

Kevin Hughes



Rapid City, SD



Client: Johnson County Commission

Subject: Investigation in Support of Forensic Computer Examination

Date of Report: 10-31-18

(Engagement)

This investigation was requested by the Johnson County Commission. The nature of the investigation is adjunct to a forensic computer examination in reference to whether any unauthorized deletions or manipulations occurred within the Johnson County Information Technology System.

(Attachments)

The following potentially relevant documents were reviewed pursuant to this investigation:

1. Document titled "Johnson County Electronic Communications Policy", dated 09-22- 2017 with Johnson County Assessor Office employees' initials signifying the date that each of the six employees reviewed the policy. Received from Cindy Barlow.

2. September 7th, 2018 to September 10th, 2018 email chain between Johnson County Assessor Cynthia Barlow and DigeTekS CEO Shane Brown. The email chain contains a discussion between Barlow and Brown pertaining to a brief history of the possible email deletion/manipulation issue along with Barlow's request that Brown document that emails from Debra Robinson's computer "are gone" due to "a deliberate and intentional act". Brown declined to do so. Received from Shane Brown through Don DeVore.
3. Ptolemy Data Systems report issued to Barlow dated 10-05-18 stating that a PST file was deliberately deleted from Deb Robinson's computer and not as the result of an accident. Received from Cindy Barlow.
4. 10-12-18 service order #18386 from Barlow to Don DeVore requesting information as to the existence of Johnson County cyber liability insurance. Received from Don DeVore.
5. Don DeVore DigeTekS work/ time logs for 8/27-30/18 and service order #18385 dated 08-27-18. Received from Don DeVore.

(Timeline)

Summer of 2018: Per Don DeVore and Shane Brown of DigeTekS, sometime during the summer of 2018, date unable to be positively determined at this time, DeVore, at the behest of Cynthia Barlow, installed a full control proxy on Robinson's email allowing Barlow complete access and control of Robinson's email functions. Per Barlow, the proxy was for read access only. Per Robinson's payroll records on file with the Johnson County Clerk's Office in conjunction with

Robinson's debit card records, it is believed probable that the proxy was installed sometime between May 29th and June 1st of 2018.

08-15-18: During the mid to late afternoon, Debra Robinson quit her job at the assessor's office. According to Robinson, at the request of Barlow, she gave her computer password to Barlow immediately upon resigning. According to Barlow, Robinson did not give Barlow Robinson's password. According to DeVore, on 08/15, after Robinson quit, Barlow called DeVore, advised DeVore that Robinson had resigned, and asked DeVore not to disable Robinson's email account pursuant to standard protocol but, instead, to leave the account access as it was so that Barlow could access Robinson's email.

08-27-18: According to Barlow, Barlow made her first direct attempt to access Robinson's computer this date as Barlow had been too busy to do so between 08/15 and 08/27. Barlow discovered that no emails were displayed in Robinson's account. Barlow contacted DeVore who changed Robinson's password and then signed in on Robinson's computer. DeVore found only a few emails in the inbox and nothing in deleted items.

08-27 to 30-18: DigeTekS and a Microsoft engineer attempt to restore Robinson's emails without result. A third party restoration tool was also utilized to restore the emails without success.

09-07 to 10-18: Email exchange between Cynthia Barlow and Shane Brown, DigeTekS CEO, primarily consisting of Barlow attempting to persuade Brown to state in a letter that missing Robinson emails are the result of "a deliberate and intentional act". Brown does not grant Barlow's request. Brown states to investigator that Barlow was trying to "push" him into making an untruthful statement.

09-10-18: Per Ptolemy Data Systems, Barlow calls this date and requests Ptolemy search Robinson's computer for missing email. Barlow claims that she called Ptolemy on 10-05-18, the day following Robinson's direct denial of email deletions during a candidate forum.

10-05-18: Ptolemy reports to Barlow that Robinson's email data file had been deleted and not by accident.

10-16-18: Alleged deleted emails discussed at county commission meeting. Robinson denies email deletion and requests investigation. Barlow follows Robinson with request for investigation.

10-23-18: Investigation initiated.

(Interview/Donald DeVore)

Donald "Don" DeVore

[REDACTED]

Buffalo, WY

[REDACTED]

DeVore is an IT consultant for DigeTekS, the county's IT contractor.

DeVore was contacted for an interview on the late morning of 10-23-18. DeVore stated that DigeTekS CEO Shane Brown would need to be present during DeVore's interview and that Brown would not be available until 2:00 p.m.

On 10-23-18 beginning at 2:01 p.m. a recorded interview was conducted with DeVore in the presence of Shane Brown in the library of the Johnson County Courthouse. DeVore reported the following:

DeVore has been the Johnson County DigeTekS consultant for about the past two years.

DeVore's first recollection of being involved in the issues leading to this investigation was on 08-28-28 when he received a call from Cynthia Barlow expressing trouble accessing the email account of former assessor office employee Debra Robinson via the use of Barlow's proxy access. DeVore accessed Robinson's computer but could not see any email. DeVore returned to his desk, reset the password on Robinson's account, returned to Robinson's computer, and was able to access Robinson's email account. He found two or three SPAM appearing emails in the account that he did not read. He did not find any other emails. Barlow was present when DeVore pulled up the SPAM emails but DeVore did not know whether Barlow read the emails at that time or any time in the future. Barlow requested that DeVore provide Barlow with the new password which DeVore provided pursuant to standard protocol.

The proxy that Barlow requested DeVore to install and that DeVore did install for Robinson's computer was a full control proxy, also referred to as total control proxy or administrative proxy, as opposed to a blind carbon copy proxy, also known as a view only proxy . The full control proxy gave Barlow complete access and control over all Robinson's email functions including the reading of emails, responding to emails, deleting emails, and forwarding emails. Carbon copy proxy allows the proxy holder view access only. DeVore was positive that Barlow asked for and DeVore installed a full control proxy. At the request of Barlow, DeVore installed the full control proxy, hereinafter referred to as FCP, on Robinson's computer sometime during the summer of 2018 and prior to Robinson terminating her employment. Barlow's stated reason for the FCP was to be able to access

Robinson's email while Robinson was out of town. At Barlow's request, DeVore gave assessor office employee Tracy Pruitt FCP on Robinson's email as well. About two weeks later, after Robinson returned to work following a vacation, Pruitt requested that DeVore remove Pruitt's FCP from Robinson's email and DeVore did as requested.

The proxy was effectuated by Barlow signing into her own email in Windows by entering her own password. This alone gave Barlow access to Robinson's email. Robinson had no way of knowing that her account was being accessed. Neither DeVore nor anyone else can determine who accessed Robinson's computer at any specific time because the county system does not have advanced logging.

