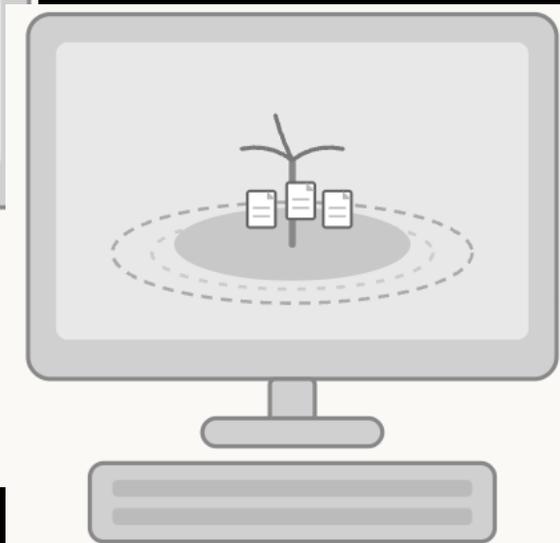
No backup

If this machine fails — everything is gone
No recovery path · No redundancy · No second copy

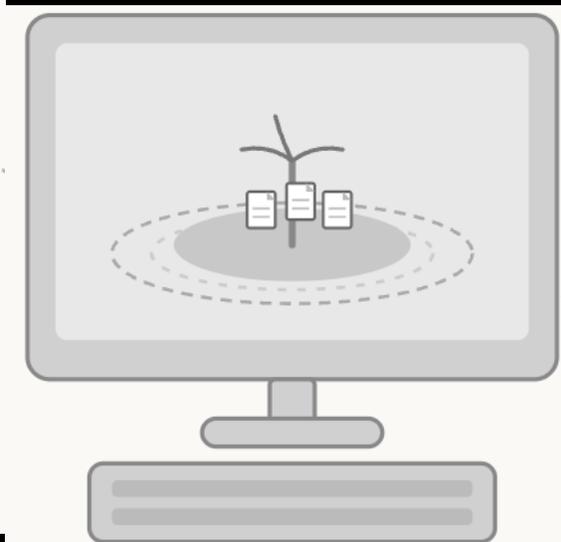
WORSE LOST DATA



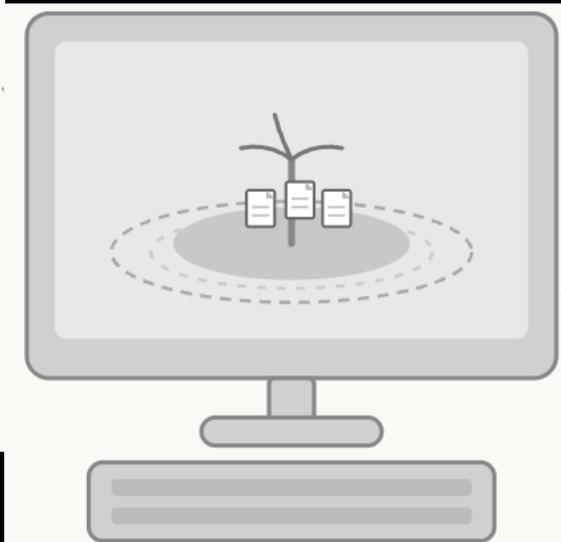
Local hard drive only
Files trapped on one machine



Local hard drive only
Files trapped on one machine



Local hard drive only
Files trapped on one machine



Local hard drive only
Files trapped on one machine

CLOUD STORAGE



MS365 Sharepoint Library / OneDrive

The screenshot displays the SharePoint interface for a library named "Drive Legal". The top navigation bar includes the "SharePoint" logo, a search bar labeled "Search this library", and utility icons for notifications, chat, and settings. The left sidebar contains navigation options: Home, Conversations, Documents, Notebook, Pages, Site contents, Recycle bin, and Edit. The main content area shows the "Compare..." folder view with a "Share" button, "Copy link", "AI actions", and a "Create or upload" button. Below the navigation are tabs for "All Documents" and "Add view", along with application icons for Word, Excel, PowerPoint, and OneNote. A table lists documents with columns for Name, Modified, and Modified By.

