

City of Los Angeles

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September 15, 2009

REF: EXE-289-09

Honorable Bernard Parks, Chair
Budget and Finance Committee
Room 460, City Hall
Los Angeles, CA 90012

Subject: GOOGLE SYSTEM SECURITY AND THE LAPD

Dear Councilman Parks:

LAPD and ITA have been diligently working on addressing the security and privacy concerns for supporting LAPD's and other City departments sensitive data requirements in the context of the current proposal to utilize Google's cloud-based email and office application service. In May of this year the California Department of Justice (CA DOJ) gave tentative approval for the security solution that Google proposed to meet LAPD and the City needs. CA DOJ's final sign off will be contingent on verification of the implemented solutions results.

Since May, the LAPD and City have continued to explore with Google further clarifications regarding their staffing and support as well as additional options that will exceed security the CA DOJ security requirements. These include the following:

1. Google will provide a new separate data environment called "GovCloud". The GovCloud will store both applications and data in a completely segregated environment that will only be used by Public Agencies (Federal, State and Local).
2. The GovCloud goal is to build a parallel, segregated instance of the Google cloud to run Google Apps (Gmail, Calendar, Docs, Sites, Talk, etc.) with the key results being:
 - a. data physically and logically segregated from Google's standard cloud;
 - b. data encrypted at rest and unreadable; and
 - c. data lives exclusively in the continental U.S. and only accessible by U.S. citizens with appropriate background checks / clearance.
3. Data at Rest (stored within Google Systems): is secured with the following:
 - a. The data is parsed into many pieces and each is stored on various servers. This means that if a single or bank of servers is stolen or

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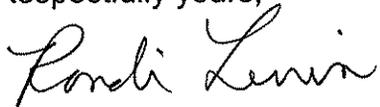
- compromised (which has never happened), the data is secure as it is encrypted pieces of a whole that they won't have a key to recreate.
- b. Administrators within Google who manage the hardware only manage a small portion of the data center and do not have access to all servers or any data encryption keys. They are not able to see or recompile the data into readable files.
 - c. Super Administrators within Google who manage customer service and respond to City issues and help requests do have the tools and keys to recompile and see the data in a readable form.
4. Within the contract, CSC/Google have agreed that our data belongs to the City of Los Angeles and we have the right to protect it from disclosure. CSC/Google will notify the City of any request of data or security breach, so that the City can take actions that the City deems appropriate.

This Security offering is a significant step above the security given a tentative approval from CA DOJ. It meets all of the requirements that were stated by LAPD and CA DOJ. It will be tested and reviewed during both the implementation planning and the project pilots for the City.

I am very excited to offer this to the LAPD, as it will also allow the LAPD to utilize all of the other applications and functionality of the Google Apps Premier Edition that some of the earlier security ideas did not. The LAPD has also expressed enthusiastic support for this enhanced solution.

Please contact Kevin Crawford at (213) 978-3311 for further information or questions.

Respectfully yours,



Randi Levin
General Manager

cc: Honorable Tony Cardenas, Chair ITGA
Gerry Miller, Chief Legislative Analyst
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