JUNE 16, 2020 INFORMATION TECHNOLOGY UPDATE
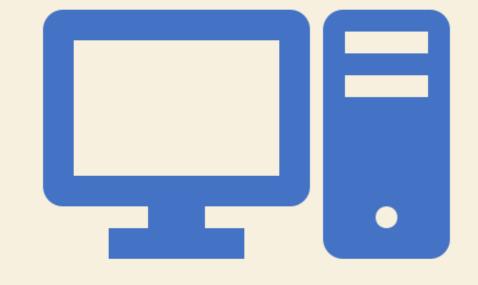
**DR. JAMES FORREST TOELLE
INFORMATION TECHNOLOGY
DIRECTOR**

PRESENTATION OVERVIEW

- RANSOMWARE UPDATE

- REMOTE WORKFORCE

- LEGACY SYSTEMS MIGRATIONS

RANSOMWARE UPDATE

- On Tuesday, May 26th at approximately 7:00 p.m. a ransomware event was initiated on the CCG network.

- Preliminary investigation suggests that the event was initiated on a vendor managed system.

- Within approximately 30 minutes Information Technology shut down the attack location.

- Approximately 40 computers and four systems were affected.

- One of the three systems affected was iasWorld to include the public facing website.

- In abundance of caution; all computers in the affected location have been replaced.

- The four systems affected have been placed back online, are in the process of being moved to a cloud solution or are being rebuilt (iasWorld public facing website) from scratch for precautionary reasons.

RANSOMWARE UPDATE

- In a call with the FBI, the security agent commended CCG on containing and mitigating the event.

- MS-ISAC, a federally sponsored cybersecurity agency, was also consulted.

- Engaged existing vendor partners to review our security procedures.

- Continue to run security appliances to scan the network.

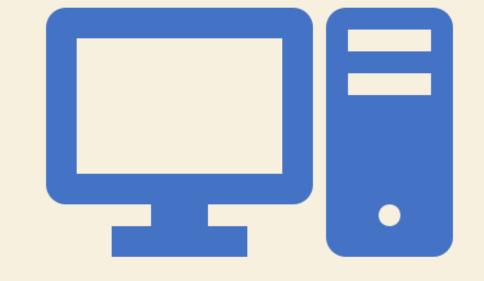- A full report is expected to be completed at the end of July.

REMOTE WORKFORCE

- When appropriate:
  - The Mayor's Office and the City Manager's Office has been working remotely.
  - Council meetings have been held remotely and livestreamed.
  - Budget hearings have been held remotely.
  - Courts are livestreaming Jail Pleas.
  - Many departments are working remotely.

- During the pandemic, all departments have remained operational.

- The biggest challenge for non-IT staff is the learning curve of using new technology.

- Information Technology's biggest challenge is the ineffective staffing model due to the Mainframe.

LEGACY SYSTEMS MIGRATIONS

- Moving forward with decommissioning legacy systems such as the court/public safety systems currently on the Mainframe.

- The Mainframe, as discussed in previous presentations, moves out of regular warranty on July 1, 2020.

- IT has been put notice; we are only eligible for an IBM partner limited warranty for six additional months.

- It is very important that the Mainframe court systems move to the new court/public safety management systems; to include Odyssey, Eagle Recorder, Civil Serve and E-citation because of the announced end of life of Mainframe, maintenance and the inability to license.

- The new court/public safety systems are expected to be live this fall.

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Council Meeting June 16, 2020