Name	Modified	Modified By	+ Add column
rwk MSA base.docx	March 11	Jeff Reiter	
techrug MSA base.docx	March 11	Jeff Reiter	

MS365 Sharepoint Library / OneDrive

The screenshot shows the Microsoft 365 SharePoint interface for a library named "Drive Legal". The interface includes a top navigation bar with the "SharePoint" logo, a search bar, and user profile information (JR). A left-hand navigation pane lists various site sections: Home, Conversations, Documents, Notebook, Pages, Site contents, Recycle bin, and Edit. The main content area displays a folder named "Compare..." with a "Share" and "Copy link" option. Below the folder name, there are buttons for "All Documents" and "Add view". A table lists documents with columns for "Name" and "Modified". Two documents are visible: "rwk MSA base.docx" and "techrug MSA base.docx", both dated "March 1". A "Create or upload" dropdown menu is open, showing options for creating folders, uploading files or folders, and creating various document types like Word documents, Excel workbooks, PowerPoint presentations, OneNote notebooks, Forms surveys, Visio drawings, and Clipchamp videos. The right-hand sidebar shows the group is "Following" and has "5 members".

SharePoint

Search this library

DL Drive Legal Private group

Home

Conversations

Documents

Notebook

Pages

Site contents

Recycle bin

Edit

Compare... Share Copy link

All Documents Add view

Name	Modified
rwk MSA base.docx	March 1
techrug MSA base.docx	March 1

Folder

Files upload

Folder upload

Word document

Excel workbook

PowerPoint presentation

OneNote notebook

Forms survey

Visio drawing

Clipchamp video

Create an agent

Link

Edit New menu

Add Template

Following

5 members

+ Create or upload

Details

+ Add column

MS365 Sharepoint Library / OneDrive

SharePoint Search this library

Drive Z

Version history

Delete All Versions

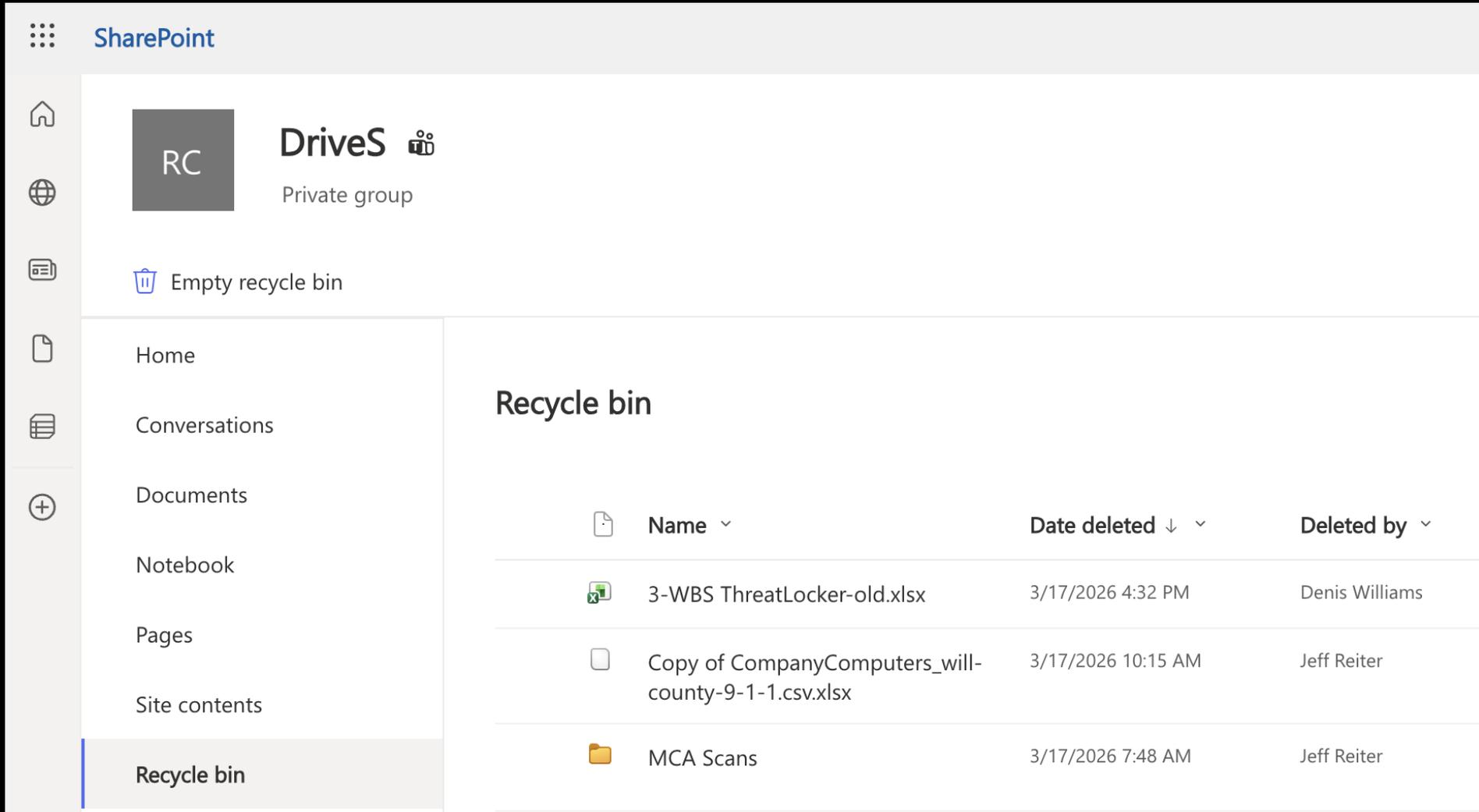
No. ↓	Modified	Expiring In	Modified By	Size	Comments
149.0	3/20/2026 4:42 PM	Never expires ⓘ	<input type="checkbox"/> S	4.3 MB	
148.0	3/20/2026 12:18 PM	Never expires ⓘ	<input type="checkbox"/> K	4.3 MB	
147.0	3/17/2026 6:40 AM	Never expires ⓘ	<input type="checkbox"/> M	4.3 MB	
146.0	3/11/2026 4:55 PM	Never expires ⓘ	<input type="checkbox"/> J	4.3 MB	
145.0	3/11/2026 3:59 PM	Never expires ⓘ	<input type="checkbox"/> J	4 MB	
144.0	3/11/2026 3:43 PM	Never expires ⓘ	<input type="checkbox"/> J	4 MB	
143.0	3/11/2026 3:39 PM	Never expires ⓘ	<input type="checkbox"/> J	4 MB	
142.0	3/11/2026 12:40 PM	Never expires ⓘ	<input type="checkbox"/> J	4 MB	

