

Alexander Nguyen
City Manager



Office of the City Manager

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RECEIVED

AUG 11 2020



**Ventura County
Grand Jury**

August 6, 2020

Ms. Anida Margolis, Foreperson
County of Ventura
2019-2020 Ventura County Grand Jury
800 South Victoria Avenue
Ventura, CA 93009

Dear Ms. Margolis:

This letter is in response to the Grand Jury report entitled "Cybersecurity Strategies for Cities in Ventura County". On July 29, 2020, the Oxnard City Council approved/agreed with the findings. Enclosed is the City of Oxnard's response.

Sincerely,

A handwritten signature in blue ink that reads "Luly Lopez".

Luly Lopez
Executive Assistant

Enclosure

Response to Grand Jury Report Form

Report Title: Cybersecurity Strategies for Cities in Ventura County

Report Date: June 25, 2020

Response by: Tim Flynn, Mayor
Alexander Nguyen, City Manager
Raja Bamrunpong, Interim Chief Information Officer

FINDINGS / CONCLUSIONS

- I (we) agree with the findings/conclusions numbered: C-01 – C-08 and R-01 – R-11
- I (we) disagree wholly or partially with the Findings / Conclusions numbered: N/A

RECOMMENDATIONS

- Recommendation Nos. R-01, R-03, R-04, R-05, R-06, R-07 and R-08 have been implemented. (Attached is a summary describing the implemented actions and date completed).
- Recommendation Nos. R-02, R-09 and R-11 have not yet been implemented but will be implemented in the future. The City agrees generally with C-02 and R-02, but this will require further analysis in the coming year. (R-09 will be implemented by September 1, 2020. R-11 will be implemented by December 31, 2020).
- Recommendation No. R-10 requires further analysis.
We agree that best practices are appropriate as stated in recommendation R-10, which the City applied to its temporary COVID telework policy, and should the City implement such a permanent policy, then we would follow those practices as well.

Date:

8/04/2020

Signed:

Tim Flynn
Tim Flynn, Mayor

ATTEST:

Michelle Ascencion
Michelle Ascencion, City Clerk

Date:

8/04/2020

Signed:

Alexander Nguyen
Alexander Nguyen, City Manager



Grand Jury

800 South Victoria Avenue

Ventura, CA 93009

(805) 477-1600

Fax: (805) 658-4523



 grandjury.countyofventura.org

Attachments/Responses:

- R-01 **Attachment** - Example of Secure Web-Site Protocols (HTTPS). Two examples provided.
- R-02 Response - The City agrees generally with C-02 and R-02, but this will require further analysis in the coming year.
- R-03 **Attachment** - Email verifying Federal Cybersecurity program signup and a screenshot of the program.
- R-04 **Attachment** - Email verifying subscription to Cybersecurity Infrastructure Security Agency.
- R-05 Response - The City leverages discounted services and cooperative purchasing programs whenever possible.
- R-06 **Attachment** - Signed MOU with VCCCD for internships.
- R-07 **Attachment and Response** - NIST (National Institute of Standards and Technology) compliant Cybersecurity Framework for CentralSquare Enterprise Resource Planning system (Attachment). CISA (Cybersecurity and Infrastructure Security Agency) assistance in progress. The City does require cyber liability insurance for our technology vendors. The City is mindful of the need not to disclose vulnerabilities of, or otherwise increase the potential for an attack on, an information technology system. Therefore, this report does not detail any specific cybersecurity vulnerabilities that may have been discovered during the Grand Jury's investigation or the specifics of cyber liability coverage.
- R-08 Response - [IT expenses are clearly defined in the City Budget \(beginning on Page 135\)](https://www.oxnard.org/wp-content/uploads/2020/06/FINANCE_proposed_budget_book_20_21.pdf) (https://www.oxnard.org/wp-content/uploads/2020/06/FINANCE_proposed_budget_book_20_21.pdf)
- R-09 Response - The Cyber Incident, Response, Recovery, Business Continuity plans will be implemented this fall.
- R-10 Response - We agree that best practices are appropriate as stated in recommendation R-10.
- R-11 Response - Recommendation R-11 will be implemented this winter.

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R-01 Attachment - Examples of Secure Web-Site Protocols (HTTPS) in use on the City of Oxnard website and online payment system.



SECURE HTTPS

← → ↻ 🔒 oxnard.org

Closed to the public due to the coronavirus until further notice



Government

Residents

Business



SECURE HTTPS

← → ↻ 🔒 oxna-egov.aspgov.com/Click2GovCX/index.html



Home

One Time Payment

Accessibility

New User

Welcome to the City of Oxnard.

