



CITY OF MANTECA

MANTECA CITY COUNCIL
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September 2, 2009

The Honorable William Murray
Presiding Judge of the San Joaquin County Superior Court
The Superior Court
Third Floor County Courthouse
Stockton, California 95202

Subject: Grand Jury Report on Information Technology Security, 2008/2009 San Joaquin County Grand Jury Case No. 03-08

Dear Judge Murray:

We, the governing body of the City of Manteca, in response to the Grand Jury Report on Information Technology Security, 2008/2009 San Joaquin County Grand Jury Case No. 03-08, offer the following answers to the findings brought forth.

1. *Limited security policies in place address only email and software use*
The City agrees with the finding.
2. *The few city owned laptops do not have hard drive encryption*
The City agrees with the finding, and has implemented encryption since issuance of the report.
3. *Lacks a documented disaster recovery plan*
The City agrees with the finding.
4. *Emergency backup power not available for the entire data center*
The City agrees with the finding.

We respond as follows to the recommendations in the report:

- a) *Expand current IT security policies to provide greater guidance and insure that all employees are informed of the policy updates*
The City will implement additional security policies within a period not to exceed six months.
- b) *Where portable devices such as laptops are required, insure that hard drives are encrypted*
Since issuance of the Grand Jury Report, the City has implemented hard

disk encryption new laptop computers. This solution requires the entry of a password at boot time to unlock and allow access the hard drive of the PC.

- c) *Prepare a comprehensive and documented disaster recovery and business continuity plan* The City will prepare a comprehensive disaster recovery and business continuity plan at such time when budget allows a comprehensive study to determine the risks at hand, and identifies the methods to mitigate risks.
- d) *Ensure that emergency backup power is provided to the entire data center* The City currently provides UPS – uninterruptible power supply to all servers. Emergency generator backup power will be provided to the primary data center, located in the City's Finance department within a period not to exceed one year. Emergency generator backup power is currently provided to the City's core switch and phone switch area. Because the City center is quite old and does not have a centralized server room, there are some tertiary server locations that are not deemed critical to the business operations of the City. These servers will remain strictly on UPS backup power.

When economically feasible, the City plans to hire a firm to conduct a security audit, as well as develop a disaster recovery/business continuity plan. A full Information Technology Master Plan is also on the list of projects being considered in the not-too-distant future.

The City of Manteca takes information technology security very seriously, and is diligent in protecting the sensitive data of its customers and employees. The Grand Jury Report was a good exercise in looking more deeply into the safeguards we have in place. Balancing security and accessibility in a constantly evolving technological environment presents us with many challenges. The City of Manteca hopes to employ security in such a manner that there is minimal impact on productivity. Many risks that exist with technology also exist in other low-tech systems that should not be overlooked when evaluating the security of an organization.

Sincerely,



WILLIE W. WEATHERFORD
MAYOR

Cc: Steve Pinkerton, City Manager
Karen McLaughlin, Assistant City Manager
Joann Tilton, MMC City Clerk
Tim Dyke, Information Technology Manager