

Community Services & Personnel Committee

Meeting Agenda

Wednesday, August 19, 2020 at 7:00 p.m.

Via Teleconference

To allow public access, anyone may access a meeting by telephone, Zoom, and/or the City of Norwalk YouTube channel. Specific instructions and links can be found at www.norwalkct.org/meetings



Members of the public can call in and listen to a meeting. They will not be able to speak or see any of the meeting participants. Each meeting will use a unique Meeting/Webinar ID.



Members of the public who wish to provide "live comments" will need to register in advance and use the Zoom meeting platform. All participants will be muted upon entering the meeting. To speak, click the "raise your hand indicator" and you will be called on by the host of the meeting during the public comment section.



Members of the public who wish to view the meeting, but are not participating, can view a live stream on the City of Norwalk YouTube channel. This stream is delayed by approximately 20 seconds.



Members of the public who wish to provide public comment are encouraged to submit those via email in advance of the meeting. For these comments to be read into the record, they should be submitted at least three hours in advance of the meeting start time. Please email Lamond Daniels at ldaniels@norwalkct.org to provide written public comment prior to the meeting.

MEETING AGENDA

1. Call to order/ roll call
2. Public comments
3. Approval of minutes – from meeting held on July 30, 2020
4. Discussion
 - a. Community Services Department
 - b. Youth Services – Juvenile Review Board Informational Overview
 - c. Personnel - Review and Approve new ordinance position description
5. Executive session: Collective bargaining, Retirement Incentive Program
6. Adjourn

The next regular meeting is scheduled for Wednesday, September 16, 2020

cc: Mayor Harry W. Rilling
Donna King, City Clerk
Irene Dixon, Assistant City Clerk
Mario Coppola, Corp Counsel

CITY OF NORWALK
COMMUNITY SERVICES & PERSONNEL COMMITTEE
SPECIAL MEETING
BY VIDEO CONFERENCE AND TELECONFERENCE
July 30, 2020

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Members of the public who wish to provide public comment are encouraged to submit those via e-mail in advance of the meeting. For these comments to be read into the record, they should be submitted at least three hours in advance of the meeting start time. Please email Lamond Daniels at ldaniels@norwalkct.org to provide written comment prior to the meeting.

ATTENDANCE: Barbara Smyth, Chair; Greg Burnett; Dominique Johnson; Tom Keegan; Kadeem Roberts; David Heuvelman

STAFF: Lamond Daniels, Chief of Community Services; Ray Burney, Director of Personnel; Attorney Brian Candela, Assistant Corporation Counsel

1. CALL TO ORDER/ROLL CALL

Ms. Smyth called the meeting to order at 7:00PM.

2. PUBLIC COMMENTS

There was no public comments this evening.

3. APPROVAL OF MINUTES- FROM MEETING HELD ON FEBRUARY 19, 2020

On page 1, under discussion Change “Smith” to “Smyth”

****MR. BURNETT MOVED TO APPROVE THE MINUTES AS AMENDED
** THE MOTION PASSED UNANIMOUSLY.**

4. DISCUSSION

Ms. Smyth congratulated Mr. Daniels on the birth of his son.

a. Updates- Community Services Department

Mr. Daniels provided a status update on the Community Services Department and said he is proud to say that because of the restructuring and the development of his department it has positioned the city to be an active player on what is happening as it impacts Norwalkers. He said while Covid-19 has hit our community hard it has also galvanized the community from a social service perspective to come together and he acknowledged the non-profit and social services organizations throughout our city who have been doing a phenomenal job with the capacity and resources they have to respond and help our community. He said his goals are to unify the initiatives and programs that affect the social well-being of our residents, and also provide oversight to the city departments that are under the Community Services umbrella, and identify the resources and opportunities to respond strategically to the emerging needs. He said he did a listening tour when he came on board with the Executive Directors and leaders of community groups and one of the things they had identified as a need was that help with coordinating and bring folks to the table and that is exactly what we are doing. He said he is proud to announce that they have completed the virtual interviews for the Director of Human Services and he is hoping to make an offer to one of the candidates very soon