Following DeVore's attempt to recover emails deleted from Robinson's computer, if any had been, DeVore called a Microsoft engineer. The engineer attempted to recover the emails remotely and could not find any evidence that emails had been deleted.

DeVore and Brown explained the Johnson County IT email system as follows:

An email that is deleted goes into the trash bin. When the trash bin is emptied, the deleted emails remain for only 14 days at which time they are "gone" from the hard drive. The county does not have a physical server. Deleted emails may still be retained in the Microsoft Office 365 Cloud. It is the opinion of Brown that if any deletions occurred the deletions should have been recoverable from the cloud at the time that the Microsoft engineer was involved and possibly still today. Brown believes that the emails would have been recoverable by the engineer if they existed.

At a later date, believed to be 08-30-18, DigeTekS attempted to restore any deletions through EaseUS, a third party software recovery tool, without success.

On August 15th, 2018, Barlow called DeVore informing DeVore that Robinson had

resigned and that Barlow wanted to retain access to Robinson's email. The normal protocol is to immediately disable the account of the resigning employee immediately upon termination and establish a new password for the resigned employee's supervisor to use for access. Barlow did not provide a justification for this diversion from protocol and DeVore did not ask.

DeVore is not overly familiar with the county's IT policies and has no knowledge of the county's policy in regard to email retention duration. According to Brown, the assessor's office has adopted some of DigeTekS recommended policies that the county has not adopted.

DeVore did not have any knowledge of Barlow's possible use of other electronic devices to access her computer and DeVore was never requested to set up any such access by Barlow.

DeVore did not advise Robinson of Barlow's FCP at any time. DeVore has not installed FCP on any other Johnson County employees email account that he can recall.

DeVore did not know if Barlow knew of the 14 day time period after which emails are gone from the system. DeVore did not wish to categorize the delay by Barlow in accessing Robinson's computer after Robinson's departure as strange. Brown interjected that Barlow is on the Johnson County IT Committee but the 14 days issue has never been mentioned at a committee meeting. Per Brown, the 14 days information is available on the Microsoft website.

There is no advance logging in the county system so there will be no evidence as to whether or not Barlow logged into Robinson's email from either Barlow's computer or Robinson's computer.

DeVore believed that it was during the afternoon of the day that Robinson quit (08-15-18) that Barlow notified DeVore of that fact. It may have been in the morning, DeVore was not sure. DeVore believed that it was the afternoon of 08-27-18 that Barlow notified DeVore that Barlow could not access Robinson's email.

Cynthia Barlow, Shane Brown, Bill Novotny and Barry Crago are the only people to whom DeVore has spoken to about this issue prior to this date. He spoke briefly to Novotny prior to the commission meeting last week. He spoke to Crago about two or three weeks ago in reference to a FOIA request. Crago asked DeVore if any of Robinson's emails still existed. DeVore replied that they did not. Crago asked if they could be retrieved. DeVore replied that he did not think that they could be.

About a week before the FOIA request, Barlow sent DigeTekS a help desk ticket asking for a forensic check of Robinson's computer. DeVore pulled the hard drive from Robinson's computer per instructions from Brown, bagged and sealed the hard drive, and took it to the Johnson County Sheriff's Office per instructions from Tucker Ruby.

There was no way to determine when Robinson last accessed her computer except for "log in/log out" logs by password on Robinson's computer solely. The FCP would not leave a trail as to log in/log out.

DeVore was not familiar with anything different about Barlow's computer as opposed to the computers of her employees.

Again, DeVore was not aware of why Barlow requested the FCP on Robinson's computer and not on the computers of any of her other employees. DeVore was positive that he has not installed any other FCPs for Barlow during the previous two years.

DeVore was unable to provide any information as to when Robinson last accessed

her computer prior to her resignation.

At some point, Barlow told DeVore that Robinson's computer was used primarily for office walk in counter traffic and was used by other office employees when Robinson was away from work.

DeVore has no knowledge of the Ptolemy investigation except for what he has read in the Buffalo Bulletin.

Brown added the additional following information:

Barlow requested a forensic investigation of Robinson's computer on October 10th, 2018. In response, Brown ordered DeVore to immediately remove the hard drive from Robinson's computer. Barlow was upset when she discovered DeVore doing so and told Brown that she did not want Robinson's computer to leave her office because other employees used that computer for walk in traffic. Brown did not believe that Barlow understood that the hard drive would have to be removed for a forensic examination to be conducted. Once this was explained to Barlow, Barlow was no longer upset.

Brown granted approval for DeVore to print all Barlow service requests (help desk tickets) and provide them to Hughes. DeVore later did so. The only one that he was able to find as submitted by Barlow is the one identified in attachment 4 above.

DeVore and Brown committed to not discussing this interview with anyone until the investigation is concluded.

(Interview/Ben Brunner)

Ben Brunner



Buffalo, WY



On 10-23-18 at 4:34 p.m. Brunner's phone number was called. His wife answered the phone, stated that Brunner was in the shower, and would have him call Hughes. At 5:03 p.m. Brunner called. Brunner related the following:

Brunner declined to meet with Hughes for the purpose of an interview.

Brunner asked Hughes if Hughes was recording the call. Hughes advised Brunner that Hughes was not recording the call but would like to conduct a recorded in person interview with Brunner regarding the knowledge he may have about possible email deletions pursuant to his question of Robinson at a recent candidate forum. Brunner again declined an in person interview.

Brunner acknowledged being at the forum and asking Robinson if she had deleted emails. Brunner could not specifically recall the language of his question. He did recall that Robinson "danced around" his question and "did not answer" it. He recalled Robinson saying that she turned off her computer when she left work for the last time. Brunner's recollection was that Robinson refused to answer the question that Brunner asked.

Brunner was unable to recall who told him the information about Robinson deleting emails or what specifically was said to him about the deleted emails or when he was provided with this information. Brunner talks to a lot of people in Buffalo and he was provided the information about the deleted emails sometime ago which resulted in his limited ability to recall who, what, or when.

(Interview/Debra Robinson)

Debra Robinson



Buffalo, WY



A recorded interview was conducted with Debra Robinson on 10-24-18 beginning at about 8:36 a.m. in the library of the courthouse during which Robinson reported the following:

(It became immediately apparent that Robinson is not very tech savvy and that her knowledge of computers and IT systems is limited. According to Robinson, she had a flip phone until recently.)

Robinson was employed at the assessor's office from June of 2011 until August 15, 2018. Robinson resigned and left work during the mid-afternoon on that date. Robinson did not recall the number or nature of the emails that were in her system at the time that she quit but she knows that there were a number of them.

