

Hear From Your Peers

OCTOBER'S QUESTION: Can you tell me the greatest benefit and the greatest hurdle you have noticed to having separate IT Teams (across government and gaming)?



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I'm currently at the 3rd Tribe of my career. I've have been responsible for both all Tribal IT and just the Casino. The greatest benefit has been having less responsibility which makes my life easier and there has been far less products to learn and support.

Conversely, the greatest hurdle has been having issues determining which team is responsible for each business department. Some departments are supported by multiple IT teams allowing department to compare service/competency levels between IT teams. People can get territorial when teams are asked to collaborate. I have been guilty of the above but I have exerted some effort to overcome these hurdles and foster cooperation.

Raul Mavis,
IT Director,
Pascua Yaqui Tribe



Government and enterprise organizations operate under different compliance and operational requirements. Therefore, technology services must align themselves to those respective needs. Furthermore, the organizations should know the true cost of their operations. Centralized services blur those lines, requiring additional administrative overhead to separate those costs. Separate technology services may lead to missed opportunities to leverage projects for the mutual benefit of both government and gaming. Likewise, sharing specific skillsets between the organizations would mitigate [skillset] duplication and training costs. Centralized IT would facilitate staff augmentation for large projects as well, thus eliminating the need for third-party vetting, budgeting, etc.

Keeping Your Tribe Safe



PHISHING EMAILS AND YOU

When it comes to email, we've all come across a phishing email that appeared to be legitimate. Phishers take advantage of the fact that it is difficult to know with absolute certainty with whom you are communicating via email. The goal is to convince us to willingly (or unwittingly) give up information or click on malicious links or attachments.

RECOMMENDATIONS:

- Be suspicious of unsolicited emails, text messages, and phone calls. Use discretion when providing information over the phone, and **never** provide sensitive personal information via email.
- Only open an email attachment if you are expecting it and know what it contains. Be cautious about container files, such as .zip files, as malicious content could be packed inside.
- Keep your antivirus software up-to-date to detect and disable malicious programs, such as spyware or backdoor Trojans, which may be included in phishing emails.

TribalHub's #1 recommendation Make sure you and your tribe gets connected to the MS-ISAC. It is a valuable and FREE resource for every tribe. Stay safe out there. For more information, visit <https://www.cisecurity.org>



