
Re: Bills and such

From Garrett Novotny <garrett@disarc.com>

Date Wed 6/17/2026 4:52 PM

To Holly Ellickson <hollye@crossplainsems.com>

Hi Holly,

I have put together some answers to the EMS Board's questions regarding our services and your current technology setup:

1. Contract with Disarc: Yes, my business is Disarc LLC. We are currently not operating under any contract. Services are provided ad-hoc because I am not a managed service provider.
2. Services Provided: We provide IT services, including support for your Microsoft 365 environment, technical support, network and PC hardware setup and installation, and consulting services for any IT-related questions.
3. Server Information: You do not have a physical on-site server. Your "server" is the cloud; primarily Microsoft's infrastructure, which hosts your email and files via Microsoft 365. Additionally you leverage SaaS-based products in which I have had limited involvement beyond adding bookmarks to managed PCs. For example: IamResponding and Dane County CAD
4. Network Protection: The CPEMS network is protected with a Unifi Dream Machine Pro firewall with IPS and basic web content filtering.
5. Cloud Usage: Yes, CPEMS is cloud-first. Most of your primary tools are SaaS (Software as a Service) platforms that live in the cloud. Microsoft 365 is the primary productivity/collaboration suite.
6. Security Description: Security is built around the Microsoft stack. Microsoft Entra manages identity, BitLocker encrypts devices, Intune manages devices, and Defender for Endpoint secures endpoints. We've leveraged the Microsoft security score and best practices to advance the security posture over the past year, but continuous improvements are always possible. One area we've discussed a number of times is HIPAA data. My current understanding is that HIPAA data should be kept off CPEMS devices and only accessible using the SaaS solutions designed for HIPAA data. Security for those systems is outside my scope, but I can and have provided consulting on related questions.

Regarding the retention of Email and Teams data, currently no retention policies are in place. The table I shared was an example that could be used to create policies. Once a policy is established, I can work with you to configure the matching retention policy in the applications if needed.

Please let me know if the board needs any further clarification on these points.

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With you to configure the matching retention policy in the applications if needed. I shared was an example that could be used to create policies. Once a policy is established, I can work regarding the retention of email and Teams data, currently no retention policies are in place. The table for those systems is outside my scope, but I can and have provided consulting on related questions.

Keep off CPMS devices and only accessible using the 365 solution designed for HIPAA data. Security discussed a number of times is HIPAA data. My current understanding is that HIPAA data should be posture over the past year, but continuous improvements are always possible. One area we've endpoints. We've leveraged the Microsoft security score and best practices to advance the security. BitLocker encrypts devices, Intune manages devices, and Defender for Endpoint scans 365.

6. Security Description: Security is built around the Microsoft stack. Microsoft Entra manages identity.

5. Cloud Usage: Yes, CPMS is cloud-first. Most of your primary tools are 365 (Software as a Service) platforms that live in the cloud. Microsoft 365 is the primary productivity/collaboration suite.

4. Network Protection: The CPMS network is protected with a Unified Threat Management (UTM) firewall with IPS and basic web content filtering.

3. Server Information: You do not have a physical on-site server. Your "server" is the cloud, primarily Microsoft 365. Additionally, you leverage Microsoft's infrastructure, which hosts your email and files via Microsoft 365. Additionally, you leverage 365-based products in which I have had limited involvement beyond setting backends to managed PCs. For example: Jamfpro and Datto Cloud.

2. Services Provided: We provide IT services, including support for your Microsoft 365 environment. Technical support, network and PC hardware setup and installation, and consulting services are all included in our contract. Services are provided as flat fees, I am not a managed service provider.

1. Contact with Datto: Yes, my business is Datto LLC. We are currently not pursuing under any contract. Services are provided as flat fees, I am not a managed service provider.

I have put together some answers to the EMS Board's questions regarding our services and your current technology setup.

Hi Holly,

To: Holly Ellinger <hollie@providence.com>
Date: Wed 6/17/2025 4:55 PM
From: Gannon McCreary <gannon@providence.com>

Re: Bills and such

Outlook