



**OFFICE OF THE MAYOR**

*John F. Johnston*

401 S. Ventura Street, Ojai, CA 93023

August 25, 2020

Richard Boehmer, Foreperson  
2019-2020 Ventura County Grand Jury  
800 South Victoria Avenue  
Ventura, CA 93009

**RE: Response to Grand Jury Report: Cybersecurity Strategies for Cities in Ventura County,**  
dated April 17, 2020

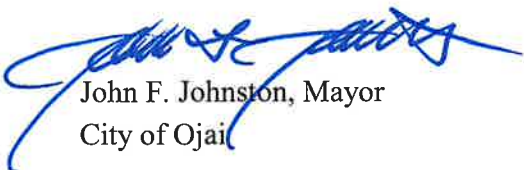
Dear Mr. Boehmer,

The City of Ojai received the 2019-2020 Grand Jury Report "Cybersecurity Strategies for Cities in Ventura County". In accordance with Penal Code Section 933.05, we submit this response to the Grand Jury findings and recommendations.

The City Council does appreciate the efforts of the Grand Jury's assistance in preparation of cybersecurity for cities to avoid major and costly data breaches.

Please see attached responses to the Grand Jury findings/conclusion and recommendations.

Sincerely,



John F. Johnston, Mayor  
City of Ojai



Grand Jury  
800 South Victoria Avenue  
Ventura, CA 93009  
(805) 477-1600  
Fax: (805) 658-4523

grandjury.countyofventura.org

### Response to Grand Jury Report Form

Report Title: Cybersecurity Strategies for Cities in Ventura County

Report Date: April 17, 2020

Response by: Greg Grant Title: Public Works Director

#### FINDINGS / CONCLUSIONS

- I (we) agree with the Facts / Conclusions numbered: C-01, C-02, C-03, C-04 C-05, C-06 C-07 C-08
- I (we) disagree wholly or partially with the Facts / Conclusions numbered:

(Attach a statement specifying any portions of the Facts / Conclusions that are disputed; including an explanation of the reasons.)

#### RECOMMENDATIONS

- Recommendations numbered R-01, R-04, R-08, R-10 have been implemented.  
(Attach a summary describing the implemented actions and date completed.)
- Recommendations number <sup>R-02, R-03, R-05, R-07</sup>R-09, R-11 have not yet been implemented, but will be implemented in the future.  
(Attach a time frame for the implementation.)
- Recommendations numbered R-06 require further analysis.
- Recommendations numbered \_\_\_\_\_ will not be implemented because they are not warranted or are not reasonable.

Date: 8-18-2020

Signed: 

Number of pages attached: 6

## **RESPONSE TO GRAND JURY REPORT FORM**

**Report Title:** Cybersecurity Strategies for Cities in Ventura County

**Report Date:** August 7, 2020

**Response By:** City Council of the City of Ojai

Pursuant to California Penal Code Sections 933.05 (c) and (d), the City Council of the City of Ojai provided a response to the "Cybersecurity Strategies for Cities in Ventura County" Grand Jury Report.

### **BACKGROUND**

On May 21, 2020, the Ventura County Grand Jury provided the City Council and City Manager with a report of its investigation entitled, "Cybersecurity Strategies for Cities in Ventura County".

### **FORMAT OF RESPONSE**

The City's detailed response to the Grand Jury Report is set forth in the following pages. The response is ordered in the same manner as the report itself — Facts, Conclusions, and Recommendations.

### **RESPONSE TO FINDINGS**

There were no Findings in the final report.

### **RESPONSE TO CONCLUSIONS**

#### **GRAND JURY CONCLUSION C-01**

C-01 While the Grand Jury recognizes each City is taking steps to implement cybersecurity and to defend against cyberattacks, it concludes there is no perfect solution to cybersecurity or defense against cyberattacks.

#### **CITY COUNCIL RESPONSE TO CONCLUSION C-01**

We agree with conclusion C-01.

#### **GRAND JURY CONCLUSION C-02**

C-02 The Grand Jury concluded eight Cities are currently using suboptimal web addresses for their websites.

