



April 22, 2020

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The Honorable Michael J. Carrozzo  
Presiding Judge  
Santa Barbara Superior Court  
1100 Anacapa Street  
Santa Barbara, CA 93101

**SUBJECT: Responses to 2020 Santa Barbara County Civil Grand Jury Report "Cyber-Attacks Threaten Santa Barbara County."**

Dear Hon. Judge Carrozzo:

The City of Goleta is pleased to provide the following requested responses to the above referenced report as requested, for Findings 1, 2, 3, 4, 5, 6, 7, and 8, and Recommendations 1, 2, 3, 4, 5a, 5b, 5c, 5d, 6a, 6b, 7 and 8. Please note the following responses:

**Finding 1:** Ensuring critical cyber security tasks and activities are properly executed on a timely basis requires a designated individual to be accountable and responsible.

**Response to Finding 1: The City of Goleta agrees with this finding.**

**Recommendation 1:** That each public entity within Santa Barbara County designate an individual to be accountable and responsible to oversee cyber security.

**Response to Recommendation 1: Has been implemented. The City of Goleta contracts IT services out to Synergy Computing, Inc. (Synergy). Synergy has a staff person designated to be accountable and responsible for overseeing cyber security for the City.**

**Finding 2:** Most public entities within Santa Barbara County have an inadequate understanding of what communication and electronic systems they use and what data they maintain, and do not fully understand the risks, security issues and costs associated with the destruction of systems or loss of data.

**Response to Finding 2: The City of Goleta disagrees wholly with this finding**

**Recommendation 2:** That each public entity within Santa Barbara County complete a full inventory of their data, electronic and communication systems and determine the related security risks.

**Response to Recommendation 2: Has been implemented/will be implemented.** The City of Goleta has an existing inventory of its data and is in the process of completing an update of the inventory of data, electronic and communication systems. The City has yet to complete a full analysis of all the security risks. Both tasks will be completed within the next 6 months.

**Finding 3:** Some public entities within Santa Barbara County do not have a written cyber security plan.

**Response to Finding 3: The City of Goleta agrees with this finding.**

**Recommendation 3:** That each public entity within Santa Barbara County establish a written cyber security plan.

**Response to Recommendation 3: Has been implemented.** The City of Goleta has drafted a written cyber security plan.

**Finding 4:** Nationally, cyber-attacks on governmental organizations have been successful for many years and are occurring with more frequency and sophistication.

**Response to Finding 4: The City of Goleta agrees with this finding.**

**Recommendation 4:** That each public entity within Santa Barbara County take substantial steps to protect data from internal and external attacks or threats.

**Response to Recommendation 4: Has been implemented.** The City of Goleta has implemented industry standard hardware and software protection measures to protect data from internal and external attacks or threats. Sharing additional information on the specific methodology of these protection measures in this response could put the City at risk.

**Finding 5:** Cyber-attackers use several methods to install malicious software on systems including access through backdoors, staff or employee carelessness, and known bugs in software.

**Response to Finding 5: The City of Goleta agrees with this finding.**

**Recommendation 5a:** That each public entity within Santa Barbara County install and maintain current antivirus software to detect malware and other threats.

**Response to Recommendation 5a: Has been implemented.** The City of Goleta

has implemented industry standard antivirus software to detect malware and other threats. The City has taken a layered security approach, has installed software on all City-owned devices and the software is updated regularly. Sharing additional information on the methodology of these protection measures in this response could put the City at risk.

**Recommendation 5b:** That each public entity within Santa Barbara County install and update all operating software regularly.

**Response to Recommendation 5b: Has been implemented.** The City of Goleta installs and updates all operating software regularly. The City's operation system patches are applied weekly.

**Recommendation 5c:** That each public entity within Santa Barbara County periodically train employees and then test their cyber security awareness.

**Response to Recommendation 5c: Has been implemented.** The City of Goleta's IT Consultant has conducted cyber security awareness training. As part of the City's cyber security plan, any staff or consultant that uses or touches any city data or systems, must complete cyber security awareness training.

**Recommendation 5d:** That each public entity within Santa Barbara County periodically ensure electronic system-related contractors have been trained for cyber security awareness.

**Response to Recommendation 5d: Has been implemented.** The City of Goleta has contacted all contractors of electronic systems to ensure they have been trained for cyber security awareness.

**Finding 6:** If data is lost or compromised for any reason, including cyber-attack, mechanical failure or error, the most cost effective and expedient way to recover is to have current data backups and a plan to reinstall it.

**Response to Finding 6: The City of Goleta agrees with this finding,**

**Recommendation 6a:** That each public entity within Santa Barbara County create and implement a full backup and recovery plan.

**Response to Recommendation 6a: Has been implemented.** The City has implemented several backup servers for all its data both onsite and offsite City Hall, and in the event any of this data is lost or compromised a recovery plan is in place to restore this data using the several back-up servers.

**Recommendation 6b:** That each public entity within Santa Barbara County regularly update and test their backup and recovery plan.

**Response to Recommendation 6b: Has been implemented. The City of Goleta has implemented regularly updating and testing the City’s backup servers for integrity.**

**Finding 7:** Some public entities within Santa Barbara County do not have any, or adequate, cyber insurance.

**Response to Finding 7: The City of Goleta agrees with this finding.**

**Recommendation 7:** That each public entity within Santa Barbara County secure adequate cyber insurance.

**Response to Recommendation 7: Has been implemented. The City of Goleta has adequate cyber insurance through the California Joint Powers Insurance Authority’s Cyber Liability Program.**

**Finding 8:** A cost-effective method to address cyber risks and concerns is to form an information sharing and learning consortium.

**Response to Finding 8: The City of Goleta agrees with this finding.**

**Recommendation 8:** That each public entity within Santa Barbara County that is unable to allocate adequate funds for cyber security develop a cybersecurity working group to establish best practices and share costs for education, expertise, and insurance.

**Response to Recommendation 8: Has been implemented. The City of Goleta can allocate adequate funds for its cyber security and already participates in a cyber security working group through the Municipal Information Systems Association of California (MISAC) to learn and establish best practices and expertise.**

The City of Goleta shares the Grand Jury’s concern regarding Cyber-Attacks threatening Santa Barbara County public entities. City staff have already been working on these issues and will continue to cooperatively and proactively address many of the findings and recommendations of the Grand Jury’s report.

This concludes our responses to the Grand Jury’s Report. For any additional assistance we can provide on this, please feel free to contact Ryan Kintz at [rkintz@cityofgoleta.org](mailto:rkintz@cityofgoleta.org) or by phone at 805-961-7534.

Sincerely,



Michelle Greene City Manager