



# COUNTY *of* VENTURA

## Grand Jury

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800 South Victoria Avenue  
Ventura, CA 93009  
Tel (805) 477-1600  
Fax (805) 658-4523  
[grandjury.countyofventura.org](http://grandjury.countyofventura.org)

This response was given using the 2020-2021 Ventura County Grand Jury Report form. The form should have reflected the Ventura County Grand Jury Report form 2021-2022.

We regret any confusion this may cause.

Sincerely,

Keith Frost  
Foreperson  
Ventura County Grand Jury (2022-2023)



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Ventura County  
Grand Jury

### Response to 2020-2021 Ventura County Grand Jury Report Form (Please See California Penal Code Section 933.05)

Report Title: Cybersecurity of Water Providers in Ventura County

Responding Entity: City of Thousand Oaks Public Works Department

#### FINDINGS

- I (we) agree with the Findings numbered: F-01, F-02, F-03, F-04, F-05, F-06, F-07, F-08 and F-09
- I (we) disagree wholly or partially with the Findings numbered: \_\_\_\_\_  
(Attach a statement specifying any portions of the Findings that are disputed; include an explanation of the reasons.)

#### RECOMMENDATIONS

- Recommendations numbered R-01, R-02, R-03, R-04, R-06 have been implemented.  
(Attach a summary describing the implemented actions.)
- Recommendations numbered R-05 have not yet been implemented but will be implemented in the future.  
(Attach a summary indicating the timeframe for implementation.)
- Recommendations numbered \_\_\_\_\_ require further analysis.  
(Attach an explanation to include: scope and parameters of the analysis or study and timeframe for the matter to be prepared for discussion with the agency or department head. The timeframe shall not exceed six months from the date of publication of the report.)
- Recommendations numbered \_\_\_\_\_ will not be implemented because they are not warranted or are not reasonable.  
(Attach an explanation.)

Date: 8/31/2022

Signed: Cliff Tilly

Title: Public Works Director

Number of pages attached: 3



## Response to 2021-2022 Ventura County Grand Jury Report

**Report Title:** Cybersecurity of Water Providers in Ventura County  
**Report Date:** August 30, 2022  
**Response By:** Public Works Department of the City of Thousand Oaks

In response to the 2021-2022 Ventura County Grand Jury Report titled, "Cybersecurity of Water Providers in Ventura County" dated May 11, 2022 and received June 6, 2022, and in compliance with California Penal Code section 933.05, the City of Thousand Oaks provides the following responses.

### RESPONSE TO FINDINGS

City agrees with findings numbered: F-01, F-02, F-03, F-04, F-05, F-06, F-07, F-08, and F-09.

City does not have actual knowledge of these facts with respect to the other water providers; however, City agrees that it is possible that there are inconsistencies among agencies. Not all findings are applicable to the City of Thousand Oaks, as described in the response to recommendations below.

### RESPONSE TO RECOMMENDATIONS

**The City has carefully reviewed the Recommendations in the Grand Jury Report and has the following responses to the Recommendations. The Grand Jury Report statement of the Recommendation is presented first, followed by the City's response.**

**R-01.** The Grand Jury recommends that the investigated public water providers regularly assess their cybersecurity, addressing both Information Technology (IT) and Supervisory Control and Data Acquisition (SCADA), consistent with Environmental Protection Agency (EPA) and Cybersecurity & Infrastructure Security Agency (CISA) recommended best practices. (F-01, F-02, F-03, F-05)

City Response: The City has implemented this recommendation and continues to do so on an ongoing basis. The City completed a Risk and

Resiliency Assessment in December of 2020 as an EPA requirement for public water systems. The City has implemented certain cybersecurity measures as part of a current SCADA system upgrade project which includes many CISA recommended best practices. The City's IT system has quarterly penetration tests performed by a third party, as well as regular reviews of the City's cybersecurity practices as it relates to the Center for Internet Security (CIS) Top 18 Critical Security Controls.

- R-02.** The Grand Jury recommends that the investigated public water providers regularly share and exchange information regarding cybersecurity threats, attacks, protections and remedies, and provide training, using such forums as AWAVC. (F-01, F-02, F-03, F-04, F-06, F-07)

City Response: The City has implemented this recommendation and is an active member of the Association of Water Agencies Ventura County (AWAVC), which provides collaboration and best practices, including an annual cybersecurity presentation by the CISA and Federal Bureau of Investigation (FBI). The City is also a member of the Multi State Information Sharing and Analysis Center (MS-ISAC) which provides information related to threats and vulnerabilities related to cybersecurity for government agencies.

- R-03.** The Grand Jury recommends that the investigated public water providers use free federal and state expert assistance to enhance cybersecurity. (F-01, F-02, F-03, F-05, F-06, F-07, F-08)

City Response: The City has implemented this recommendation in part. City is currently an active member of the MS-ISAC. Additionally, the City will establish a membership with the Water ISAC.

- R-04.** The Grand Jury recommends that the investigated public water providers regularly conduct cybersecurity awareness training. (F-01, F-02, F-03, F-04)

City Response: The City has implemented this recommendation. The City requires all new employees to attend and pass cybersecurity training. Existing employees are required to attend and pass cybersecurity training on a two-year cycle. Additionally, the City IT Governance Committee meets regularly to discuss projects, cybersecurity, training, and internal policy decisions. The City has implemented regular random phishing attack tests for staff. During the month of October, Cybersecurity Awareness Month, the City promotes awareness and provides tips, training, and resources related to maintaining cybersecurity.



**R-05.** The Grand Jury recommends that the investigated public water providers address recovery from cybersecurity incidents in their business recovery plans. (F-01, F-02, F-03, F-09)

City Response: The City has not yet implemented this recommendation but is in the process of addressing this subject, which should be completed in the current fiscal year. The City currently has a robust backup system and strategies in place for recovery from cybersecurity incidents.

**R-06.** The Grand Jury recommends that each public water provider establish a CISA-compliant internal protocol for reporting cyber incidents. (F-01, F-02, F-03, F-06)

City Response: The City has implemented this recommendation and has a well-established internal incident reporting system in place coordinated through the City's IT Division. Public Works and IT coordinate on cybersecurity incidents related to Public Works items and the IT Division completes internal reporting procedures and depending on the incident, reports externally to the appropriate reporting agencies. The City is aware that cyber incidents must be reported to various external agencies, some of which include the FBI, Secret Service, local law enforcement, and others.

## SUMMARY

The City of Thousand Oaks wishes to thank the Grand Jury for its review of current practices related to public access to the City's cybersecurity strategies. The City Council appreciates and welcomes the efforts of the Grand Jury in their review of City practices.

Date: 8-30-22 Signed: Bob Engler  
Bob Engler, Mayor  
City of Thousand Oaks

Number of Pages Attached: 0