#### **CITY COUNCIL RESPONSE TO CONCLUSION C-02**

We mostly agree with conclusion C-02. This conclusion does not necessarily make the website more secure but can assist in validating our web address to the public. The Grand Jury recommended naming convention using the California Department of Technology guidelines would change the existing City domain name from [OjaiCity.org](http://OjaiCity.org) to [CityofOjai.gov](http://CityofOjai.gov). This would

result in some budgetary impacts such as re-printing business cards/publications/notices/flyers with the new domain name and reworking the City's website to utilize the new domain name. The City will consider adding the domain as an option over the next 12-18 months.

#### **GRAND JURY CONCLUSION C-03**

C-03 The Grand Jury concluded generally Cities are not utilizing free federal and discounted federally aligned resources available to Cities to bolster their cybersecurity defenses.

#### **CITY COUNCIL RESPONSE TO CONCLUSION C-03**

We agree with conclusion C-03. The city can benefit from utilizing free federal and discounted resources and will research these opportunities. The City of Ojai has one I.T. professional, so this is a challenge, but will make every effort to utilize cost saving wherever feasible in its cybersecurity expenders.

#### **GRAND JURY CONCLUSION C-04**

C-04 The Grand Jury concluded cybersecurity staffing could be improved with more effective recruiting and staff retention practices.

#### **CITY COUNCIL RESPONSE TO CONCLUSION C-04**

We agree with conclusion C-04, though the City only has one full time IT staff person at this time and with limited budgets is not likely to hire additional IT staff in the near term. However, we will consider recruiting interns from County higher education internship programs if the opportunity arises in the future.

#### **GRAND JURY CONCLUSION C-05**

C-05 The Grand Jury concluded Cities should manage cyber risks associated with vendors by requiring they provide annual documentation regarding cybersecurity insurance and cybersecurity practices.

#### **CITY COUNCIL RESPONSE TO CONCLUSION C-05**

We agree with conclusion C-05. We will look into the cost, if any, of implementing this policy in the future.

#### **GRAND JURY CONCLUSION C-06**

C-06 The Grand Jury concluded some Cities do not clearly identify expenditures regarding information technology or cybersecurity in their budgets.

#### **CITY COUNCIL RESPONSE TO CONCLUSION C-06**

The City agrees with the importance of identifying expenditures regarding information technology or cybersecurity in their budgets. The City has been cautious in the past to avoid providing sensitive information related to cybersecurity but will focus on identifying major expenditures in the upcoming budget cycle.

## **GRAND JURY CONCLUSION C-07**

C-07 The Grand Jury concluded all Cities would benefit from comprehensive cyber incident response, recovery and business continuity plans.

## **CITY COUNCIL RESPONSE TO CONCLUSION C-07**

The City strongly agrees with conclusion C-07. Prior to receiving this report the City had begun the process of working with a cybersecurity firm to have an audit of our cybersecurity performed. This audit is the first step in creating a comprehensive cyber incident response, recovery plan and business continuity plan.

## **GRAND JURY CONCLUSION C-08**

C-08 The Grand Jury concluded some Cities are not following the recommended best practices for teleworking published by California Cyber Security Integration Center.

## **CITY COUNCIL RESPONSE TO CONCLUSION C-08**

Before the COVID-19 virus outbreak, we had limited teleworking staff, primarily for directors and managers. To maintain business continuity during the outbreak, we began implementing teleworking with additional staff while following the best practices as recommended by the California Cyber Security Integration Center.

## **RESPONSE TO RECOMMENDATIONS**

### **GRAND JURY RECOMMENDATION R-01**

R-01 The Grand Jury recommends Cities establish secure web addresses through the use of HTTPS or other such protocols.

### **CITY COUNCIL RESPONSE TO RECOMMENDATION R-01**

The City agrees with recommendation R-01. The City has already secured all web-traffic on all of its sites through the implementation of HTTPS.

### **GRAND JURY RECOMMENDATION R-02**

R-02 The Grand Jury recommends Cities establish trustworthy web addresses by following the California Department of Technology domain name taxonomy guidance.

### **CITY COUNCIL RESPONSE TO RECOMMENDATION R-02**

The City agrees with recommendation R-02 and will work towards implementing the domain name, see conclusion C-02 above for more information.

### **GRAND JURY RECOMMENDATION R-03**

R-03 The Grand Jury recommends Cities utilize free federal and federally aligned cybersecurity services as set forth in Appendix 02 to supplement internal staff and/or replace vendor services whenever possible.