During her assessor employment, Robinson worked the front desk. (Robinson's computer is referred to as the front office computer. There is a separate public use computer in the front office that is not referred to as the front office computer.) Robinson responded to property profile requests, and administered the veteran's exemption program. Robinson enjoyed her job responding to the needs of walk in customers, banks and appraisers and especially enjoyed helping the veterans with their exemptions.

At the time that she quit working at the assessor's office, Robinson's computer

contained Real Ware software, a file containing statements of considerations, Map Server, possibly a short cut to assessor documents, a veterans spread sheet and possibly her performance appraisals. Robinson generally received about ten email requests per week for property profiles that she generally responded to on the same day that they were received. There should have been a number of current emails in her in box on the day that she quit.

All of the information that Robinson dispensed was public information except for the statements of consideration. These statements were not in email. They were in Real Ware.

Robinson did not delete anything from her work computer at any time except the occasional personal email, most involving inquiries as to whether she wanted to purchase fresh ranch eggs or a "Bountiful Basket". Robinson only used her county email for these types of personal things that required an immediate order response.

At some time prior to the primary election, Barlow told all of the office employees to stand for a photograph in the office that Barlow would use pursuant to her re-election campaign. Robinson told Barlow that Robinson would not participate as Robinson did not believe that it was right for county employees to be photographed in a county building for campaign purposes. Barlow was not pleased with Robinson's refusal to participate in the photograph. Robinson did not know whether Barlow theorized that Robinson was planning to support an opposing candidate and thus refused to be in the photograph.

Robinson and Barlow did not always see eye to eye. Robinson was hesitant to discuss these issues but they were probed regardless. Robinson described the following behavior and events:

- About five years ago, Barlow was involved in a relationship with a married

Johnson County deputy sheriff. The deputy was investigated and later fired for using his county issued cell phone for emailing and texting inappropriate content with Barlow. When the sheriff attempted to seize Barlow's county issued computer pursuant to the investigation of the deputy, it was discovered that Barlow had removed the computer from her office and taken it to Ptolemy in Sheridan.

- Barlow spent considerable time during normal business hours working on Barlow's and her husband's outfitting business.
- Barlow directed assessor employees to call owners of rural properties that were for sale under the guise of assessor business to obtain information that may be beneficial to the Barlow's outfitting business.
- Barlow did not file request for information forms pursuant to inquiries for personal information pertaining to property owners as dictated by policy and released information such as property owners' phone numbers that were not to be released by policy. Specifically, to BLM.
- Barlow used the assessor copier to copy personal documents of her own and others, including her mother-in-law's 2" thick medical file.
- Barlow did not treat people well that she disliked, is vindictive and a prevaricator.

On the morning of 08-15-18, Theo Hirshfeld, a local appraiser, called Robinson requesting a copy of a building card to be picked up later in the day. Robinson pulled the card and placed it on the counter for Hirshfeld to copy when he arrived. Robinson

frequently did this allowing Hirshfeld to copy the card himself. Robinson did not charge Hirshfeld for a page or two that he copied as Hirshfeld supplied the office with reams of copy paper. Hirshfeld also performs pro bono work for the assessor's office by photographing remote properties for the assessor when he is in the area where photographs of a property are needed by the assessor, alleviating an assessor employee of the time and expense of traveling to the location. Robinson believed that Hirshfeld's in kind payments of copy paper and photographs for the assessor's office greatly exceeded his copy costs. Around mid-afternoon, Hirshfeld entered the office, copied the card, and left. Barlow called Robinson and asked if Hirshfeld paid for his copies. Robinson said that Hirshfeld was not charged because he supplies his own paper. Robinson asked Barlow if Barlow wanted Robinson to send Hirshfeld a bill for the copies. Barlow said that she did. Robinson, believing that the conversation was over, hung up. Barlow "got in my (Robinson's) face" and told Robinson not to ever hang up on Barlow. Barlow instructed Robinson that the copier was county property and the use of the copier was a resulting charge. Barlow does not like Hirshfeld.

Following the encounter with Barlow, Robinson sat at her desk for a few minutes then walked into Barlow's office and said that she was quitting. Robinson asked Barlow if Barlow wanted two weeks of notice or if Barlow wanted Robinson to work the rest of the day. Barlow did not respond. Robinson returned to her desk and began removing her personal items. Barlow approached Robinson, and after a brief discussion pertaining to Robinson quitting over something that Barlow believed trivial, Barlow told Robinson to just leave.

Robinson did not delete anything from her computer before leaving work on 08-15-18 and did not touch her computer after telling Barlow that she was quitting. Robinson did not recall if she was in her email on 08-15-18. Her email was usually kept open and up on one of her two screens. Robinson did not know how to delete files on her computer except for word files.

Barlow asked for Robinson's computer password as soon as Robinson quit. Robinson gave the password to Barlow in the presence of assessor employees Stan Iverson and Andrew McLean.

Robinson turned in her building key and office key to Barlow when she resigned. Robinson did not have the alarm code for entry into the building after hours. She has not been back to the assessor's office since quitting.

Robinson did not intentionally delete any files during her employment at the assessor's office, at least not since DigeTekS became the county IT contractor. Robinson could not absolutely preclude the possibility of an accidentally deleted item. Robinson's understanding of the county policy is that nothing is to be deleted.

The assessor's office verbal policy is that Barlow is to be copied on all emails. Robinson adhered to this policy at all times except for the infrequent eggs and Bountiful Baskets email announcements that Robinson received. Robinson contends that Barlow was copied on all of Robinson's emails so Barlow should have every one of Robinson's emails in her possession.

Barlow accessed all assessor office staff emails when the employees were out of the office. Robinson believes this to be entirely proper.

Robinson did not contemplate running for assessor at any time that she worked in the assessor's office and never gave Barlow or anyone else any indications that she was thinking of doing so. Robinson did not contemplate running after she quit until she received calls from citizens asking her to do so. On 08-22-18, Robinson picked up the filing documents but still had not decided to run. On 08-23-18, Deputy Assessor Stan Iverson sent Robinson a text stating that he heard that Robinson was running for assessor.

Robinson filed for assessor on 08-27-18.

Around the end of September of 2018, Robinson began hearing from people that Barlow was making statements accusing Robinson of "wiping out" records from Robinson's computer prior to her termination.

Robinson recalled being asked by Ben Brunner at the American Legion candidate forum about files on her work computer that Robinson allegedly "wiped out". Robinson did not wipe out or delete anything prior to leaving her employment with the assessor and denied doing so at the forum. Robinson does not know Brunner except for knowing that Brunner is married to the museum director. Robinson did not possess any information as to from whom or where Brunner may have received his information that Robinson had deleted files.

