

City of Hartford Status Update Re:

City and BOE Findings and Recommendations in BlumShapiro's 2018 Review of IT Controls

April 15, 2021

NOTE: The City of Hartford – Metro Hartford Innovation Services (MHIS) has contracted with JANUS Software, Inc. (d/b/a Associates, Inc. - JANUS), on 11/19 to perform a comprehensive information security assessment of its information security posture in order to measure the effectiveness of existing technical security controls and practices and determine whether technical vulnerabilities exist in its information systems. Phase I of the assessment will include Janus' findings and recommendations regarding the City's security posture, while Phase II will involve implementation of the recommendation changes, with Janus to provide implementation support to MHIS. The implementation work is to commence on 7/13/20. The timeframe for the implementation of the Janus recommendations is currently six to eight months.

FINDING	RECOMMENDATION	STATUS
1. User ID and Password Controls Could Be Improved	Implement Additional User ID Access Controls	Previously closed by BlumShapiro. Update previously supplied.
2. Password Controls for Key Applications (QDS, etc.) Need to Be Strengthened	Implement Strong Password Protection for All Key Applications	Previously closed by BlumShapiro. Update previously supplied.
3. Laptop Computers Need to Be Secured	Develop A Laptop Security Program	There are 164 laptops citywide that are managed by MHIS (excluding police and fire; they have their own IT staff and are following CJIS requirements). As of February 17, 2021, all laptops have been encrypted.
4. Server 2000 and 2003 No Longer Supported	Upgrade to Supported Network Operating Systems	Previously closed by BlumShapiro. The Windows 2000\2003 servers were decommissioned and replaced a new Windows 2019 virtual server in 2019
5. Windows 7 Approaching End of Support	Upgrade Older Workstations to A Supported Version of Windows	Previously closed by BlumShapiro. All staff computers have been upgraded to Windows 10. MHIS does not provide desktop support for Police and Fire. They have their own IT staff who handle desktop support and upgrades.
6. Windows Server 2008 Approaching End of Support	Plan to Upgrade to Supported Network Operating Systems	Previously closed by BlumShapiro. The Windows 2008 servers and SQL 2008 servers were upgraded to virtual Windows 2016\2019 in the year 2019.
7. Software Procurement Process Needs to be Enhanced	Create a Software Procurement Policy/Procedure	Previously closed by Blum Shapiro. MHIS continues to work on modifications in consultation with the Procurement Division in the Finance Department. A draft of these should be completed by 10/30/20.
8. SOC-1 and SOC-2 Reports for Cloud Applications	Obtain and Review SOC Reports for All Cloud Applications	Previously closed by BlumShapiro. The SOC-1/SOC-2 reports for Microsoft and Tyler have been reviewed by MHIS and have been reviewed at the federal level.

9. Information Systems Policies & Procedures Are Not Complete	Develop & Enhance Technology and Operational Policies and Procedures	A review of policies and procedures was part of the Phase I security assessment by Janus, with enhanced and revised policies and procedures to be developed in Phase II. Due to the severe cyberattack in September the City of Hartford (COH) and Hartford Public Schools (HPS), lost six-eight weeks of implementation time. MHIS has been primarily focused on COH and HPS restoration efforts and therefore, unable to pursue the recommendations issued by JANUS. The restoration process is largely complete, although forensic analysis is ongoing, therefore, we respectfully request a 90-day deadline extension. These were completed by 3/31/2021.
10. A Documented Disaster Recovery Plan is Not Complete	Develop and Test a Comprehensive Disaster Recovery Plan	Phase II includes Disaster Recovery and incident response. MHIS will be meeting with all department heads to discuss their Disaster Recovery plans for their departments. Due to the severe cyber attack in September the City of Hartford (COH) and Hartford Public Schools (HPS), lost six-eight weeks of implementation time. MHIS has been primarily focused on COH and HPS restoration efforts and therefore, unable to pursue the recommendations issued by JANUS. MHIS has been primarily focused on COH and HPS restoration efforts and therefore, unable to pursue the recommendations issued by JANUS. The restoration process is largely complete, although forensic analysis is ongoing, therefore, we respectfully request a 90-day deadline extension. The citywide DR/BC plan and a citywide Incident Response Plan was completed by 3/31/21.
11. Implement On-Going Cybersecurity Training	Institute a Comprehensive Cybersecurity Training Program	Previously closed by BlumShapiro. Cyber training was purchased in June.