INDUSTRY INSIGHTS

Members Only Monthly Newsletter

How Tribes Create Their Service & Support Structures

INSIDER'S INSIGHT from TribalHub's Executive Officer, Mike Day

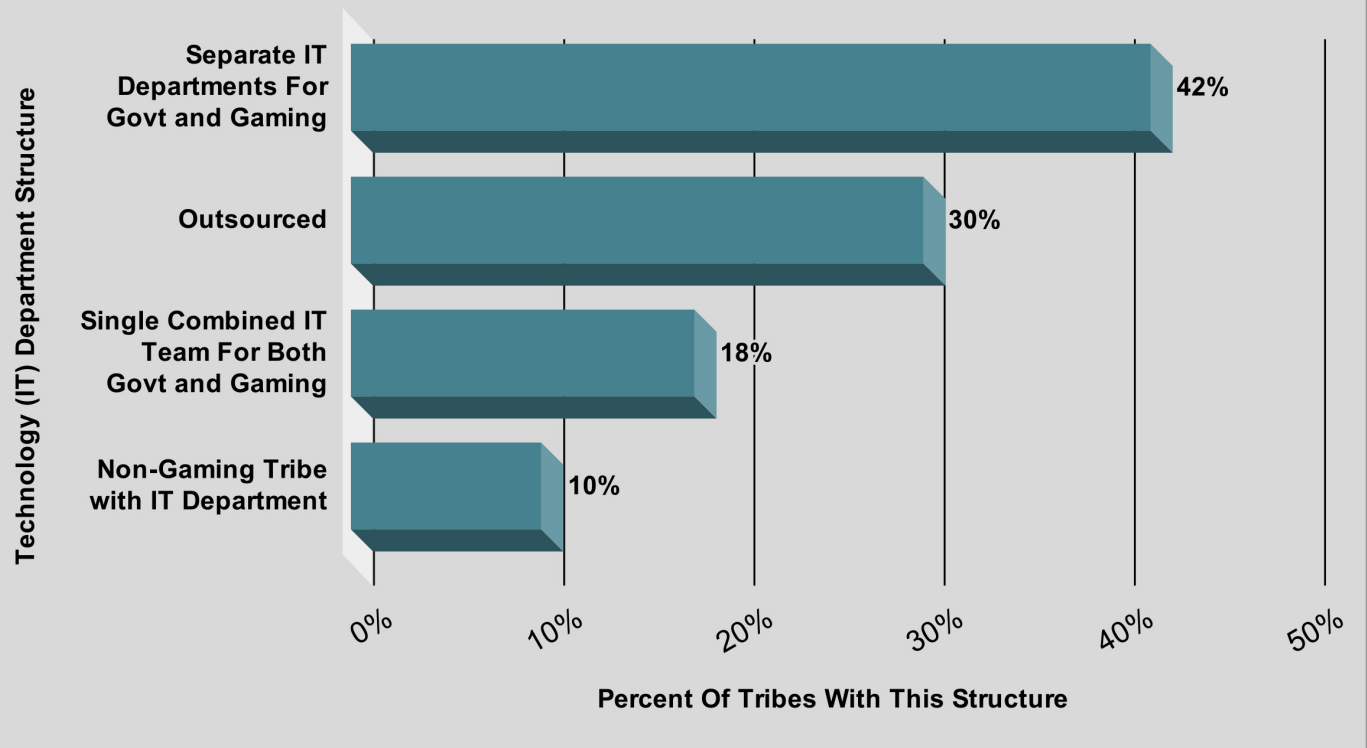


Being a Leader/Executive in a Native American organization is a unique challenge. Unlike strictly commercial organizations, in addition to similar enterprise responsibilities many tribal organization executives have a responsibility in some capacity for government services, member services, health and social services, enterprises and land or resource management. All of that within a political structure that has voting/elections and the same challenges faced by any sovereign nation and government.

This month we share data on how tribes across the United States create their service and support structures within their diverse organizations. Although this month data is focused on the technology (IT) services and structure, the structure of other common shared services departments in any tribe (IT, Accounting, Human Resources, Purchasing Legal) tend to follow the same pattern and structure.

Our data shows that there is not a consistent model used by all Native American organizations. Also, there is no clear data that shows that one model is superior to the alternatives, but that the best structures efficiently meet the unique needs of each tribe.

Snapshot Of IT Department Structures Across Tribes In The Lower 48



Does IT Structure Effect the Efficiency of the Tribal Organization?

The data shows that just under 20% of all Native American organizations have a single technology department that is a shared service for both their government departments and enterprises (including gaming). Nearly 50% of all organizations have separate technology structures/departments and resources. In many cases, the "single or separate" structures are the result of how the organization has grown historically, rather than a well thought out strategy. To increase efficiency and capabilities while lowering cost to the entire organization, every organization should look at combining technology resources, services, and processes across the entire organization that are usually inefficient and costly to duplicate.

Here are few common examples of shared services and structures that can be superior by combining resources rather than duplicating:

- Helpdesk Services
- Telecommunications Systems and Support
- Shared Network Infrastructure
- Backup Solutions and Offsite Storage
- Disaster Recovery Resources
- IT Security and Compliance

The key takeaway is that each organization should assess the areas of service overlap or duplication and determine if they are creating unnecessary inefficiencies or cost.

For more information on this topic please contact the TribalFocus team at contactus@TribalFocus.com

Tip Of The Month For TribalHub Members

HOW SHOULD YOU BE MAXIMIZING YOUR MEMBERSHIP THIS MONTH?

- Use your membership to **SAVE \$100** on conference registration for TribalNet's 19th Annual Conference & Tradeshow
- Utilize the exclusive member discounts available to you on the TribalWise Online Learning Packages

Watch the member benefits demo video on TribalHub.com to review additional member benefits and be sure to check back here each month for quick tips on additional ways to take full advantage of your TribalHub membership!