Return to classic SharePoint

AI Resources (tools) Oct 2, 2025.docx

December 31

MS365 Sharepoint Library / OneDrive



The screenshot shows the Microsoft 365 SharePoint interface. At the top, the 'SharePoint' logo is visible. Below it, the 'Drives' section shows a 'Private group' named 'DriveS' with a profile picture icon. A navigation pane on the left includes 'Home', 'Conversations', 'Documents', 'Notebook', 'Pages', 'Site contents', and 'Recycle bin' (which is currently selected). The main content area displays the 'Recycle bin' with a table of deleted items.

Empty recycle bin

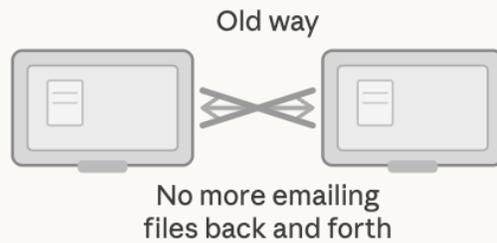
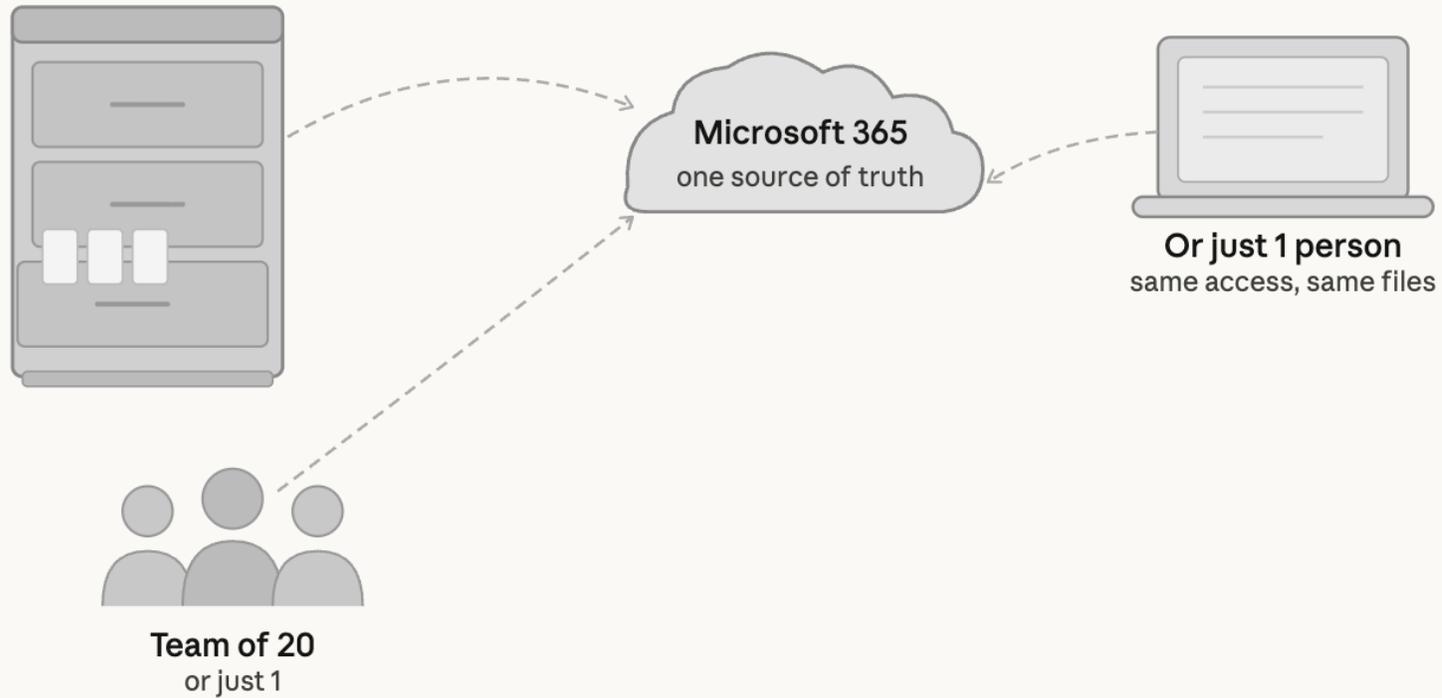
Recycle bin

	Name ▾	Date deleted ↓ ▾	Deleted by ▾
	3-WBS ThreatLocker-old.xlsx	3/17/2026 4:32 PM	Denis Williams
	Copy of CompanyComputers_will-county-9-1-1.csv.xlsx	3/17/2026 10:15 AM	Jeff Reiter
	MCA Scans	3/17/2026 7:48 AM	Jeff Reiter

COLLABORATION

Imagine a shared filing cabinet...

