

Good Morning Norfolkiens,

First off, thank you for your feedback as we wrapped up our sixth fully remote meeting this past week. In that time, five different boards/committees have executed meetings in this format with over twenty-five resident participants. We appreciate your patience and input as we work together to nail down a best practice. I also want to thank our dedicated town employees and boards/committees for their tireless work in getting these services up and running,. There is a plethora of testing and behind the scenes work that has gone in to ensuring the best possible experience is provided to the community.

During our meeting this past Thursday, we experienced our first "Zoom-bombing" incident. For those that don't know, this is an instance where a hacker will join a public meeting and begin to share inappropriate pictures and language to disrupt the meeting. This is a global issue with Zoom that has been well documented and is currently being addressed by their internal development teams. That all being said, we are taking this opportunity to implement a few more restrictive measures to better balance preventative security and ease of access for residents.

1. We've reworked the intro wording on the Select Board agenda to more clearly direct residents and guests on how to connect to the meeting. We've also included links our quick start guide to assist with any troubleshooting.
2. We've further developed the quick start guide for getting connected as well as created a tips guide for operating once admitted to the meeting room. The major inclusion here was the requirement to enter your full first and last name when logging on. This is a measure to ensure that hackers (who typically join with initials or single names) don't make it in to the public room. Both resource docs are linked below and available on the Town website.
3. We've added a configuration setting that will default individuals looking to join the meeting rooms into a waiting room first. This will give the meeting host the ability to review the participants looking to enter and admit them one at a time. This is another measure to mitigate the risk of disruption and why accurately noting your first and last name is important. The host will have the ability to send chat messages to individuals in the waiting room if further validation is required.
4. Finally, we've also added some minor configuration adjustments to restrict the ability to screen share to only the host as well as generating a new meeting ID for each new meeting scheduled.

Over the next few meetings, we will monitor meeting flow and assess the impacts of these measures to determine if they will suffice or if further action will need to be taken. Additional measures could include a requirement for all participants to register with Zoom prior to joining and upgrading our license tier to a more secure "Webinar" format but we aren't there just yet. As always, please feel free to reach out with any feedback from participating, suggestions on opportunities or just general assistance with getting connected.

Once again, thank you for your support as we all navigate this new normal, continue to remain diligent in your efforts to maintain social distancing/isolation and stay healthy while we look forward to some warmer weather!

Thanks,

Kevin