On 10-16-18, Robinson attended the county commission meeting where the email issue was discussed. At that meeting, Robinson heard Barlow say that Barlow "shut down" Robinson's computer as soon as Robinson quit and that nobody touched Robinson's computer until DigeTekS examined it and found that there were no emails on file. It was during this same meeting that Robinson first learned about the proxy in place on her computer for use by Barlow and Pruitt.

Robinson was not familiar with the double delete or trash out option in regard to deleting emails. Robinson did not know how long emails are recoverable if double delete is employed.

Robinson is confident that the forensic examination of her computer will not find that she did anything wrong.

Robinson has never recorded any conversations with Barlow or anyone else at any

time.

Robinson has not discussed the email controversy with anyone prior to today except at the forum and the commission meeting.

Robinson committed to not discussing this interview with anyone until the investigation was concluded.

(Interview/Cynthia Barlow)

Cynthia Barlow
Johnson County Assessor
76 N. Main, Suite 202
Buffalo, WY

Hughes contacted Cynthia Barlow at her office on 10-24-18 at about 11:07 a.m. Hughes advised Barlow that Hughes had been hired by the county commission to investigate the alleged missing emails. Barlow's immediate response was, "Do I need legal counsel?" Hughes replied that Hughes could not keep Barlow from calling legal counsel but Hughes was conducting an investigation Barlow had requested. Barlow responded, "I did, but everybody else is taking credit for it." Hughes and Barlow sat in Barlow's office where Barlow immediately picked up a recorder from her desk and turned it on. Hughes activated the interview recorder at about the same time.

Due to Barlow's propensity for digressiveness, non-responsiveness and incongruity in responses to questions, the following account of Barlow's interview is in more of a chronology format in the documentation of Barlow's responses to questions than is

normally characteristic in a report of interview. Inconsistencies that the reader may notice throughout the entirety of this interview report are reflected as stated by Barlow.

Documentation of some reduplicated responses attributed to Barlow resulted from Hughes asking redundant questions at different stages of the interview.

Barlow provided the following during the interview:

Barlow hopes that the investigation will reveal that emails were deleted in violation of her policy that no assessor office emails are to be deleted.

Barlow first requested this investigation be conducted through contacts with Don DeVore and Barry Crago. Barlow did not push for the investigation sooner due to advice by Crago that Robinson was no longer employed at the assessor's office and therefore no investigation was necessary. Barlow was allowing the county attorney to probe the matter until the public forum on October 4th when "everything blew up". As a result of Robinson "posturing herself" by requesting an investigation, Barlow requested a forensic investigation of Robinson's computer through Crago and the IT department.

Barlow was initially upset when Robinson's computer was seized from Barlow's office but only because she did not understand the meaning of a "forensic investigation" at the time.

Barlow believes that emails were intentionally deleted from Robinson's computer because of the following:

- Barlow shut off Robinson's computer in Robinson's presence soon after Robinson announced that she was quitting. The following week, Barlow was involved in preparing for a \$51 million tax protest that required that she spend all of her time preparing everything for the hearing for the county attorney.

Barlow did not have time to access Robinson's computer until 08-27-18.

- Prior to 08-27-18, Barlow had a "view only" proxy on Robinson's computer. When Barlow directly accessed Robinson's computer on 08-27-18, the first time that she had done so following Robinson's resignation, she discovered that Robinson's entire email history for prior to 08-15-18 was missing. This led Barlow to believe that Robinson's emails had been intentionally deleted.

Following Barlow's discovery of the missing emails on 08-27-18, Barlow called DeVore and reported to DeVore that "something was wrong" as all of Robinson's emails prior to 08-15-18 were missing. DeVore responded to the assessor's office and confirmed that Robinson's "entire history" was gone and should not have been.

Robinson's computer is what is referred to in the office as the "front desk computer". This computer was set-up by Barlow with "independent" sign-in capabilities for Barlow, Robinson, Tracy Pruitt and Andrew McLean, meaning that all four entered by different sign-ins of assessor 1 through 4.

Barlow does not possess passwords or have log-in capabilities for any of her employees' computers and never has.

In what Barlow believed to be around June of 2018, Barlow observed a pattern of inappropriate behavior on the part of Robinson, specifically involving Robinson's refusal to assist other governmental agencies requesting information from the assessor's office. Robinson's refusal to assist these agencies required that Barlow assign other employees to fulfill those duties. Due to Robinson's inappropriate behavior, Barlow had DeVore install a view only proxy so that Barlow could see Robinson's emails.

On 08-15-18 between about 3:45 and 4:00 p.m., Barlow asked Robinson if Theo Hirshfeld had paid for the copies of the documents that Hirshfeld had just picked up. Barlow's inquiry upset Robinson and she quit. Barlow immediately reached around Robinson and shut off Robinson's computer. Right after powering off Robinson's computer, Barlow called the Department of Revenue and cut off Robinson's Real Ware access. Barlow then called DeVore and had Robinson's profile shut down so as to immediately secure the information that was on Robinson's computer. Robinson remained in the office cleaning out her desk for a maximum 45 minutes after she resigned.

Barlow does not believe that Robinson had any access to her computer or was able to do anything involving her computer after quitting on 08-15-18. Barlow is confident that "all that happened" (deletions) involving Robinson's computer occurred prior to Robinson's resignation.

Barlow volunteered that Robinson has made a big deal about "us" having Robinson's computer password. Barlow continued, "If I said to her the day that she quit, 'I need your password', I can honestly tell you that I called Mr. DeVore and the Department of Revenue to shut everything down. Anything that has happened in her system, happened prior to her leaving."

Barlow "absolutely (did) not" ask DeVore to leave Robinson's computer up and running after Robinson quit so that Barlow could access it. DeVore later created a password so that he could access Robinson's computer because Barlow did not have the password for Robinson's computer. Robinson did not give Barlow Robinson's password on the day that she quit and Barlow had "no place to go to get it". Barlow was unable to access Robinson's computer until DeVore created a new password on 08-27-18. This password created by DeVore on 08-27-18 was the only password Barlow ever used to access Robinson's computer and only did so with DeVore present. Barlow reiterated that she did not have any way to get on Robinson's computer between 08-15 and 08-27-18.

Barlow volunteered, "And those logs will reflect that". (referring to the log-in history.)

Barlow now altered her account to if she did access Robinson's computer between 08/15 and 08/27, it was in the presence of DeVore. Barlow was so busy with the "Concord" protest that she may not recall having done so but continued to remain confident that she never accessed Robinson's computer outside of the presence of DeVore. Again, Barlow believed that her first attempt to review Robinson's emails after Robinson quit was on 08/27 and while in the presence of DeVore.