Mr. Daniels said that there is data available in the city that is accurate and reliable and presented a map that identified where the food insecurities gaps are in the city, and it is important as he continues to evolve and shape his department that they look at and be informed by the data and how to deploy and identify resources and work with the non-profit organizations. He said based on the map provided by Norwalk Acts his department was able to partner with the Norwalk Public Schools to identify where the best locations are to open up the food sites and the need is still there. He said he had asked that the non-profits to provide him with their experiences and Person to Person has reported that because of Covid-19 they have seen a 50% increase in demand for rental assistance and each week are serving between 150-200 people asking for food. He said the Salvation Army has estimated that they have seen a 35% to 40% increase in the demand for food and the Open Door Shelter has seen a 30% increase in the demand for food. He said they all report the challenges with staffing and volunteers and they are doing well but there is always a need for volunteers and the organizations rely on a strong volunteer base to help with their bottom line. He said he is very proud that through our Emergency Response Team there is a strong volunteer program so the city has been able to deploy volunteers for many of the organizations.

Mr. Daniels reported on the food distribution and said since the pandemic his office initiated the first food delivery program and partnered with Alliance for Community Empowerment and since the program has started in March have served 175 families and 553 individuals. He said they also receive a lot of goals from funders asking how they can help and on average through the relationship with funders have been able to help the Blessed Box Program with \$50,000 in grant funding outside of private donor support. He said since they have started over 200 boxes of food have come through the city and each box can feed a family up to three people for three to four days and has been calculated to over 70,000 pounds of food have been brought into the city just from this one program. He said he is also proud to partner with the Norwalk Public Schools and for the month of June they served 76,492 breakfast meals to residents and 77,690 meals for lunch. He acknowledged his team and Darlene Young and the Fair Rent department has been a key player in helping to navigate the players and she has taken a leadership role.

Mr. Daniels said that his office orchestrated and organized the Connecticut Food Bank in May and served over 2000 cars and acknowledged the city departments, and the Connecticut Food Bank has informed him that this was the largest they have done in the state in many years and they said it was one of the most organized events.

Mr. Daniels said each week he has a senior services call because we need to know what is happening with the senior population and that is an area that he want to pay special attention to in moving forward, and his goal is to not only ensure all populations are served but that the city knows who they are and where assistance can be provided.

Mr. Daniels provided an overview on the departments that he oversees and said the Health Department has been very busy and continue to stay very active in data analysis and daily contact tracing and also continue to provide education and awareness. He said they are also doing the enforcement and have been very active in the dining enforcement as well as health inspections. He said they are also thinking about critical clinical pieces back online by appointment only.

Mr. Daniels said that Youth Services said that families are responding very well to the video conferencing and the Juvenile Review Board is still taking referrals. Ms. Smyth asked if there has

been any affect due Covid-19 in kids getting into trouble during the pandemic. Mr. Daniels said that the numbers have decreased but that doesn't mean that the need is not there and the issue is the school is usually the number one reporter.

Mr. Daniels said the Library is currently not open but last month we have initiated the curbside book service and over 1600 books have been checked out. There is also a live reference support call in service and have also increased all of the online services. He said the Pop-Up Library has been visiting the high need food sites and have given out over 1500 free books to date and because of Covid-19 have issued over 20,000 library cards.

Mr. Daniels said if a resident is unsure about their rights they should look on the city's website and call Human Relations and Fair Rent and there is a live person available to help them through the process.

Ms. Smyth thanked Mr. Daniels for the presentation and it really shows how much Norwalk needed this department and how much he is the right person to coordinate the services and he has done a remarkable job.

b. Equity and Justice for All Commission

Mr. Daniels provided an update on the Equity and Justice for all commissions and said they will be developing a commission of local leaders and community member's representative of Norwalk who are dedicated to education, dialogue and actions surrounding race and ethnicity that will effect change. He said they will be using the 1993 Blue Ribbon Report on Race Relations as the template and will be building awareness, solutions and direction for racial justice and equity by generating transformative ideas, solutions and practices. He said as of yesterday the RFP was launched and will close on August 11, 2020. He said they are in the process of identifying a selection committee and Ms. Smyth has been selected and will be representing the Common Council. Ms. Smyth asked who will comprise the seven panel committee. Mr. Daniels said they will be asking the NAACP, The IMF, Norwalk Acts, The Connecticut Youth Leadership, and Leader from the Hispanic Latino Community and the Board of Education to offer a representative. Ms. Smyth asked how long of a period of time once the consultant has been hired will they be facilitating this commission. Mr. Daniels said the current proposal reads a one year contract.

