Why a Solid IT Foundation is so Important for Cities

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What we are hearing from municipalities:

- We want a proactive approach vs being reactive

- Concerns around security

- Have issues with current provider – slow to respond

- Want someone to handle everything - end to end

- No holistic plan/roadmap

- Want to advance ourselves with IT – once foundation is built

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Many municipalities of all sizes are...

- **At risk**: Permanent data loss, downtime, operational disruptions, lack of compliance
- **Unserved**: Many IT vendors are not capable of handling police, fire, etc.; sometimes smaller cities are simply ignored
- **Unprotected**: Risk of ransomware, cyberattacks
- **On their own**: Figuring it out themselves, getting by, shortcuts, reactive support

Additionally, many municipalities are…

- **Not proactive:** Sometimes many years behind in their IT, haven't acted for a long time – outdated and unsupported hardware and software

- **Disruption driven:** Often act only when a major disruption occurs

- **Budget conscious:** Rather stay with status quo than invest in proactive IT

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Why Cybersecurity?

April 11, 2019

Ransomware knocks Greenville, N.C. offline

Doug Olenick

Follow @DougOlenick

Loganville says city server may have been hacked

Social Security numbers, banking info among compromised data

For Second Time in a Year, Baltimore Hit With Ransomware

Officials have shut down a majority of the city's servers as a precaution, according to a spokesperson for the mayor's office. Meanwhile, core services like fire, police and emergency medical services remain operational.

BY LUCAS ROPEK / MAY 7, 2019

Baltimore, Md., City Hall

SHUTTERSTOCK/F11PHOTO

Hinesville suffering IT outage

City's servers, computers and phones impacted

Staff report
Coastal Courier
POSTED: February 20, 2018 2:20 p.m.

Voicemail system at Newfane Town Office hacked

Big phone bill

Posted Sunday, May 7, 2017 9:18 pm

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Today's Reality:

- Cybersecurity breaches are more rampant than ever
- 95% of breaches begin in email
- Average time spent in your system before attack is 250-300 days
- How are they getting in?

Root Problem:

Traditional Network Security is FAILING!

How does security work?

Doors	Alarm	Dog
Windows	Motion	Gun
Locks	Crime Watch	Police
Fence	Monitoring	Insurance
Protect	**Detect**	**Respond**

GMA & VC3 partner together to address these issues for municipalities that:

- Have overburdened (or no) IT employees and cannot hire additional people
- Historically have not invested much in IT and need to fill many critical gaps
- Are concerned about a cybersecurity breach or server failures and need regular data backups to reduce organizational risk
- Have had bad experiences with reactive IT vendors

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GMA's Cybersecurity & Technology Services Program Solutions

- Managed Services

- 24/7 Helpdesk and Support

- Managed Security

- Managed Backups and Disaster Recovery

- Website Design and Hosting

- Technology Assessments

- 100% CJIS Certified Staff

- Hosted VoIP Telephone Solutions

CJIS Solutions

CJIS Compliant Hosted Solutions for Law Enforcement.

3 Most Important Solutions:

Managed Services Packages:

- Service Advantage Options
    - VCIO – Virtual IT Director
- IT in a Box Options
    - Created for smaller cities
- Cloud focused options

Managed Security Packages:

- Protect, Detect, Respond Framework
- Cybersecurity Assessments
- Training Employees
- Endpoint Detection & Response

Data Backup and Disaster Recovery:

- Onsite/offsite data backup
- Periodic data backup testing
- Real-time monitoring

Get ahead of disruption…

- Every municipality can now protect themselves against cyberattacks, data loss, and other serious risks
- Every municipality can get cybersecurity protection, 24x7 support, data backup and disaster recovery, a VCIO, and more—in one fell swoop
- VC3's Cybersecurity & Technology Services program is comprehensive, proven, and endorsed by GMA

VC3 Background

Extensive Local Government IT Experience

- Endorsed Technology Partners; partners for 10 years
- Relationships with 1,100+ municipalities, counties, RC's
- Focused on small-medium-large local gov't (1-500 users)
- Over 28 years experience
- Broad suite of technology solutions
- 475+ employees – "depth on the bench"
- National Coverage: 22 states with four offices across the Southeast

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