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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: June 13, 2023

TIME: 7:30 p.m. EDT

PLACE: Virtual Cisco WebEx

MEMBERS IN ATTENDANCE: Joe Bongiorno, Jose DeSousa, Phil Pascale, Michael Wick, Dave Miller, Ben Axelrod, David Hughes (plus ex officio member Rob Neufeld and recording secretary Brian Benston)

MEMBERS ABSENT: Steve Morin, Glen Mills, Bob Cunha

1. Public Participation: NONE

2. Consideration of the minutes for the 4/24/23 meeting

No changes were proposed.

Minutes were approved by a vote of 6-0-1 (with the abstention due to the member not being present at the 4/24/23 meeting).

3. Proposal for mandatory cybersecurity awareness training

The draft letter presenting the Committee's recommendations for mandatory, annual cybersecurity awareness training received the unanimous support of the Select Board at their meeting of 6/12/23.

The draft letter was edited to include the Select Board's endorsement. The next step is to send the letter to listed addressees.

Motion: To approve and send the edited letter.

The motion was approved by a vote of 7-0-0





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4. Update on consulting work being performed by CyberForce|Q

The kick-off meeting was a success, with all but two department heads in attendance (both of the absentees had unavoidable conflicts). The CyberForce|Q project leader sent letters to all department heads and the four breakout groups containing the assessment templates that will be used to structure the development of the incident response plan for each Town entity.

The next step is to convene the two-hour session for each of the four groups to work through the plan templates and any other assignments. In parallel, the IT Department will be working on the overall QFrame assessments for the Town and Schools overall. This step has been delayed as the IT Department has been focused on the upgrade of a major Town system and other initiatives, but is expected to move forward in July.

The target is to have final incident response plans in place in September.

5. New topics of discussion

1. Should the Committee resume in-person meetings?

The general feeling is that the Committee should continue with hybrid meetings, both virtual and in-person (for any members who wish to participate face-to-face).

The capability does exist to conduct executive sessions via WebEx or Zoom for discussion of technical topics.

2. What should Burlington do to develop a culture of cybersecurity awareness and safety?

This topic was presented as an ongoing focus area. Suggestions included incorporating cyber awareness in performance reviews, new employee training, HR practices and each department's annual goals (as published for Town Meeting), as well as posting best practices in every employee's office, and stressing a "see something, say something" approach to online safety.

There are employee issues with the repetitiveness of the existing training, particularly for employees who have now been through it for three years or more. Several options were discussed, such as alternating training providers from year-to-year and offering positive reinforcement for those who do well (versus negative feedback for those who don't).





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3. The importance of a senior leadership “walk-through” of steps that would be taken in the event of a cyber attack.

Such a “table-top” exercise would deal with non-IT management issues such as the assignment of responsibilities for notifying state and federal authorities, handling the press, town-wide communications, etc.

4. Other new topics that the Committee should explore:
 - a. The explosion of devices in the Internet of Things (IoT), all on an intelligent platform connected to the network, and issues related to the delineation of public and private assets. Examples were given of intelligent thermometers, robots and other devices related to a school emphasis on coding, and building management devices. The vulnerability of these devices requires careful vetting and purchasing control, and ideally isolation to a separate network.
 - b. A suggestion that Burlington host a Cybersecurity Day or Week at Grand View Farm for the IT teams from other towns, with the sponsorship of area cybersecurity companies.

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 7-0-0.

The meeting adjourned at 8:50 p.m.