Barlow does not access her emails remotely and does not know how to do so.

Just prior to Robinson quitting, Barlow became "uncomfortable" with what Robinson was doing in the office so Barlow had DeVore install a proxy so that Barlow could see the emails that Robinson was sending. Barlow did so because Barlow did not think that Robinson was being honest about the emails Robinson was sending out as well as Barlow's concern that Robinson was using the computer for personal emails.

When Robinson took a two week vacation earlier this year, Barlow had Robinson's computer proxy extended to Pruitt so that Pruitt could handle requests from the public emailed to Robinson during Robinson's absence. Pruitt's proxy was the same as Barlow's proxy, view only. DeVore had both proxies "tied down really tight". Barlow could not access Robinson's email account via the proxy. Barlow could not respond to the emails directly or view or engage any of the other email functions. The only way that Barlow could respond to Robinson's emails that she viewed via the proxy was to copy the email to Barlow's inbox and then respond.

When asked if Barlow knew of any reason that IT would say that Barlow's proxy was a total control proxy, Barlow responded, "Ask them. I can only tell you what I had".

Barlow did not have proxies installed for any of her other employees.

There is no county or assessor's office policy pertaining to proxies. Pursuant to Barlow's office policy, all emails sent by employees are to be carbon copied to Barlow. Barlow established this verbal policy as soon as she took office. All employees "pretty much always" adhered to this policy.

Barlow did not use her proxy to reply to any emails sent to Robinson even when Robinson was out of the office.

The only Robinson email to which Barlow responded was an email to Robinson by someone selling eggs. That email was sent by someone named Barbara and was received on Robinson's email on 08/27 at 9:26 a.m. Barlow informed Barbara that Robinson was no longer using this email address.

Barlow never deleted any emails sent to Robinson nor did she print any emails sent to Robinson. Barlow did not electronically store any of Robinson's emails.

Barlow never recorded any conversations with Robinson or any other employees.

Barlow has had her current computer since 2016.

Shane Brown, Don DeVore, Barry Crago, Tucker Ruby, and Hughes are the only persons to whom Barlow has spoken to about Barlow's suspicions that Robinson deleted emails.

Barlow has deleted 433 emails from her own email account since she began using her current computer in 2016. The deleted emails were junk mail and things such as conference notifications. Barlow has never deleted any emails due to them being personal

or problematic in nature.

Johnson County does not have a policy regarding deletion of emails.

Per what Barlow was recently told by DeVore, the county declined to pay for archiving and therefore the retention period for deletions from employee computers is 14 or 15 days.

Barlow denied that she told DeVore to leave Robinson's email account active after Robinson quit.

Barlow made no attempt to look at Robinson's emails until 08/27 although Barlow was aware that Robinson did receive a lot of public information requests via email. Barlow did not have another employee respond to information requests emailed to Robinson during the period between Robinson's resignation and 08/27 because Barlow was busy with the Concord protest preparation and had too much going on to even think about asking an employee to do so.

Barlow could not recall how long she had the proxy on Robinson's computer but believed that it may have been for only one month prior to Robinson's resignation. Robinson did not know about the proxy. Robinson's proxy remained in place after Robinson quit and Barlow continued to view Robinson's emails via the proxy after Robinson resigned.

Barlow now believed that she was probably not copied on all of Robinson's emails per office policy because Robinson's emails prior to 08/15 were deleted indicating to Barlow that Robinson "must have been hiding something".

Barlow has all of Robinson's emails from the time that the proxy was installed

through Robinson's termination on 08/15. These emails that Barlow has retained via the proxy were not in Robinson's email history when Barlow and DeVore accessed Robinson's email system on 08/27.

The most recent email in Robinson's system on 08/15 was an email that entered Robinson's inbox at 12:51 p.m. on 8/15. Barlow was able to view that email via the proxy. When DeVore accessed Robinson's computer on 08/27 through the use of the newly created password that DeVore established, Barlow found just 13 emails in Robinson's system. All 13 of the emails were received between 08/15 and 08/27. Barlow has not compared/contrasted these 13 emails with the proxy received emails to determine if there are any inconsistencies.

Again, Barlow never had the ability to view Robinson's email inbox until DeVore set that up with a new password after Robinson quit. Barlow remained adamant that she could only view the Robinson emails via the proxy.

Barlow has not deleted any of the carbon copy emails that Robinson copied to Barlow.

Barlow now "doesn't believe" that she asked DeVore to leave Robinson's account open for Barlow's access following Robinson's resignation. (Barlow's "doesn't believe" statement is far less certain than her previous statements about this issue.)

The county's IT policy does not include anything pertaining to proxies, nor does the policy of the assessor's office.

The county's IT policy prohibits the use of outside IT services. Barlow violated the county's IT policy by retaining the services of Ptolemy Data Systems. She did so because she had an "uncomfortable feeling" about the deletion of emails, was not confident with the

lack of findings by DigeTekS, and wanted a second opinion just as a person would if they were diagnosed with cancer. Barlow contacted Ptolemy around the end of September. Barlow gave Ptolemy permission to access Robinson's computer pursuant to their investigation. Barlow had the county invoiced for the Ptolemy services. Barlow did not ask the county commission for approval to hire Ptolemy as it is solely Barlow's responsibility to make sure that the assessor's data is protected. Barlow has yet to receive the Ptolemy invoice. Barlow volunteered that the Johnson County Sheriff's Office had also previously hired Ptolemy in violation of county policy.

Ptolemy's investigation revealed the same as did the results of the DigeTekS investigation, that emails had been deleted from Robinson's account.

Barlow hired Ptolemy following the 10/04 candidate forum during which Robinson denied deleting any emails. Robinson's denial got Barlow thinking that DigeTekS may have accidentally deleted the emails when they shut down Robinson's account. Therefore, Barlow contacted Ptolemy on 10/05 and requested their services. (According to Ptolemy's 10-05-18 results letter to Barlow that is attached, Barlow contacted Ptolemy on 09-10-18.) By the date of the forum, Barlow was "totally convinced" that the Robinson emails had been deleted and had been deleted prior to Robinson's resignation. Ptolemy confirmed DigeTekS finding that emails had been deleted.

Barlow has not told anyone with certainty that Robinson's emails were deleted before Robinson quit.

Again, Barlow did not review any of Robinson's emails between 08/15 and 08/27.

Robinson's computer proxy is still in place.

Barlow did not know if DeVore has reactivated Robinson's email since Robinson quit.

On 08/28, DeVore told Barlow that all of Robinson's deleted emails are "gone" and cannot be retrieved as the 15 day retrieval period had passed.

