



Mailed 6/30/20  
CITY OF SANTA MARIA  
OFFICE OF THE MAYOR  
AND CITY COUNCIL

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June 16, 2020

The Honorable Michael J. Carrozzo  
Presiding Judge of the Superior Court of Santa Barbara County  
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 Honorable Judge Carrozzo:

The City of Santa Maria is pleased to provide the following requested responses to the above referenced report as requested, for Findings 1 through 8, and Recommendations 1, 2, 3, 4, 5a, 5b, 5c, 5d, 6a, 6b, 7, and 8 within 90 days of the report issuance. 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: Agree.

**Recommendation 1**

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

Response: Has been implemented by the City of Santa Maria as of September 2019. The senior systems analyst for Public Safety systems is designated the point of contact for information security.

**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: Disagree partially. It may be that some public entities have an inadequate understanding of their systems and data but the City is unable to say with certainty that most public entities have an inadequate understanding.

**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: Will be implemented by the City of Santa Maria by September 1, 2020. This has been partially implemented already.

**Finding 3**

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

Response: Agree.

**Recommendation 3**

That each public entity within Santa Barbara County establish a written cyber security plan.

Response: Will be implemented by the City of Santa Maria by September 1, 2020.

**Finding 4**

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

Response: Agree.

**Recommendation 4**

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

Response: Has been implemented by the City of Santa Maria.

**Finding 5**

Cyber-attackers use a number of methods to install malicious software on systems including access through backdoors, staff or employee carelessness, and known bugs in software.

Response: Agree.

**Recommendation 5a**

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

Response: Has been implemented by the City of Santa Maria.

**Recommendation 5b**

That each public entity within Santa Barbara County install and update all operating software regularly.

Response: Will be implemented by the City of Santa Maria. Most workstations have been updated and servers are scheduled to be updated with the infrastructure upgrade project currently in progress.

**Recommendation 5c**

That each public entity within Santa Barbara County periodically train employees and then test their cyber security awareness.

Response: Has been implemented by the City of Santa Maria.

**Recommendation 5d**

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

Response: Requires further analysis. This activity will be completed within 6 months.

**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: Agree.

**Recommendation 6a**

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

Response: Will be implemented by the City of Santa Maria. The written plan to support the current practice will be adopted in calendar year 2020.

**Recommendation 6b**

That each public entity within Santa Barbara County regularly update and test their backup and recovery plan.

Response: Will be implemented by the City of Santa Maria within 90 days.

**Finding 7**

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

Response: Agree.

**Recommendation 7**

That each public entity within Santa Barbara County secure adequate cyber insurance.

Has been implemented. The City of Santa Maria purchased cyber liability insurance through ERMAC (Exclusive Risk Management Authority California) Pool in fiscal year 2019-2020.

**Finding 8**

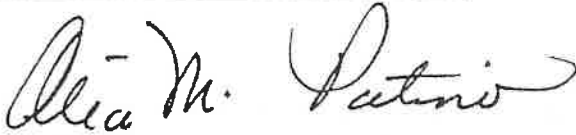
A cost-effective method to address cyber risks and concerns is to form an information sharing and learning consortium.

Response: Agree.

**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: Requires further analysis to be completed in calendar year 2020.



**ALICE M. PATINO**  
Mayor