**CITY COUNCIL RESPONSE TO RECOMMENDATION R-03**

The City agrees with recommendation R-03. The city IT staff will familiarize themselves with the services set forth in Appendix 02 and take advantage of as much cost savings as feasible.

**GRAND JURY RECOMMENDATION R-04**

The Grand Jury recommends Cities' IT staff subscribe to CISA updates online.

**CITY COUNCIL RESPONSE TO RECOMMENDATION R-04**

The City agrees with recommendation R-04. All City IT staff have already subscribed to CISA updates online.

**GRAND JURY RECOMMENDATION R-05**

The Grand Jury recommends Cities take advantage of discounted services and cooperative purchasing programs whenever possible.

**CITY COUNCIL RESPONSE TO RECOMMENDATION R-05**

The City agrees with recommendation R-05 and will look into ways to take advantage of discounted services and cooperative purchasing programs whenever possible.

**GRAND JURY RECOMMENDATION R-06**

R-06 The Grand Jury recommends Cities develop personnel cost-saving opportunities and create a cybersecurity talent pool by recruiting interns or graduating students using: (C-04)

- The Scholarships for Service program described in Appendix 02
- Local education institutions (high school, community college, private college and state university)

**CITY COUNCIL RESPONSE TO RECOMMENDATION R-06**

The City agrees with recommendation R-05, which further recommends hiring the interns or graduates.

**GRAND JURY RECOMMENDATION R-07**

R-07 The Grand Jury recommends Cities maintain good vendor management by

- Obtaining CISA assistance to conduct risk management assessments on all third-party vendors that have access to any confidential data or that interact with City networks and systems
- Requiring all vendors provide cybersecurity documentation. As part of their ongoing third-party due diligence, Cities should evaluate vendors for compliance and risk on an annual basis

- Requiring IT vendors obtain cybersecurity insurance.

#### **CITY COUNCIL RESPONSE TO RECOMMENDATION R-07**

The City agrees with R-07 and will inquire with our existing vendors to determine if they carry cybersecurity insurance. We will also inquire with CISA about how to obtain assistance conducting risk management assessments of any third-party vendors that have access to confidential data or interact with our network going forward.

#### **GRAND JURY RECOMMENDATION R-08**

R-08 The Grand Jury recommends Cities clearly identify expenses for their Information Services (Technology) Departments in their approved budgets.

#### **CITY COUNCIL RESPONSE TO RECOMMENDATION R-08**

The City agrees with recommendation R-08. The City currently identifies Information Services expenditures in our budget but will make efforts to clarify.

#### **GRAND JURY RECOMMENDATION R-09**

R-09 The Grand Jury recommends Cities develop and test cyber incident response, recovery and business continuity plans.

#### **CITY COUNCIL RESPONSE TO RECOMMENDATION R-09**

The City agrees with recommendation R-09. The City is in the process of developing cyber incident response, recovery and business continuity plans. As a part of the continuous improvement process, once the plans are completed, City IT staff will implement, test and improve the plan as needed.

#### **GRAND JURY RECOMMENDATION R-10**

R-10 The Grand Jury recommends Cities implement the best practices for teleworking as published by the California Cyber Security Integration Center.

#### **CITY COUNCIL RESPONSE TO RECOMMENDATION R-10**

The City agrees with recommendation R-10. City IT staff has reviewed the best practices for teleworking published by California Cyber Security Integration Center and has made good progress. City IT staff will continue to work on improving teleworking procedures to bring its practices even more in line with this document in the future.

#### **GRAND JURY RECOMMENDATION R-11**

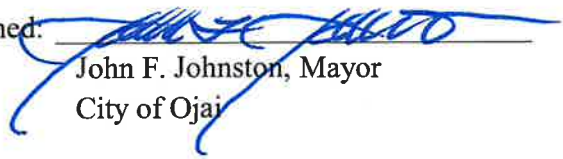
R-11 The Grand Jury recommends Cities develop a written plan for implementation of R-01 through R-10 prior to December 31, 2020.

#### **CITY COUNCIL RESPONSE TO RECOMMENDATION R-11**

The City will develop a written plan to implement all relevant recommendations prior to December 31, 2020.

**SUMMARY**

The City of Ojai wishes to thank the Grand Jury for its time.

Date: 8-26-20 Signed:   
John F. Johnston, Mayor  
City of Ojai