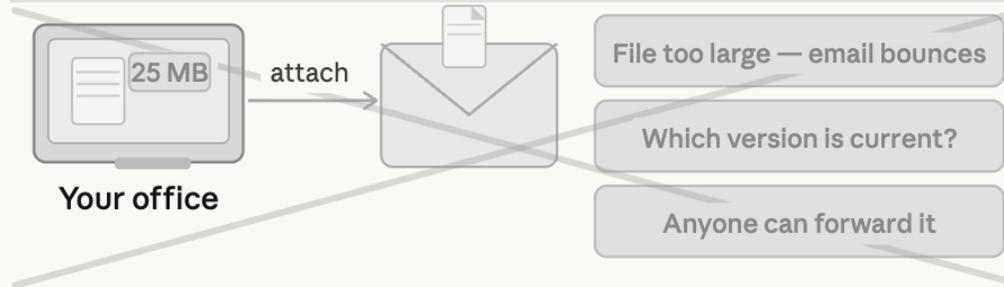
That's what Microsoft 365 does



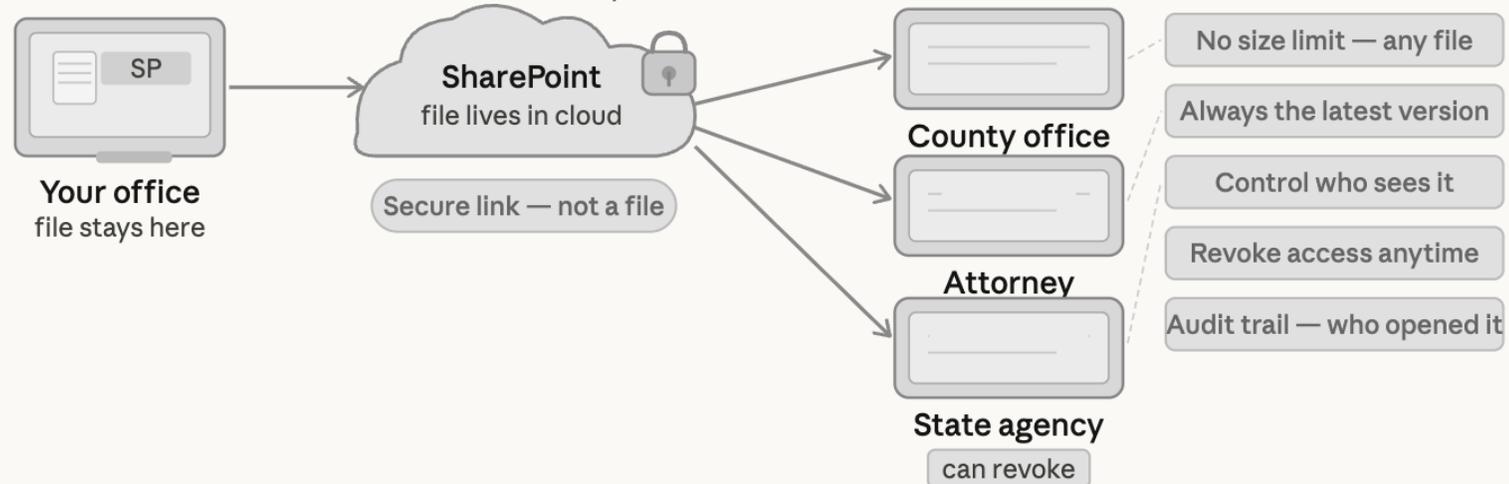
COLLABORATION OUTSIDE

Sharing files outside your office

Old way — email attachment



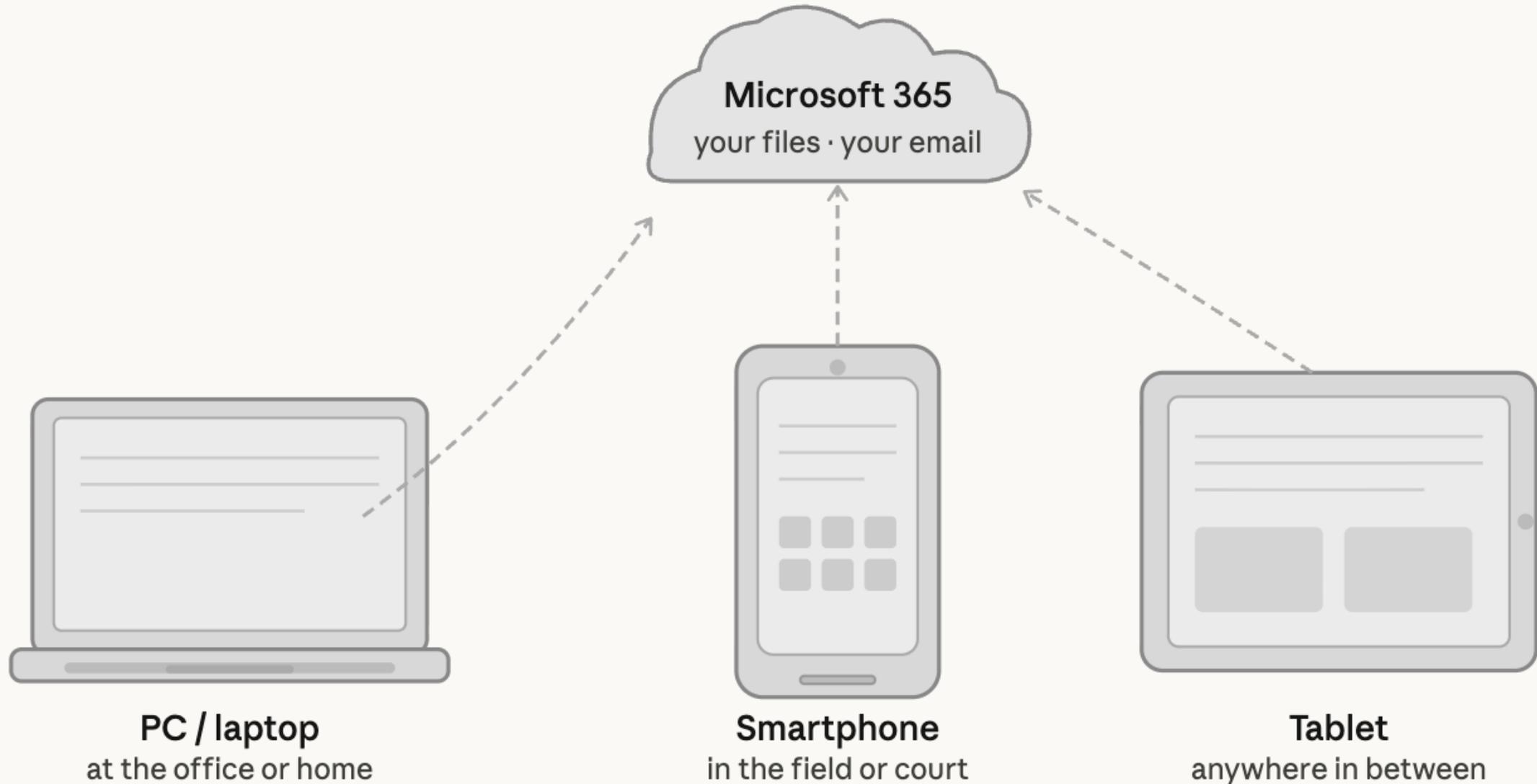
New way — SharePoint secure link



Send a link — not a file

The file never leaves SharePoint · You stay in control · No inbox size limits

USE THE DEVICE YOU PREFER



MICROSOFT 365 / GOOGLE WORKSPACE

- **Your township's identity**
- **Email - secure, robust, centrally managed**
- **Calendaring**
- **File (cloud) storage built in, Sharing-ready**
- **Artificial Intelligence-ready**
- **PC management**
- **Meetings (Teams), recordings, transcription**

Microsoft Teams

The screenshot displays the Microsoft Teams interface. On the left is a sidebar with navigation icons for Activity, Chat (with 18 unread messages), Calendar, Calls, OneDrive, Copilot, Thread, and Apps. The main area is split into two panes. The left pane shows a list of chats, including 'SECURITY-GOTO T...', 'ServiceManagement', and 'SC'. The right pane shows a chat conversation in the 'OPs Team' channel. The chat history includes messages from Michelle, Moh, and Mo. A message