There will "absolutely not" be any evidence whatsoever obtained from the cloud revealing that Barlow deleted any of the emails. Again, Barlow has never deleted any of Robinson's emails.

Ben Brunner is not related to Barlow. Barlow first met Brunner during 2018. Barlow has never spoken to Brunner about the email issue. Barlow had no idea from whom Brunner received the information about the emails that precipitated Brunner asking Robinson about the deleted emails at the forum. Barlow has not spoken to Brunner during the past 24 hours.

Barlow does not know Vicky Taylor personally but Taylor calls Barlow "all the time" inquiring about Barlow "taxing somebody". Barlow has never met Taylor in person. Taylor did not tell Barlow why Taylor submitted the FOIA request. Taylor called Barlow about the FOIA request that Taylor planned to file on an unrecalled date but sometime after Taylor read the article about the emails that were discussed during the forum as reported in the Buffalo Bulletin. Taylor asked Barlow what Barlow would do if Barlow received a FOIA request from Taylor pertaining to the emails. Barlow responded that she would not be able to provide information to Taylor about the emails as they "were gone". Barlow now recalled having met Taylor in person last week when Taylor stopped by Barlow's office to check on the FOIA request.

Barlow discovered the existence of cyber liability insurance while searching the internet to determine how the deleted emails could possibly be recovered.

Barlow agreed not to discuss this interview with anyone until the investigation is completed.

On 08/28, DeVore discovered that Robinson had conducted internet searches via the use of encryption. DeVore told Barlow that Robinson had downloaded encryption software so that Robinson's "Google searches could not be tracked". DeVore reportedly could clearly see that Robinson had used encryption software.

Barlow was asked if she wanted to add anything that was not asked during her interview. Barlow responded that she believed that either Robinson deleted the emails or a hacker did.

Barlow agreed to provide a copy of the assessor's office policy that Barlow spoke of during the interview. The policy is titled "Johnson County Government, Electronic Communications Policy", copy write 2017. (This policy may be a policy proposed for Johnson County by DigeTekS but was not adopted by Johnson County.) Attachment 1 above.

Immediately following Barlow's interview, at about 1:20 p.m., Hughes gave Barlow the letter from Commission Chairman Novotny dated 10-23-18 in regard to the seizure of Barlow's computer. Barlow issued no complaints. Hughes observed Barlow between the time she was given the letter and the Buffalo Police Department chief and sergeant arriving to take custody of the computer. Barlow was not observed deleting any material. The computer hard drive was powered down and disconnected by DeVore. DeVore released the hard drive directly to the Buffalo Police

(DeVore Second Interview)

On 10-24-18 at about 3:28 p.m., Hughes contacted DeVore at the west entrance to the county building. DeVore was advised that Hughes had some follow-up questions. DeVore requested that the interview be conducted outside of the county building. DeVore was interviewed in the equipment port located south of the building. DeVore provided the following information:

Barlow knew that the Robinson proxy that DeVore installed was a complete control proxy allowing Barlow to do all things in Robinson's email just as if Robinson was doing it herself. The complete control proxy was what Barlow requested. DeVore could not recall when he installed the proxy except that it was sometime during the summer while Robinson was on vacation for a period of a week or more. DeVore will still have the log entry pertaining to the proxy installation in his work log if the installation occurred less than 90 days ago. If beyond 90 days, the log entry will no longer exist. (DeVore later checked his log back to July 26th, which is as far back as his log exists, and did not find any entry pertaining to the proxy installation.)

On 08/28, the date DeVore believed he first accessed Robinson's account following her resignation, DeVore still only recalled seeing a few SPAM type emails within Robinson's email history.

DeVore did discover that encryption software had been downloaded onto Robinson's computer on an unknown date. The encryption software was the free "browser add in type". The encryption software did not mask any internet searches. The encryption software will still be on Robinson's computer. The encryption software did not encrypt or in any way affect emails. It did not appear as if the encryption software worked very well, if at all. DeVore did not tell Barlow that internet searches were conducted while utilizing the encryption software because he did not see any evidence of that.

Cindy, Andrew, and Tracy did not have log in capabilities on Robinson's computer while Robinson worked at the assessor's office. Following Robinson's resignation, Barlow instructed DeVore to set up Robinson's computer so that Cindy, Andrew and Tracy could all access it for email and Real Ware use by logging in with their individual passwords. DeVore was positive that the access for these three was not in place at any time prior to Robinson's resignation.

DeVore is positive that on the day that Robinson quit, or possibly but not likely the day after, Barlow told DeVore not to disable Robinson's profile as Barlow wanted to be able to work Robinson's email. If the account had been disabled immediately upon Robinson's resignation, new emails would not have been received and Barlow's proxy would only function as to read and delete.

DeVore did not know if Barlow had Robinson's password at any time. If Barlow did know it, Barlow did not tell DeVore that she did and she did not get the password from DeVore.

The normal protocol when an employee resigns is to immediately disable the account and assign a new password by which the former employee's supervisor can access the former employees' account and respond to emails.

DeVore will provide his work log for the past 90 days, all that is available, upon receipt of approval from Shane Brown. (At the time of the writing of this report, the 90 day log has not been received.)

(Interview/Shane Brown)

Shane Brown
DigeTekS CEO
Longmont, CO 80504



On 10-24-18 at 8:18 p.m., Brown was interviewed in the lobby of his motel, the Hampton Inn in Buffalo. Brown was presented with the above 09/7 to 09/10 email chain between Barlow and Brown. Brown read the chain and reported the following:

Barlow requested DeVore provide a letter regarding the deletion of the Robinson emails. DeVore drafted an email in response to the request which was reviewed by Brown and sent to Barlow in Brown's name on 09/10.

Following Barlow's reply on 09/10 requesting that an addition to the letter state that the email deletions were "a deliberate and intentional act", Brown replied to Barlow with the inclusion of the sentence as stated in the email but made no reference to the language Barlow requested.

During two or three phone calls from Barlow to Brown after Brown's reply to Barlow, Barlow "pushed hard" for Brown to employ the "deliberate and intentional act" language that Barlow requested. Brown declined each request by Barlow as the language that Barlow was pushing was not truthful and it would have been dishonest for Brown to include it. Barlow was not happy about Brown's refusal.

(Second Interview/Cynthia Barlow)

On 10-25-18 at 9:22 a.m. Barlow left a voice message for Hughes stating that she had listened to her recording of her interview last night and had additional information that

she wished to provide. Hughes returned Barlow's call at 9:40 a.m. Barlow related the following during the recorded conversation:

Barlow did not know that hiring an outside IT provider was in violation of Johnson County policy until the county commission meeting that she attended last week. Barlow acknowledged that the policy was contained in the county policy manual that Barlow possessed prior to retaining Ptolemy.

