



OFFICE OF THE CITY CLERK

DAWN M. JONES, CITY CLERK

INFORMATION & TECHNOLOGY

APRIL 28, 2022, 5:00 P.M.

Committee Members Present:

Committee Chair Rachel Tomas Morgan, Citizen Member Maria Gibbs

Committee Members Absent:

Committee Vice Chair Lori Hamann, Canneth Lee

Others Present:

Dawn Jones, Victoria Trujillo, Justin LePla, Bob Palmer

Presenters:

Denise Linn Riedl, Chief Information Officer

Dan O'Connor, Chief Technology Officer

Madi Rogers, Director of Civic Innovation

Agenda:

Call To Order

Introductory Comments

Update on Cybersecurity Training and Measures – Phishing Drills and Alert Button

Edge Security and More Employee Training

Update on Open Wj-Fi Public Nominations and Selection Criteria – Briefing on the Nominations Received

Briefing on the Feasibility/Impact Criteria Used by I&T and the Mayor's Office to Evaluate Next Steps

Suggestions/Reactions/Feedback from IT Committee

Questions from Committee, Council, and the Public

Chair Updates and Reminders

Members marked with an asterisk (*) are present digitally

Please note the attached link for the meeting recording:

<https://docs.southbendin.gov/WebLink/browse.aspx?dbid=0&mediaid=354672>

Committee Chair Rachel Tomas Morgan called to order the Information and Technology Committee meeting at 5:00 p.m.

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Introductory Comments

Bob Palmer confirmed that a quorum of fifty percent (50%) of members was met and that the meeting could proceed.

Update on Cybersecurity Training and Measures – Phishing Drills and Alert Button

Denise Linn Riedl, Chief Information Officer, Department of Innovation and Technology, with offices on the twelfth (12) floor of the County City building, praised Dan O’Connor and the three-one-one (311), business analytics, civic innovations, infrastructure, and applications teams for their cybersecurity focus, which has increased state and federal grant opportunities.

Dan O’Connor, Chief Technology Officer, with offices on the twelfth (12) floor of the County City building, advised of cyber-attack implications, including the failure to access data, operational disruptions, financial impacts, and reputation loss. Cyber-attacks could take months to resolve.

Update on Cybersecurity Training and Measures – Edge Security and More Employee Training

Staff training has increased, and backup processes and phishing drills have been implemented. In 2021, twenty-nine (29) percent of emails were identified as threats and blocked, and forty-one (41) percent were classified as marketing, spam, or graymail.

The city partnered with KnowBe4 for training. Services include a monthly information email, quarterly phishing tests, and educational resources. A three-point-three-five (3.35) GPA has been maintained on the monthly scans via a tool called Digital Defense.

Update on Open Wi-Fi Public Nominations and Selection Criteria – Briefing on the Nominations Received

Madi Rogers advised that there are fifty (50) Wi-Fi access points, mostly downtown, and some on the west and north sides of the city. Most are in parks, community centers, and neighborhood corridors.

The Wi-Fi expansion will be completed in two (2) phases. The first (1st) will include installing Wi-Fi in nineteen (19) previously identified locations by the winter of 2022. There will be sixty-two (62) access points.

Phase Two (2) will include fiber expansions for the one hundred and twenty (120) sites that garnered public nominations. Twenty-six (26) sites were nominated by seventy-two (72) percent of respondents. Marketing and branding via signage and stickers will be implemented.



Update on Open Wi-Fi Public Nominations and Selection Criteria – Briefing on the Feasibility/Impact Criteria Used by I&T and the Mayor’s Office to Evaluate Next Steps

The selection criteria are feasibility and impact. The first (1st) considers ease and expense, and the latter considers whether the site is indoors or outdoors, walkable, adoption rates, and whether assets such as benches or canopies are available.

Questions from Committee, Council, and the Public

Committee Chair Tomas Rachel asked about attack consequences if multi-factor implementation was adopted and how the city scores in terms of cyber security.

Dan O’Connor responded that the city has implemented two-factor (2) authorization. For public service employees with city-owned laptops, a hardware multi-factor authentication process, which prompts for a code, was adopted. When utilizing Office three hundred and sixty five (365), employees are prompted to complete the authentication as well.

Dan O’Connor advised that an attack would have high consequences and a reputational impact. The landscape is constantly being investigated and partners and the media inform the strategy. Most attacks are related to employees. In comparison to other entities, the city would receive a B grade.

Madi Rogers advised that the risk is never zero (0) as there are also vendors involved.

Committee Chair Tomas Morgan asked what type of security is implemented in water treatment facilities.

Dan O’Connor responded that water facilities are on isolated networks built with security in mind. The city has increased collaboration with the facilities in the last few years.

Committee Chair Tomas Morgan asked if a use case for accessing Wi-Fi was considered, if the public has identified security as a concern, and if the signage impact will be measured, and recommended data collection to gauge the correlation between the identified criteria and usage.

Madi Rogers responded that the use case was considered and that apartment buildings were nominated but it is unclear if the service would be installed in public areas or in units. Security has not been identified as a concern and most sites are in high-traffic areas. A QR code was considered for marketing, although it would not be accessible without internet.

Denise Linn Riedl advised that eight (8) fire stations were selected, which are close to transportation stops. Wi-Fi agreements would be drafted. To address security, the project could be tied to the camera installations.

Dan O’Connor advised of partnerships with three (3) high schools, which were provided with devices to determine the usage of newly deployed LTE networks.



Citizen Member Maria Gibbs asked which sites will be targeted.

Madi Rogers responded that the sites would be selected in late 2022.

Denise Linn Riedl advised that the four hundred thousand (\$400,000) dollars in state and municipal grants would be leveraged, and the public would be consulted every couple of years.

Chair Updates and Reminders

Committee Member Tomas Morgan encouraged Council Members to shadow three-one-one (311) and advised that the cyber security training is due on May 9, 2022, and has already been completed by forty-one (41) percent of employees.

With no further business, Committee Chair Rachel Tomas Morgan adjourned the Information and Technology Committee meeting at 6:03 p.m.

Respectfully Submitted,

Rachel Tomas Morgan, Committee Chair

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