The City will be suspending counter service for utility billing effective March 17 until further notice. Our staff is available by phone for billing inquiries. You can reach us at (805) 385-7816.

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R-03 Attachment - Email verifying Federal Cybersecurity program signup and a screenshot of the program.

6/16/2020

City of Oxnard Mail - Welcome New User (Confirmation Required)



Austin, Ken <ken.austin@oxnard.org>

Welcome New User (Confirmation Required)

1 message

U.S. Department of Homeland Security
<departmentofhomelandsecurity@messages.dhs.gov>
To: ken.austin@oxnard.org

Tue, Jun 16, 2020 at 2:57 PM

Important:

You have subscribed to updates from U.S. Department of Homeland Security. For security reasons it is required that you confirm your request now by following this link:

[Confirm Sign-up to U.S. Department of Homeland Security Updates Now.](#)

If this account was created without your knowledge or you otherwise do not wish to keep it, no action is required. Unconfirmed accounts will be removed automatically.

If you are concerned about preventing unauthorized use of your account, please add a password to your U.S. Department of Homeland Security [subscription preferences](#).

Update your subscriptions, modify your password or e-mail address, or stop subscriptions at any time on your [Subscriber Preferences Page](#). You will need to use your e-mail address to log in. If you have questions or problems with the subscription service, please contact [subscriberhelp.govdelivery.com](#).

This service is provided to you at no charge by the [U.S. Department of Homeland Security](#).

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R-04 Attachment - Email verifying subscription to Cybersecurity Infrastructure Security Agency.



Austin, Ken <ken.austin@oxnard.org>

NCCIC RFI number INC000010293069

1 message

soc@us-cert.gov <soc@us-cert.gov>
To: ken.austin@oxnard.org
Cc: soc@us-cert.gov

Mon, Jun 8, 2020 at 4:28 AM

Sir / Maam,

The CISA Service Desk would like to follow up with you to ensure that you received all the requested NCATS services information forms. If you have received all the requested forms then please disregard this message. Please feel free to contact ncats_info@hq.dhs.gov for a status update on your submitted application or any questions regarding NCATS services.

Respectfully,

CISA Service Desk
Cybersecurity and Infrastructure Security Agency (CISA)
CISA Integrated Operations Coordination Center (CIOCC)
Unclassified Phone: 888.282.0870
Unclassified Email: cisaservicedesk@cisa.dhs.gov / soc@us-cert.gov
JWICS/C-LAN: ciocccustomerservice@dhs.ic.gov

RFI contents follows:

INC000010293069 submitted by ken.austin@oxnard.org on 5/28/2020 1:22:41 PM

Status: Resolved



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R-06 **Attachment** - Screenshot of signed MOU with VCCCD for internships.

Agreement No. 7722-16-IT

**MEMORANDUM OF UNDERSTANDING BETWEEN
Ventura County Community College District – Oxnard College**

AND

City of Oxnard – Information Technology Department

This Memorandum of Understanding, referred to as the "Agreement," is entered into between Ventura County Community College District - Oxnard College referred to as the "District", and City of Oxnard – IT Dept. referred to as the "Facility."

This agreement pertains to an Internship Program at the Facility, wherein students in Computer Networking/IT will obtain IT work experience under the supervision of City of Oxnard IT personnel, as part of their cooperative work experience training. Students in this internship Program may be referred to as "Interns" or "Trainees", as suits their level of training and experience.

WHEREAS, the Facility has work experience training opportunities available in Information Technology; and

WHEREAS, work experience is an elective of the Institution's Computer Networking/IT curriculum; and

WHEREAS, the District desires the cooperation of the Facility in the implementation of the cooperative work experience phase of its Computer Networking/IT curriculum; and

R-07 **Attachment and Response** - Screenshot of National Institute of Standards and Technology (NIST) compliant Cybersecurity Framework document implemented by our Enterprise Resource Planning vendor, CentralSquare.

Notes: CISA (Cybersecurity and Infrastructure Security Agency) assistance in process as recommended. Cyber Liability insurance is secured with all tech related contracts.



Cybersecurity Program Overview

The CentralSquare Cybersecurity Program implements a series of comprehensive physical and logical controls that align with the NIST Cyber Security Framework and standards to provide a secure, layered defense for all hosted information. CentralSquare maintains annual Payment Card Industry (PCI) and Statement on Standards for Attestation Engagements (SSAE18) compliance through a series of ongoing assessments and security testing performed by a PCI Qualified Security Assessor and AICPA auditor. Adherence to these standards ensures all controls are met specific to access, transmission, processing, and storage of data.