Mr. Daniels reminded the public about the volunteer survey that is available on line and said they are always looking for volunteers. He said if you want to know what the community organizations are to please visit www.norwalkct.org/citynews.

**5. EXECUTIVE SESSION- DISCUSSION REGARDING APPLICATION FOR BENEFIT
UNDER PUBLIC ACT 19-111.**

**** MR. KEEGAN MOVED TO ENTER INTO EXECUTIVE SESSION.
** THE MOTION PASSED UNANIMOUSLY.**

Executive session began at 7:50PM.
Executive session ended at 8:28PM.
There were no motions were made and no votes were taken.

6. ADJOURN

**** MR. ROBERTS MOVED TO ADJOURN.
** THE MOTION PASSED UNANIMOUSLY.**

The meeting adjourned at 8:28PM.

Respectfully submitted,

Dilene Byrd
Telesco Secretarial Services

City of Norwalk
Community Services & Personnel Committee
Special Meeting
July 30, 2020



CITY OF NORWALK
Finance Department

To: Members -- Community Service and Personnel Committee
From: Henry M. Dachowitz, Chief Financial Officer
Karen Del Vecchio, Director IT
Re: Chief Information Security Officer – New Position
Date: August 12, 2020

Background

In 2019, the United States was hit by a record number of ransomware attacks that impacted at least 948 government agencies, educational institutions and healthcare facilities at a cost of more than \$7.5 billion by a conservative estimate. This represents a 60% year-over-year increase over 2018. The impacted organizations included:

- 103 federal, state and municipal governments and agencies.
- 759 healthcare providers.
- 86 universities, colleges and school districts, with operations at up to 1,224 individual schools potentially affected.¹
- Closer to home, both Middletown and Wolcott school systems were hit with ransomware that disrupted school operations from 4 weeks to several months and resulted in data loss. Wolcott was hit twice in 2019.

Municipal governments and school districts collect and store huge amounts of private and personally identifiable information (PII) in the course of serving their constituents. For example, Norwalk stores and frequently shares electronically with other institutions private information such as: records regarding students and their families; criminal investigation data; birth/marriage/death records; health and medical data; and the social security numbers and payroll data of thousands of employees and retirees.

The strictest digital privacy law in the United States became law in California on January 1, 2020; it won't be long before the federal government enacts similar legislation.

¹ <https://blog.emsisoft.com/en/34822/the-state-of-ransomware-in-the-us-report-and-statistics-2019/>

Government agencies and schools have demonstrated to cybercriminals they are easier targets and less-prepared to protect against cyberattacks. The size of ransoms which these municipalities have been forced to pay was upwards of several million dollars.

Establishing the Role of Chief Information Security Officer

Cybersecurity involves the coordination of numerous external organizations and internal departments as well as many individuals within each. A Head of CyberSecurity also has broad responsibility over advancing technologies, changes in threat patterns, and evolving regulations. These are some of the reasons why Norwalk needs a senior executive with the appropriate experience, qualifications, and background to establish a **comprehensive information security strategy** that effectively protects municipal and education information assets from both internal and external threats. Norwalk needs a champion/advocate with the power to influence and effect change who is solely dedicated to the protection of the information owned, controlled, or processed by the City and Board of Education.

This senior executive/champion will be referred to as the **Chief Information Security Officer (CISO)**. He or she will be a member of the Cabinet, reporting to the Mayor, Common Council and Superintendent of Schools, with a distinct budget.

Norwalk's establishment of a CISO position is a strategic, proactive move that has already been done by most major corporations and sizable service firms in the Private sector as well as the most forward thinking Government entities. It sends a compelling message to citizens, businesses, and vendors:

- that Norwalk cares deeply about security and privacy and is investing in it;
- that Norwalk is taking the lead to create a culture of data stewardship that protects information from students, taxpayers, employees and retirees from collection to dissemination;
- that Norwalk recognizes its broader mission of confidentiality and accountability in order to maintain the public's trust;
- that Norwalk, like the businesses it seeks to attract, is at the forefront of innovation, best practices, and technology.

The Role of the CISO

The CISO's sole responsibility is security and privacy; he/she will concentrate completely and dedicate their efforts to the security of our organization as a first priority. The CISO's responsibilities are addressed at an executive level with the appropriate determination, drive, resources and authority to carry out the security and privacy responsibilities of the organization.

