DEPARTMENT: Finance

SUBJECT: Motion to Approve Managed IT Security Services (ARPA) – **Finance**

CITY MANAGER RECOMMENDATION:
The City Manager Recommends approval of the Agreement with World Wide Technology (WWT) to provide virtual SOC-as-a-Service Management and Monitoring Services as defined in the proposed Statement of Work.

BACKGROUND OF ITEM:
At the October 26th, 2021 meeting, there was a request by staff to consider this as an eligible project funded by ARPA.   A proposal was obtained with pricing based on OMNIA Partners Technology Solutions, Products and Services Contract #R210407.

This proposal is for around the clock (24x7) managed security services to place monitor all our systems, collect logs; analyze, determine anomalies, review alerts and take appropriate actions. This proposal is for a 36-month period, with no other recurring costs. At the end of the engagement, a decision can be made to continue the service based on the benefits.

ANALYSIS:
WWT's managed services are delivered through WWT's Global Security Operations Centers (SOCs) which operate twenty-four (24) hours per day, seven (7) days per week, and 365/6 days per year. WWT will monitor and analyze the log stream from the Device/Asset under Service. The log source will vary dependent on technology but is typically syslog.

Monitoring will be conducted 24/7/365 via the City's log feeds for monitored devices. Log streams that are collected are parsed, normalized, and sent to a threat engine for additional analysis. Event conditions that are deemed of interest or worthy of follow up will be brought to the City for discussion/action.

In addition to the monitoring, WWT will provide management services for the Device/Asset that include policy updates, rule base changes and any configuration changes as required for the operation of the service. All WWT activities will be implemented remotely.

FISCAL IMPACT:

$134,655 for a three-year period. Funding will be from the appropriations received from ARPA.

General Ledger Acct. Number	Budgeted Amount	Requested Amount	Remaining Amount
ARPA	$0.00	$134,655.00	$0.00

ALTERNATIVES:

Alternatives are to monitor fewer critical devices or to not monitor at all. That would potentially leave the city vulnerable to cyber-attacks or other vulnerabilities.

ATTACHMENTS:

1. Agreement with Omnia & World Wide Technology
2. Vendor's Pricing
3. Cooper City Vendor Compliance – World Wide Technology
4. Statement of Work
5. Cooper City's T&C's Addendum