from 'Denis, Shawn, and Susan' is highlighted with a tooltip. The chat also shows a thumbs-up reaction and a separator for 'Yesterday'. The bottom of the chat shows a message from 'RA' asking about tickets and another from 'K' about an oncall update.

Search (⌘ E) Unlock Premium ...

Chat

Unread Channels Chats

Michelle: They are in the bac...

SECURITY-GOTO T... 3/17
You: thanks

ServiceManagement 1/6
Ronald: Done

SC 4:03 PM
De... e year on the ...

Chats

M Nick 1:28 PM
Yc k!

WB W ens 3/20
Yc

D, and ...
Su ulak has...

O 3/20
Ac all: PTWP - 2 ...

D 2:23 PM
wh eed when you...

RA R Se 2:10 PM
#1255892 - ...

St e 12:50 PM
Yc v.

K 11:12 AM
You. Royce. marketing mate...

OPs Team Chat Shared + 12

I don't see that nbr as anyone's cell number on our phone directory

Moh... hi Thursday 1:50 PM
what next: we need access to their DNS hosting.

Mo... hi Thursday 2:03 PM
according to Denise ; Number belong to old IT and Denis and shawn was suppose to correct this.
Did you know that?

The Lyden domain is not setup properly in 365 and they have ticket Service Ticket #1264498 - LYDNTWP: Ronald emails are bouncing from the LYDNTWP distribution Group Comcast email server flagged it.