The CISO is a member of the Mayor's Cabinet and advises the Chief and Senior staff as well as elected officials on the status of internal security and privacy as well as emerging risks and threats from external and internal sources. This position works

closely with senior leaders and functional managers to integrate security into their operations and ensure compliance with applicable laws and policies. The result will be fewer security breaches, reduced financial loss, minimized impact on operations, and increased resident and business confidence in the municipality and its leadership.

Recognizing the compelling need for this dedicated role and the benefit to all City departments, the Mayor, the Common Council and the Board of Estimate and Taxation fully supported funding this position in the City's FY 2020-2021 Operating Budget. This is an Ordinance position with an annual salary range of \$124,565.00 to \$170,455.00.

City of Norwalk

Job Code:

Title: Chief Information Security Officer, City and Board of Education
Department: Cabinet Level Position

Ordinance
Date:

Position Definition: The Chief Information Security Officer (CISO) establishes, implements, promotes, monitors and enforces a comprehensive security and privacy strategy that effectively protects Municipal and School District (hereinafter collectively referred to as the City) physical and digital information assets from both internal and external threats. The CISO is a member of the Mayor's cabinet and advises the Mayor, Superintendent, and elected officials on the status of internal security as well as emerging risks and threats from external sources. This position works closely with senior leaders and functional managers within the City to integrate security into their operations and ensure compliance with all applicable State/Federal laws, regulations, and policies.

General Duties: Develops, implements, and monitors a strategic and comprehensive risk-based Information Security program to ensure that the integrity, confidentiality, and availability of all information that is owned, controlled, or processed by the City. Develops and oversees privacy compliance programs across the City. Leads efforts to increase organizational competence in the security area, including education, security awareness and training. Works closely with all departments to understand their critical operations, analyze business continuity requirements, help them assess key technology and compliance risks and ensure the consistent application of policies and standards across all technology projects, systems, and services including, but not limited to, privacy, risk management, compliance, business continuity management and incident response. Briefs the executive team on status and risks, including taking the role of champion for the overall strategy and necessary budget. Communicates best practices and risks to all parts of the City. Creates, communicates, and implements a process for vendor risk management. Monitors the external threat environment for emerging threats and vectors and advises relevant stakeholders on the appropriate courses of action to protect against them. Acts as the organization's representative with respect to inquiries from partners, elected officials, the media/press, and the general public regarding the organization's security and data protection strategy. Acts as the organization's representative when dealing with law enforcement agencies while pursuing the sources of network attacks and information theft by attackers. Coordinates with the City's Communications/PR officers and FOI Coordinators to ensure that information conveyed to the press, partners, etc., adheres to policy and maintains the appropriate level of security and confidentiality. Coordinates Disaster Recovery, Business Continuity and Incident Response planning to ensure effective protection and recovery of information services, City data and business operations. Works collaboratively with IT in determining and implementing the City's IT security product portfolio including areas like Antivirus, Firewall and Endpoint protection, Email Security, and Multi-Factor Authentication. Oversees the mitigations of annual independent IT Security and Vulnerability assessments of the City.

Supervised By: Receives direction from the Mayor and or his/her delegate and Finance Committee of the Common Council.

Required Knowledge, Skills, and Abilities: Ability to develop and implement information security policies and procedures. Ability to lead complex, enterprise-wide security projects. Ability to manage cross-functional teams. Ability to implement and administer common information security management frameworks such as ISO/IEC 27001, ITIL, COBIT or NIST. Ability to lead organizations through HIPAA, PCI, SOC1/SOC2 or CJIS compliance efforts. Ability to communicate orally and in writing. Ability to lead, influence, collaborate, and effect change across all City operations and affiliated organizations.

Qualifications Profile: A Bachelor's degree in Computer or Information Science or closely related field, Master's degree in Computer Science and/or MBA/MPA is preferred, and ten years' experience in a technology leadership position with at least seven years' experience in information security, risk assessment, or cybersecurity operations.

License or Certificate: One or more of the following certifications: CISSP, CISM, CISA, or CCISO.

Note: Must be available for evening meetings and participate on the City's Emergency Management Team.

The above is illustrative of tasks and responsibilities. It is not meant to be all-inclusive of every task and responsibility.