



Agenda Report

Fullerton City Council

MEETING DATE: JANUARY 21, 2020

TO: CITY COUNCIL / SUCCESSOR AGENCY

SUBMITTED BY: KENNETH A. DOMER, CITY MANAGER

PREPARED BY: ROBERT DUNN, CHIEF OF POLICE

SUBJECT: INFORMATION TECHNOLOGY UPGRADES

SUMMARY

City Council approval is requested to approve emergency Information Technology (IT) upgrades to include various hardware and software procurements and implementations.

RECOMMENDATION

1. Accept and find that emergency information technology needs exist, requiring immediate implementation of hardware and software upgrades.
2. Approve Staff recommendations for the procurement and implementation of various information technology hardware and software items.
3. Authorize transfer of \$2,565,200 from the General Fund (Fund 10) (\$2,322,000 plus 10% contingency of \$233,200 from unassigned fund balance) and appropriate the \$2,565,200 in the Information Technology Fund (Fund 68).
4. Authorize the City Manager or designee to execute any agreements, amendments and change orders to purchase and implement emergency upgrades and provide additional, critical IT staffing augmentation in compliance with purchasing requirements.

PRIORITY POLICY STATEMENT

This item matches the following Priority Policy Statements:

- Fiscal and Organizational Stability
- Public Safety.

FISCAL IMPACT

As of Fiscal Year end 2018-19, the General Fund (Fund 10) has sufficient unassigned fund balance to support a one-time transfer \$2,565,200 from the General Fund to the Information Technology Fund (Fund 68). There is urgency to implement necessary upgrades and staffing augmentation as detailed in this Agenda Report. Staff is requesting use of the available unassigned fund balance to cover the costs of the information technology needs.

As with all internal service funds, the Information Technology Fund (an Internal Service Fund) accumulates cash slowly over time via its charges for services to other citywide funds. When the need for the initial staff augmentation was identified in early Fiscal Year 2019-20, City Council authorized appropriation of \$500,000 from the Information Technology Fund. Replenishment to the Information Technology Fund will be addressed in the Fiscal Year 2020-21 Budget.

Because the purpose of the Information Technology Fund is to support both Fiscal and Organizational Stability and Public Safety, the City will conduct an information technology strategic planning effort, which will identify necessary staffing, equipment and software needs, as well as the funding necessary for proper implementation and recommendations. This Strategic Plan document will enable the City to identify ongoing technology and staffing needs and present to City Council a roadmap for the future. All future requests stemming from the implementation of the Strategic Plan will be brought forth to City Council for policy direction and authorization.

The additional need to segregate the water system's information technology network from the City's existing network was also identified as a pressing need. The estimated \$150,000 cost of this upgrade is to be absorbed within the Fiscal Year 2019-20 Water Fund budget.

DISCUSSION

In June of this 2019, information of a legally protected and sensitive nature belonging to the City of Fullerton was discovered on the Internet. Immediately, a need for a security review of the City's Information Technology operation was identified and oversight of City of Fullerton IT was assigned to the Office of the Chief of Police. Initially, the emergent nature of the protected material disclosure necessitated the quick selection of a company capable of providing technical competence as well as audit services spanning the spectrum of our IT environment. GlassBox Technologies was identified and retained after serving in various capacities for other cities to include the City of Anaheim.

As GlassBox Technologies worked alongside our incumbent staff and conducted a comprehensive assessment of our current IT environment, they identified an aged out and unsupported environment which had severe implications for our ability to use and secure our overall information technology environment. After reviewing the results and discussing options, Staff came to the conclusion that we are at a point of recommending the replacement of nearly all of our IT assets. This total overhaul of our system is estimated to cost approximately ten million dollars. Understanding current fiscal constraints, GlassBox Technologies was tasked to prioritize the hardware and software upgrades, placing an emphasis on immediate critical operational and security needs.

GlassBox Technologies identified vulnerabilities in the City's information technology infrastructure which require immediate attention. Because of the emergency nature of the identified vulnerabilities, GlassBox Technologies' recommended implementation of hardware and software upgrades constitute an emergency and Staff concurs. The upgrades to both the City's hardware and software are described as:

Hardware upgrades will include: enhanced network-wide backup systems, server upgrades, firewall enhancements, wireless network upgrades, network switch replacements and the replacement of all related cabling.

Software upgrades will include: implementation of a Microsoft Enterprise Agreement which extends expired support agreements and security patch provisions, introduction of contemporary anti-virus software system-wide, deployment of vulnerability monitoring software and enhanced internal systems monitoring software.

In addition to hardware and software, the City has many existing applications that support City business operations. GlassBox Technologies, along with Staff, have assessed these systems and have contacted the appropriate companies to ensure that the City has adequate hardware and software to keep up with changes in technology. The following customer service upgrades to the City's third party applications will include: the modification of existing agreements with Central Square Technologies and Tyler Technologies for enhanced and expedited support of two critical systems that respectively provide the City's financial and human resources software solution and manage the City's permitting process. Both systems require critical updates that will be expedited by the addition of support from the vendor who will work in conjunction with our IT staff.

Water System upgrades which will include segmentation of the Water IT network from the City's existing network. This will enhance security and create redundant service pathways in the event of outages.

Because the purpose of the Information Technology Fund is to support both Fiscal and Organizational Stability and Public Safety, the City will be conducting an information technology strategic planning effort, which will identify necessary future staffing, equipment and software needs, as well as the funding necessary for proper implementation and recommendations beyond this initial investment. This Strategic Plan document will enable the City to identify ongoing technology and staffing needs and present to City Council a roadmap for the future. All future requests stemming from the implementation of the Strategic Plan will be brought forth to City Council for policy direction and authorization.

In total, Staff recommends the allocation, from the above mentioned funds, of \$2,860,000 for critical infrastructure-wide IT enhancements that will immediately increase the security of our overall IT environment and increase our ability to deliver quality customer service to our residents.

While immediate steps by City Staff and GlassBox secured our network and infrastructure from immediate threats, the recommendations, including conducting an information technology strategic planning effort, are necessary to implement a permanent and sustainable secure technology environment for all City support information technology applications.