Mo... Thursday 2:43 PM
as able to resolve the Domain setting in 365 for now. looks like the record did exist ; and domain check resolved the servicer errors

Sh... Thursday 6:49 PM
Rebooting MPW-HYPERV1 is being rebooted for John right now. several VMs will be with it. Set to maintenance mode.

Yesterday

Rc... Yesterday 9:46 AM
Does anyone have any tickets to escalate?

Yesterday 3:03 PM Edited

For Oncall: 2 APs and the Firewall will be updating tonight (11PM) so if you see it go down for a bit of time that is MF 🙄

Microsoft Teams

The screenshot displays the Microsoft Teams interface. On the left is the navigation pane with icons for Activity, Chat (18 unread), Calendar, Calls, OneDrive, Copilot, Thread, and Apps. The main area shows a chat window for the 'OPs Team'. The chat history includes messages from Michelle, SECURITY-GOTO T..., ServiceManagement, and others. A Copilot window is open on the right, displaying a management oversight report. A red circle highlights the prompt 'show me conversaitons that need management oversight' in the Copilot input field. The report text is as follows:

Copilot
Here's a **management-oversight view** of the **OPs Team** chat, based strictly on the content in this conversation. I've grouped items that reasonably warrant **manager / leadership awareness or intervention**, and I'm citing the exact messages so this is defensible and traceable.

1. Credential / Access Ownership Risks (High Priority)
Unknown or Legacy MFA / Phone Ownership
Several conversations indicate **accounts protected by unknown or legacy phones**, creating access and continuity risk:

- GoDaddy login for [redacted], triggering MFA to an unknown phone number

At the bottom of the Copilot window, it says 'Message Copilot' and 'AI-generated content may be incorrect'.

**ARTIFICIAL INTELLIGENCE
DONE RIGHT**



ChatGPT

LAUNCH DATE

November 30, 2022

TIME TO 100
MILLION USERS

~2 months



LAUNCH DATE

February 4, 2004

TIME TO 100
MILLION USERS

~4,5 years

80% of workers use unapproved AI

50% of them do so regularly

AI – READY (MS 365)

- **Free, Built-in "Copilot"**
- **For-Purchase Copilot** (feature rich, \$30/month)
- **Monitorable, Manageable**
- **Use AI Immediately – Safely**
- **Your Data Stays YOUR Data**

HIDDEN RISK – DRIFT + SPOOFING

- **Where Most Offices Get Stuck**
- **Security, Not Set-It-And-Forget-It**
(\$90 / month to manage)
- **Security Drift is Real**
- **Spoofing - Someone Can Send As You**
- **Assured/Failed Delivery Is Real**

YOUR ROLE CARRIES TRUST



PROTECT THAT TRUST IS EXPECTED OF YOU

- ✓ **DATA BACKED UP**
- ✓ **SECURE**
- ✓ **PROFESSIONAL IDENTITY**

IF YOU DO NOTHING ELSE

ENABLE MULTI-FACTOR AUTHENTICATION

STOP USING FREE EMAIL

SEPARATE PERSONAL FROM WORK

MOVE TO A COMPLETE SYSTEM

DON'T SET-IT-AND-FORGET-IT

It does not take much

I am so passionate about supporting what you do, my company will pay for an evaluation of your email and MS365 system.

Free to your township.

WHERE TO START

I HAVE MS365

- Evaluate your 365 tenant
 - Security
 - AI usage
 - Email spoof protection
- Secure/Harden/Adjust

I DO NOT HAVE MS365

- Leverage a trusted source
- Evaluate what you use
- Identify monthly operating \$
- Evaluate build/startup \$
- Move (~about the price of laptop PC)

I (now) HAVE MS365

- Evaluate Your 365 Ecosystem for:
 - Security
 - AI usage
 - Email spoof protection
- Adjust the environment (security)
- Implement email spoof monitoring

I (now) HAVE MS365

- Implement email/cloud data back up
- Have IT keep eyes on security, monthly'
- Monitor AI usage for awareness, budgeting for expanded use-licenses

Your office should not depend on systems you don't control.

Industry Insights: Today, 2:45 PM – 3:45 PM at Beaufort

- How to Inventory Use of AI In your business right now
- Establishing AI Use Policy
- Stopping email spoofing in your business

Jeff Reiter, CEO / Security Officer

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Check your email for spoofing risk →



Tuesday 1:30PM

