

# Office of the City Manager – Information Technology Division

## 2016 Annual Report

### **Mission:**

It is our mission to maintain a high standard of security, performance, and a strong working environment between City of Brookings employees and the technology infrastructure.

### **Department Overview:**

The IT Division provides support to remote offices, which include Liquor, Landfill, Edgebrook Golf Course, Airport, Street, and the Park, Recreation & Forestry Departments. We work with the IT personnel at the Library to keep consistent with technology used by City of Brookings. We also provide support to the Police, E-911 Center, Animal Control, and the Fire Department. We provide support for their radio systems and surveillance video equipment.

### **2016 Highlights:**

- Implemented a new training program for IT staff to specialize in cybersecurity. Together IT has helped the City of Brookings strengthen their cybersecurity posture through the planning and implementation of various programs/strategies.
- Became a member of the MS-ISAC (Mutli-State Information Sharing & Analysis Center). The MS-ISAC is the focal point for cyber threat prevention, protection, response and recovery for the nation's state, local, tribal and territorial (SLTT) governments. The MS-ISAC 24x7 cybersecurity operations center provides real-time network monitoring, early cyber threat warnings and advisories, vulnerability identification, and mitigation and incident response. We participate in monthly teleconference calls from agencies all around the United States who work in the information technology field. The MS-ISAC monitors the City's main domain and a range of IP addresses to ensure our hardware is not connecting to known malicious command and control infrastructure.
- Evaluated the condition and use of City Council iPads for replacement. Determined all iPads were functional and updated with the latest software. Funds were moved to 2017 for reconsideration.
- Updated most of City-owned computers with Microsoft Office 2016. The Police Department and other remote offices will receive this update in 2017 through the allocation of additional funding.
- Implemented a new IT-ticketing system for centralized troubleshooting intake. ManageEngine ServiceDesk Plus allows us to deliver exceptional customer service and control in dealing with IT issues to ensure that our operations suffer no downtime.

- Upgraded antivirus software City-wide to combat various malicious attacks, including Ransomware. Ransomware is currently pervasive in both private and public sectors. The public sector has experienced some prominent Ransomware breaches: multiple police departments breached (and having no backups), four (and counting) medical facilities locked out for multiple days from providing its customers with important healthcare, all greatly impacting their business processes while paying with Bitcoin as a 'cost effective' solution in acquiring the encryption keys to restore back their systems. Unfortunately, Bitcoin is problematic for law enforcement to trace the money trail back to the hacker; it is virtually impossible.

The City IT Division purchased a new antivirus "Cylance" to combat malicious content, particularly Ransomware and other viruses.

- Promoted a cyber-awareness campaign Citywide to decrease the amount of employees opening nefarious links, attachments, etc. sent through email. Phishing attempts have been around for years and it is quite the task to remind staff to not share passwords, respond to nefarious emails, click on suspicious links, and interact with phishing attempts in general.
- Moved computer technology from temporary Street Department location to the newly constructed Street Department building. Installed VPN tunnel, switches, and internet connections back to City Hall for all Street Department members. New digital IP based phone systems for Street Department were also installed.
- Researched a new storage solution in preparation for the Police Departments storage server in 2017. Met with various vendors to explain our options and potential funding for the project. Determined this project would cost a significant amount of money based on the amount of video storage retained today by law enforcement agencies.
- Maintained a 98% continuous connection between City Hall and all remote offices including Liquor Store, Fire Department, Streets, Landfill, Airport, Park and Rec shops and the Library.
- Researched & advised in purchases and setup of various items including laptops, printers, copier printers, workstations, scanners, smart phones, firewalls, switches, digital cameras, routers, and servers through all departments.

These are a few of the highlighted tasks completed in 2016. Every day activities include PC maintenance, troubleshooting, antivirus administration, coordinating IT resources for all City Council and committee/task force meetings, and ensuring safety and protection of all data on servers.