

# THE DEPARTMENT OF INFORMATION TECHNOLOGY

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# YOUR MUNICIPAL INFO TECH DEPT

- It is our responsibility to directly support our co-workers
- We may also indirectly support residents, visitors, and business owners through the projects we do and assist with
- We are an internal general fund department and don't typically have direct interaction with the public

# BUT, WHAT DOES MUNICIPAL INFO TECH MEAN?

- We do more than e-mail
- We support the technology efforts of others while doing our own
- We work with every department because every department needs some form of technology to perform their daily tasks, modernize, and prepare for the future
- We craft policy, implement security measures, forecast technology needs, and keep updated on the various facets of municipal technology

# WE PROCURE GOODS AND SERVICES

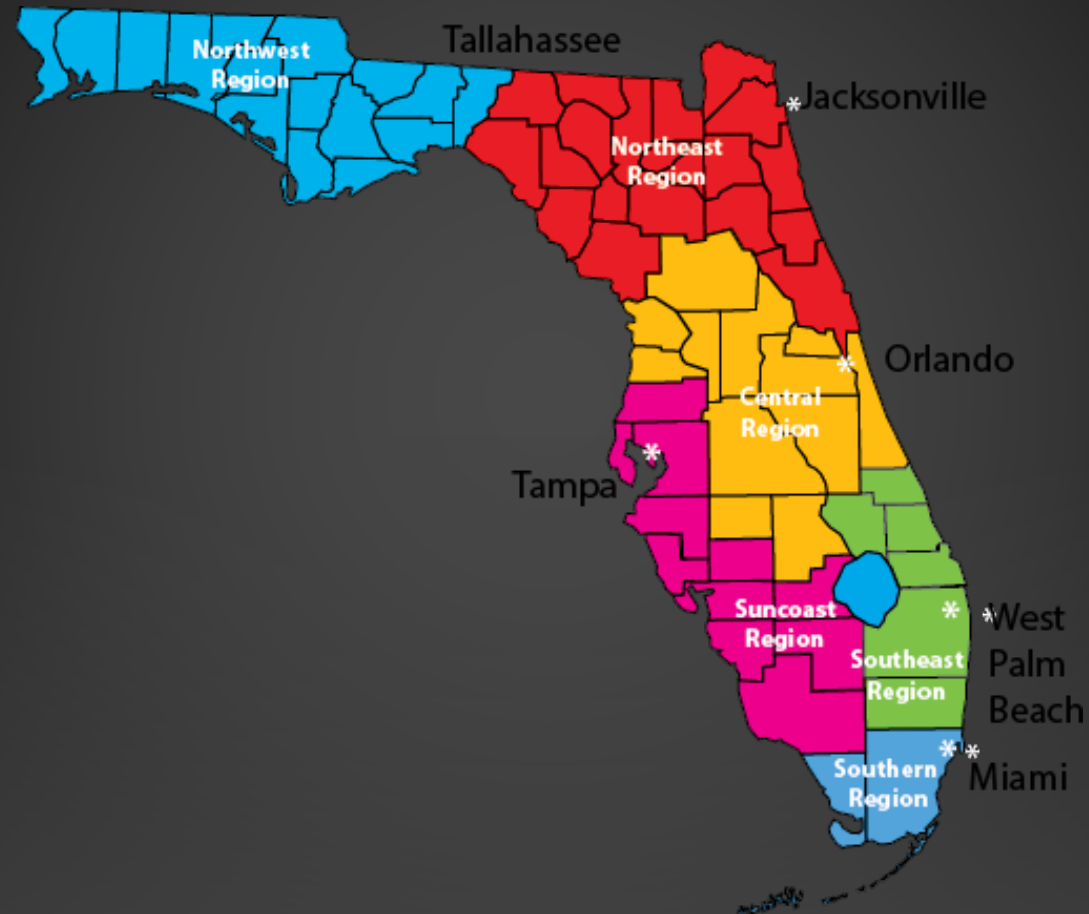
- Hardware
  - Servers
  - Networking equipment
  - Laptops
- Software
- Cell phones, tablets, televisions
- Hot spots
- Services
- Maintenance

# A FEW TECH ITEMS THAT WE SUPPORT

IBM Servers	Polycom phones	Virtual servers	AutoCAD	JAWS	
Lenovo Servers	Gate access systems	Virtual workstations	DameWare	Vigil cameras	
HP Laptops	doPublicity	Public safety programs	Netwrix	Camtasia	
ASUS Monitors	MVIX	Microsoft Outlook	Adobe Acrobat	the Firewall	
TCL TVs	WiFi	Microsoft Word	WebEx		
iPhones	Copiers	Microsoft PowerPoint	iSeries		
iPads	Printers	Microsoft Excel	Laserfiche	And More!	
Verizon hotspots	Switches	ADA training	Arcserve		



# WE ALSO ASSIST OTHER AGENCIES



# WE FOLLOW AND MAKE INFO TECH POLICIES



The Staffer



# MUNICIPAL INFO TECH FOCUSES ON SECURITY

- We used to be all about hardware and support calls
- Now almost 50% of our time is devoted to security
- We spend a significant amount of time protecting our technology assets from ransomware and malware
- Training has become a huge priority as ransomware is our biggest threat



# WHAT IS RANSOMWARE

- Software designed to hold your information hostage
- Lock/encrypt your machine and/or data to force you to pay to have it unlocked
- Attempted through phishing and infected devices like USB drives
- These tools are publicly available and were leaked/stolen from the US Government
- It is an extremely lucrative business for bad people

# JUST THE RECENT ATTACKS

- May 2019 – Riviera Beach paid \$592,000 in ransom. Riviera Beach population is 50% more than Venice
- March 2018 – Atlanta; spent \$2.6M to recover from \$52,000 in ransom; crippled them for weeks. The money spent was for additional forensics and security.
- June 2019 – Lake City paid \$450,000 in ransom. Lake City population is  $\frac{1}{2}$  of Venice.
- June 2018 – Riverside, Ohio attacks (2 in one month) shutdown Police and Fire (could not get access to any records). Population is same size as Venice.
- Too soon to report on (2019) – DeSoto County and City of Pensacola
- New Orleans (4<sup>th</sup> time for 2019) – all services were taken offline

# MUNICIPAL INFO TECH FOCUSES ON SECURITY



# TO HELP MITIGATE TECH THREATS

- We remind.
- We test.
- We monitor.
- We, frankly, have to be annoying.
- We recently inserted a banner at the top of incoming external e-mails. You may not need it as a reminder but someone else does.
- We have to continue to patch systems and training people to continue the fight
- 50% of our time is on security related items when we don't have dedicated security people
- I have had to adopt the role of CSO (Chief Security Officer)



# IN CONCLUSION

- Recap:
  - We support all departments
  - Sometimes we support the public
  - We have to follow national and state laws and create/enforce policies
  - We have to safeguard our users from bad people on a daily basis
  - We have to procure (hardware, software, services)
  - We have to innovate and modernize to help us help you while protecting digital assets