(Robinson Payroll Records)

On 10-25-18, Johnson County Deputy Clerk Jane Carr was contacted. Carr provided Hughes with the county employee's monthly time sheets for 2018. Carr explained that leave/sick time taken during the last week of the month may not be reflected until the following month's time sheet.

Hughes reviewed Robinson's time sheets for March through August, 2018. Although the records are a bit confusing, it appeared that Robinson's only extended leave time taken during this period occurred from Tuesday, 5/29 through Friday, 6/1. The 28th was Memorial Day.

(Robinson Second Interview)

On 10- 25-18 at 11:15 a.m. Hughes re-interviewed Robinson. Robinson related the following:

Robinson did not install any encryption software on her work computer, has never installed any encryption software on any computer and would have no idea how to do so.

Robinson traveled to St. Louis for a Jefferson Barracks 2018 Memorial Day Ceremony. She left sometime on the weekend before Memorial Day and returned late the following week. Robinson will review her debit card transactions and call Hughes with what those records reveal as to the specific period that Robinson was on leave around Memorial Day.

On 10-25-18 at 3:21 p.m. Robison called Hughes and reported the following:

Robinson's debit transaction records establish that Robinson flew into St. Louis on Saturday, 5/26. Robinson returned to Buffalo on Saturday, 6/2.

(Exhibits)

The attachments listed above are included with this report. The audio recordings of the DeVore, Robinson, and Barlow interviews will be mailed to Tucker Ruby on 11-01-18.

(Status of Investigation)

No further investigation is planned at this time.

Cindy Barlow

From: Shane Brown <sbrown@digetek.com>
Sent: Monday, September 10, 2018 12:15 PM
To: Cindy Barlow
Subject: Re: FW: Email Restore issue

Hi Cindy,

Here is an update as requested. I added the sentence: "We do not delete anything when someone leaves and this will not happen by disabling the user account, the only way this would be possible is if someone who had access to the system, specifically deleted the messages and then emptied the deleted items."

On Monday morning, Aug. 27, Cindy Barlow called Don DeVore asking for access to former employee Debra Robinson's email. Cindy had previously requested and been given full mailbox proxy access to Robinson's email. Don attempted to walk Cindy through how to access the messages from her machine when Cindy informed him that there were no messages in Robinson's email inbox. Don re-enabled Robinson's Windows account (the account had been disabled on Don being informed that the user was no longer employed with the county), reset Deb Robinson's Windows password, and went to her workstation and logged in as Robinson, and found that there were no email in the inbox or in deleted items. We do not delete anything when someone leaves and this will not happen by disabling the user account, the only way this would be possible is if someone who had access to the system, specifically deleted the messages and then emptied the deleted items. Don went to the email system management console and attempted to restore the messages and found that the messages had been deleted more than 14 days previous to his attempt to restore them which is the default setting for Office 365. Don opened a ticket with Microsoft Office 365 support to attempt to restore the messages and was told that the messages were not retrievable from the Microsoft system. Don attempted to use Windows system restore to retrieve the Microsoft Outlook message store on the Assessor's office front desk computer but found that system restore did not retain the email message store file.

On Tuesday Aug 28, Don DeVore and Shane Brown attempted to use a commercial file restoration utility to restore the local email storage file and found that the file was not recoverable.

>>> Cindy Barlow <cbarlow@johnsoncowy.us> 9/10/2018 8:49 AM >>>
Shane

With what you found would you also add to this letter that it has nothing to do with your services that it was a deliberate and intentional act that the emails are gone.

Thank you,

Cynthia L. Barlow
Johnson County Assessor
76 N. Main St. Suite 103
Buffalo, WY 82834
Office 307-684-7392
Fax 307-684-5283

E-mail to and from me, in connection with the transaction of public business, is subject to the Wyoming Public Records Act and may be disclosed to third parties.

Johnson County Government
Buffalo, Wyoming

10/10-17-11
SE 10/19/17
Gmc 10/23/17
TP 10/23/17
reviewed DR 10/23/17
AM 10/23/17

ELECTRONIC COMMUNICATIONS POLICY

I. General

Adoption

This Electronic Communications Policy ("Policy") outlines the policies and guidelines that must be followed at all times to minimize risks and maximize the benefits of electronic communications within Johnson County Government (also referred to in this Policy as "Johnson County Government.") This Electronic Communications Policy has been adopted or amended by the Board of Commissioners of Johnson County Government. All Johnson County Government employees and employees of other agencies who use Johnson County Government system must comply with the terms of this Policy. Officials, employees, and technical personnel must modify system configurations and procedures, if necessary, to comply with the terms of this Policy.

Relation to Laws and Other Policies

This Policy should be reviewed in conjunction with the Employee Manual generally and is related to other Johnson County Government policies. The management of electronic communications records in electronic form and as printed out is subject to federal and state laws as well as Johnson County Government policies.

Electronic Communications Resources

Johnson County Government owns, has a property interest in, or has a right to specify the use of:

- all information processing and communications facilities employed in county offices or connecting to county systems, including computers, fax machines, telephones, smart phones, pagers, wireless email devices, copiers, software, on line accounts, email facilities, facilities for Internet/Intranet/Extranet access, storage media, network accounts, computer and email and instant messaging files and messages and related equipment and documentation employed or stored in its offices and the facilities of Johnson County Government or offices shared with other agencies; and
- all such information processing and communications facilities employed in its business that are connected to or able to be connected to its facilities from locations outside of Johnson County Government's primary premises, including personal information processing and communications equipment and software owned or leased by Johnson County Government personnel or supplied by Johnson County Government to Johnson County Government personnel for their use, as necessary, in connection with Johnson County Government. All such resources are collectively referred to in this Policy as "Electronic



Ptolemy

DATA SYSTEMS

Johnson County Assessor
Cynthia L. Barlow
76 North Main Street
Buffalo, WY 82834

October 5, 2018

Assessor Barlow,

On September 10, 2018; Ptolemy Data Systems was contacted by your office with a request to search for missing email from an employee computer.

Ptolemy's Director of IT, Randy Hyder, remotely accessed the computer for a former employee, Deb Robinson, and found that the .PST file (Personal Storage) had been deleted from the user's computer. A .PST file is a Microsoft Outlook data file for email.

Ptolemy searched the computer's 'Trash' bin and found the .PST file had also been deleted from this area of the computer. You recently inquired if this was something that could happen by accident and it is not something that could occur accidentally. A user would have to have knowledge of where to find the file type on a computer; which is somewhat hidden to the unlearned user. In addition, the user's network profile was intact, suggesting that email was specifically deleted.

