

INNOVATION, TECHNOLOGY AND GENERAL SERVICES COMMITTEE REPORT relative to the cause of the City's February 12, 2013 internet outage and recommendations for improvements that may prevent or minimize similar incidents in the future.

Recommendations for Council action:

1. INSTRUCT the ITA to complete the upgrade or installation of major components to the City's networks that includes Firewalls, Intrusion Detection System, Load Balancer, and other aging equipment.
2. INSTRUCT the ITA to complete implementation of all City owned network management tools.
3. INSTRUCT the ITA to provide staff with the necessary training on the operation of updated network components and the use of network management tools so ITA may begin proactive monitoring of the City's network.
4. INSTRUCT the ITA to reorganize the Infrastructure and Communications Bureau and move a manager to head up data networks to provide a dedicated resource to that critical function. The entire ITA will be reorganized by July 1st to provide like core competencies by Bureau and to realign vacancies through managed hiring to create a Chief Information Security Office to head Cyber Security initiatives for the ITA and to reallocate (or through attrition to create) the necessary full time resources for the data network division to provide the level of resources required.
5. INSTRUCT the ITA to utilize independent contracts to address the lack of resource and experience that currently exist until City staff is either up to speed or adequately in place to support the systems in house and until Avasant completes the development of a strategic plan for delivering Information Technology services.
6. INSTRUCT the ITA to use the remaining technology refresh funding (estimated to be \$1.2M) allocated to support a technology refresh, to upgrade equipment that provides redundancy and stability.
7. INSTRUCT the ITA to provide quarterly status updates.

Fiscal Impact Statement: None submitted by the ITA. Neither the City Administrative Officer nor the Chief Legislative Analyst has completed a financial analysis on this report.

Community Impact Statement: None submitted.

Summary:

On August 27, 2013, the Innovation, Technology and General Services Committee considered the ITA reports dated March 11, 2013 and June 4, 2013, pursuant to Motion (Perry – Parks) relative to the cause of the City's February 12, 2013 internet outage and recommendations for improvements that may prevent or minimize similar incidents in the future.

During discussion of this matter, a representative from the ITA provided an overview and additional clarification of the matter and responded to related questions from Committee members. The ITA representative further stated that the Firewall and the Load Balancers are the top two issues that are currently being addressed, followed by the Intrusion Protection Systems that needs replacement. After further consideration and having provided an opportunity for public comment, the Committee recommended that Council approve the recommendations as stated in this report. This matter is now forwarded to Council for its consideration.

Respectfully Submitted,

INNOVATION TECHNOLOGY AND GENERAL SERVICES COMMITTEE

<b><u>MEMBER</u></b>	<b><u>VOTE</u></b>
BLUMENFIELD:	YES
BONIN:	YES
O'FARRELL:	YES

**-NOT OFFICIAL UNTIL COUNCIL ACTS-**