

DU-COMM

DuPage Public Safety Communications

420 N. County Farm Road, Wheaton, IL 60187
(630) 260-7500 Main
www.ducomm.org



SUPPORT SERVICES COMMITTEE MEETING – MINUTES

Wednesday, March 6, 2024 – 9:00 a.m.

DU-COMM, 420 N. County Farm Road, Wheaton, IL

Call to Order

Chief Fors called the meeting to order at 9:00 a.m.

Staff Reports

Acting TS Manager Maplethorpe and Manager Klein highlighted items in the Staff Report that were not covered under Old Business. Manager Klein provided an explanation on the failure of the SIS Action32 application on February 29th. He stated the server's anti-virus software identified Action32 as a malicious application, and therefore quarantined it. The identification was a false-positive, caused by a bad virus definition update. It was noted that the focus of the meeting would be the Crowdstrike presentation under New Business, so other updates would be abbreviated.

Old Business

- ETSB Phone System
 - Cutover Postponed – Maplethorpe
Acting TS Manager Maplethorpe provided an update on the status of the ETSB VESTA phone system upgrade. AT&T is continuing to postpone dates for the new phone system. AT&T installed the IP Flex router, however interfacing and testing on the new phone system is a work in progress. DU-COMM Techs were able to complete the exterior work for the NetClock GPS antenna installation.
- ETSB Computer Aided Dispatch (CAD) & Record Management System (RMS)
 - CAD Upgrade – Klein
Manager Klein provided an update on the CAD and MPS upgrade. The ETSB is continuing to work on the CAD 9.4 upgrade. The upgraded system received a new patch that supports improved compatibility with Windows 11. The upgraded system is being tested for stability and functionality. A cutover date to the upgraded system has not been provided.
- ETSB Radio Purchase
 - Police and Fire Working Group members were not in attendance, so an official report was not provided. It was noted by members of the Support Services Committee that a firmware update to the new fire radios will be available in April. The firmware upgrade is intended to correct many of the identified issues with Motorola's interpretation of the NFPA standards.
- DEDIRS STARCOM21
 - Microwave Refresh - Maplethorpe
Acting TS Manager Maplethorpe provided an update on the Motorola microwave refresh. Motorola's Tower crew ran into issues with the ACDC microwave hop.

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They were able to resolve the ACDC hop and move onto the DU-COMM hops. The DU-COMM to the Wheaton ETSB Tower had been completed. However, issues occurred on the Wheaton ETSB Tower to the Tollway Tower (I-355&I-88) and another attempt was occurring today.

- State System Upgrade - Maplethorpe
Acting TS Manager Maplethorpe provided an update on the Motorola State System Upgrade. Upgrades occurred and were completed with minimal issues to operations.
- DU-COMM Network
 - Firewall Firmware Upgrades - Klein
Manager Klein shared that approximately 90% of the firewalls have been updated with new firmware. The firmware upgrade process is taking longer than expected, due to several firewalls losing connection to the management portal after the upgrade. The loss of connection to the portal does not impact their primary function to provide a backup connection to DU-COMM via an internet-based VPN tunnel. It's anticipated that the remaining upgrades will be completed by the end of March.
- Weather Sirens
 - Project Update – Klein and Maplethorpe
Acting TS Manager Maplethorpe provided an update on the RF portion of the Weather Siren Project. Fulton has completed installing the necessary hardware at the Glendale Heights Tower. Fulton is scheduled to be at DU-COMM on March 8th to install and configure the Multicast setup. Fulton is scheduled to start cutting over sirens on March 11th and will continue to work on cutting sirens over until they are done. Work is expected to take up to 1-2 weeks weather permitting. Sirens will activate regardless to which frequency they are operating on during the multicast. Automation of the Fulton system will be worked on after the RF portion of the project is completed.

New Business

- CrowdStrike – Illinois Department of Innovation & Technology – Klein
Jerry Joel, from the Illinois Department of Innovation and Technology, was invited to the Support Services Committee meeting to present on the CrowdStrike offering. Joel started his presentation with an overview of the Cyber Navigator Program, which includes CrowdStrike. The program also includes risk assessments, vulnerability scanning and cybersecurity liaisons to support IT teams. Joel explained the CrowdStrike Falcon Complete is a managed endpoint security platform that is highly regarded by IT professionals. The platform is offered to all Illinois government entities at no cost for 3 years. The platform is funded through a federal grant. Manager Klein asked if CrowdStrike would be renewed after 3 years. Joel stated that he was unable to confirm that it would be renewed, but he felt it likely would. He also stated that the rollout to all government entities is new, and that the process for deployment is being fine-tuned. He

AGENDA: 2.A.

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concluded his presentation by providing his contact information. He stated that an agency should contact him if they would like more information or to enroll in the program.

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Adjournment

At 10:00 a.m. the meeting was adjourned.