While Ptolemy was not able to recover the .PST file we were able to recover email from your previous email hosting provider. Randy did restore that email file, however; it was outdated by over a year.

Thank you for calling upon us for assistance with this matter. Please let us know if there is anything we can assist you with in the future. We can be reached by calling 307-675-6646.

Best Regards,

Jesus Rios, CEO
Ptolemy Data Systems

From: Shane Brown [mailto:sbrown@digetek.com]
Sent: Friday, September 07, 2018 9:50 PM
To: Cindy Barlow <cbarlow@johnsoncowy.us>
Subject: Email Restore issue

Hi Cindy,

Don let me know you wanted a copy of the incident. Let me know if you need anything else. Thanks!

On Monday morning, Aug. 27, Cindy Barlow called Don DeVore asking for access to former employee Debra Robinson's email. Cindy had previously requested and been given full mailbox proxy access to Robinson's email. Don attempted to walk Cindy through how to access the messages from her machine when Cindy informed him that there were no messages in Robinson's email inbox. Don re-enabled Robinson's Windows account (the account had been disabled on Don being informed that the user was no longer employed with the county), reset Deb Robinson's Windows password, and went to her workstation and logged in as Robinson, and found that there we no email in the inbox or in deleted items. Don went to the email system management console and attempted to restore the messages and found that the messages had been deleted more than 14 days previous to his attempt to restore them which is the default setting for Office 365. Don opened a ticket with Microsoft Office 365 support to attempt to restore the messages and was told that the messages were not retrievable from the Microsoft system. Don attempted to use Windows system restore to retrieve the Microsoft Outlook message store on the Assessor's office front desk computer but found that system restore did not retain the email message store file.

On Tuesday Aug 28, Don DeVore and Shane Brown attempted to use a commercial file restoration utility to restore the local email storage file and found that the file was not recoverable.

DigeTekS, LLC

Phone: (303) 536-5052
 5795 Oak Meadows Blvd
 Firestone, CO 80401

**Service Order**

Number: **18385**

Date: **8/27/2018**

Account No. 323 ID: JCG
 Johnson County Government/Commissioner
 76 N Main Street
 Buffalo, WY 82834 USA
 Account Phone: (307) 684-1899 Main
 Cindy Barlow
 Contact Phone: (307) 684-7392

Received: 1:50PM on 8/27/2018

Opened: 1:50PM on 8/27/2018

Act. Time: 7:00

Desc.: HD - Unable to Access Former
 Employee Email

Priority: Urgent

Status: Open

Taken By: Don Devore

Type: Help Desk

Payment: Check

Assigned To: Don Devore

Time Logs

Start Date & Time	Tech	Log Reason	Actual	Billable/ Contract	Rate	Actual	Billable/ Contract	On Contract	Billable
8/27/2018 2:00PM	Don Devore	On-Site	1:00	1:00	\$0.00	\$0.00	\$0.00	Yes	Yes
Comment: Attempted to walk Cindy through access of Deb's mailbox on her machine through proxy access over the phone. Cindy says no email are being displayed. Changed account password and went up and signed in on Deb's computer and brought up Outlook. Only a few email in inbox. Nothing in Deleted Items. Attempted to restore deleted items from O365 admin console with no results.									
8/28/2018 8:00AM	Don Devore	On-Site	0:30	0:30	\$0.00	\$0.00	\$0.00	Yes	Yes
Comment: Opened ticket 11252008 with Microsoft.									
8/28/2018 10:30AM	Don Devore	On-Site	1:00	1:00	\$0.00	\$0.00	\$0.00	Yes	Yes
Comment: Worked with Microsoft engineer to attempt to restore email. Nothing comes up in restore. Default retention is 14 days, email would have had to have been deleted prior to that.									
8/28/2018 11:30AM	Don Devore	On-Site	0:30	0:30	\$0.00	\$0.00	\$0.00	Yes	Yes
Comment: Attempted to restore OST from system restore. No luck.									
8/29/2018 4:00PM	Don Devore	On-Site	0:30	0:30	\$0.00	\$0.00	\$0.00	Yes	Yes
Comment: Worked with Shane to attempt to restore files using third party restoration tool. EaseUS. Installed software and set it to scan.									
8/30/2018 9:00AM	Don Devore	On-Site	1:30	1:30	\$0.00	\$0.00	\$0.00	Yes	Yes
Comment: Set EaseUS to perform deep scan of file system. No restorable results.									
8/30/2018 9:00AM	Shane Brown	On-Site	2:00	2:00	\$0.00	\$0.00	\$0.00	Yes	Yes
Comment: Worked with EaseUS file restore tool to attempt to restore previous version of OST. No restorable results.									

Time Log Totals for this SO

Apply to Contract		Not Apply to Contract		Billable		Not Billable		Total Actual Time	
Billable	Amount	Actual	Amount	Billable	Amount	Actual	Amount	Actual	Amount
7:00	\$0.00	0:00	\$0.00	7:00	\$0.00	0:00	\$0.00	7:00	\$0.00

Work Requested:

Cindy is having trouble accessing former employee Deb Robinson's email by proxy.

Work Performed:

08/27/2018 2:00 PM by Don Devore : Attempted to walk Cindy through access of Deb's mailbox on her machine

DigeTekS, LLC

Phone: (303) 536-5052
5795 Oak Meadows Blvd
Firestone, CO 80401



Service Order

Number: **18385**

Date: **8/27/2018**

through proxy access over the phone. Cindy says no email are being displayed. Changed account password and went up and signed in on Deb's computer and brought up Outlook. Only a few email in inbox. Nothing in Deleted Items. Attempted to restore deleted items from O365 admin console with no results.
08/28/2018 08:00 AM by Don Devore : Opened ticket 11252008 with Microsoft.
08/28/2018 10:30 AM by Don Devore : Worked with Microsoft engineer to attempt to restore email. Nothing comes up in restore. default retention is 14 days, email would have had to have been deleted prior to that.
08/28/2018 11:30 AM by Don Devore : Attempted to restore OST from system restore. No luck.
08/29/2018 04:00 PM by Don Devore : Worked with Shane to attempt to restore files using third party restoration tool. EaseUS. Installed software and set it to scan.
08/30/2018 09:00 AM by Don Devore : Set EaseUS to perform deep scan of file system. No restorable results.
08/30/2018 09:00 AM by Shane Brown : Worked with EaseUS file restore tool to attempt to restore previous version of OST. No restorable results.

Record labor below	Hours	Record parts used below	Serial Number	Quantity

Date: ___/___/___

'To' Travel Time: _____ Arrived at: _____ Departed at: _____ From' Travel Time: _____

CUSTOMER SIGNATURE: _____

TECH SIGNATURE: _____