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TOWN OF BURLINGTON

Meeting Minutes

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Minutes need to be posted within 30 days or 2 meetings of the board – Draft minutes can be posted and revised at a later date

DEPT./BOARD: Information Systems Security Advisory Committee (ISSAC)

DATE: July 11, 2023

TIME: 7:00 p.m. EDT

PLACE: Virtual / Cisco WebEx

MEMBERS IN ATTENDANCE: Joe Bongiorno, Ben Axelrod, Michael Wick, Glen Mills, Phil Pascale, David Hughes, ex officio members Jose DeSousa and Rob Neufeld, and recording secretary Brian Benston

MEMBERS ABSENT: Bob Cunha, Dave Miller, Nick Priest

1. Public Participation: NONE

2. Committee Organization

At the meeting on June 26, the Select Board appointed seven members to the committee, with their terms expiring on June 30, 2026.

Chairman Steve Morin resigned as Committee Chair, effective at the end of June. David Hughes was nominated and seconded as the new Chair, and the motion passed with a vote of 5-0-0 (based on members who were present at the time). The Committee will vote on a vice chairman at its next meeting.

3. Consideration of the minutes for the meetings of May 30 and June 13, 2023.

No changes were proposed. The minutes for both meetings were approved by a vote of 5-0-0 (based on members who were present at the time).

4. Update on ongoing cyber-related projects

(a) The consulting engagement to assist in the development of departmental incident response plans continues. The goal is to complete the initial meetings of the four departmental groupings completed by the end of August.





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- (b) The focus on end-user cyber awareness training continues. The Town uses State-funded training that is delivered for both town and school employees, and that consists of nine components: an initial assessment, four follow-up modules, and four phishing test emails. Anyone who fails a phishing test must complete a supplemental assignment.

Individual progress is tracked as started, not-completed, and completed. The State captures the data, and the IT Department runs reports on individual and departmental participation on the initial assessment, follow-on assignments and the phishing tests.

The town and schools conduct training on different cycles. Thus far, 18 of 20 town departments have 90 to 95% completion of end-user training, with two more assignments remaining. Smaller departments tend to be 100% completed, but two to three departments are lagging behind. The next school cycle will be in the September-December quarter.

The School Department has hired a new Senior Systems Administrator.

5. Building a culture of cyber safety

This topic will be an ongoing focus area for the Committee. While a secure infrastructure is important, 90% of attacks are the result of human error, so a culture of cyber safety is equally important.

Committee members discussed various approaches to instilling such a culture. One recurrent theme is that the closer one has come to experiencing an attack, the more attention one pays. First-hand experience can be very motivating, and no one wants to be identified as the source of a breach. Lt. Mills may be able to develop some statistics about real threats reported by Burlington businesses and citizens.

Important elements in building such a culture include awareness training, frequent conversations about cybersecurity (covering topics such as the risk of using business devices for personal purposes, and the exploitation of social media information to craft targeted attacks), covering cybersecurity expectations in the new employee onboarding process (perhaps requiring the viewing of an introductory cybersecurity video before receiving a town/school device or email address), implementation of manual business controls that buttress automated processes (particularly financial processes), and periodic tests of incident response and recovery plans (including the exercise of manual processes in the event that automated systems are out of commission), among other tactics.

Discussions of this topic may lead to a list of recommendations for the town and schools to consider. In general, cybersecurity awareness should be a standard topic in departmental and town activities and processes to emphasize its critical importance.





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6. Activities for Cybersecurity Awareness Month (October)

Committee members discussed a range of potential activities to capitalize on the focus provided by national Cybersecurity Awareness Month, including presentations for various audiences, such as the schools, the Council on Aging, the Chamber of Commerce, and perhaps citizens in general. An intriguing suggestion was to organize a Cybersecurity Day akin to the town's annual open-enrollment health fair, and this led to the idea of a one-day conference of panel discussions and presentations for Middlesex County municipalities (or even a broader audience). Several committee members agreed to work together to flesh-out potential agendas, ideally with vendor sponsors.

It was acknowledged that while there may be a great number of worthy projects, the Committee must recognize its limited time and resources to focus on one or perhaps two major ideas.

With there being no further business or discussion, a motion was made and seconded to adjourn the meeting, which motion passed with a vote of 6-0-0.

The meeting adjourned at 8:41 p.m. EDT.

