Program #78327 - IT Cybersecurity and Data Compliance Services — FY 2025 Proposed

Department:	County Assets	**Program Contact:**	Dennis Tomlin
Program Offer Type:	Internal Service	**Program Offer Stage:**	Proposed
Related Programs:			
Program Characteristics:			

Executive Summary

The IT Security Program protects data in the custody of the County and addresses risks associated with the storage and transmission of that data. The County treats all data as important and uses inclusive and equitable practices that are highly predictive of success. IT Security helps make data accessible without compromising security or compliance requirements to assist with the delivery technology that critical programs depend on. We ensure that our efforts align with organizational goals. Priority is given to programs that provide critical services to our residents. IT Security fosters an atmosphere of equitable continuous learning for all analysts to enhance their skills and provide coaching to others.

Program Description

Local governments are targeted by actors that exploit data, gain financially by using ransomware and disrupt critical services. Every day we see known bad actors attempting to find holes in our defenses. We rely on the tools that the County has invested in, community intelligence from other organizations and most importantly our people. Our diverse workforce is often the only protection that stands between a criminal and the systems that they seek to establish a foothold into which could impact our ability to provide services to our residents.

The IT Security program supports all departments and system users by providing security: monitoring, incident response, education/awareness. This includes providing security reviews and approval for hardware and software procurement, installation, upgrades, asset management and proper disposal of all devices. IT Security is responsible to oversee compliance to the Health Insurance Portability and Accountably Act (HIPAA) security rule and is accountable for investigating all reported HIPAA security incidents. The IT Security program is a shared organizational entity available to assist County departments with their data security and compliance needs.

IT Security provides services using consistent, scalable, inclusive processes and tools to match the approach and style to the type of information technology project needed. IT Security brings diverse people together in building project teams using many skills including interpersonal, change and conflict management, user-centered decisions and remediation techniques. IT Security strives to be transparent and provides a central repository of guidance documents that assist each department to meet their needs and remain secure and compliant. Without a robust IT Security program, the County would be at risk to experience a data breach, ransomware attack or a Denial of Service Attack. The County would also have a significantly greater risk of obtaining sanctions as a result of a HIPAA compliance violation as well as disruption to services.

Performance Measures

Measure Type	Performance Measure	FY23 Actual	FY24 Budgeted	FY24 Estimate	FY25 Target
Output	Average time respond to high priority incidents: 4 hours	80%	80%	80%	80%
Outcome	Percentage of high priority incidents resolved within 36 hours.	80%	80%	80%	80%

Performance Measures Descriptions

PM #1- High priority incidents are problems that jeopardize the confidentiality, availability and integrity of county systems or cause service disruptions. Ensures problems reported to the Help Desk are logged, assigned and dispatched to analysts as a priority.
PM #2 - This measure is designed to ensure support teams respond in a timely manner to high priority incidents.

Legal / Contractual Obligation

Compliance Obligations
HIPAA - Protected Health Information
CJIS - Criminal Justice Information
OCITPA - Oregon Consumer Protection Act
OR SB619 - Oregon Senate Bill 619
https://olis.oregonlegislature.gov/liz/2023R1/Downloads/MeasureDocument/SB619/Enrolled

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	**2024**	**2024**	**2025**	**2025**
Personnel	$0	$1,372,356	$0	$1,434,537
Contractual Services	$0	$143,711	$0	$120,000
Materials & Supplies	$0	$1,429,746	$0	$1,102,928
Total GF/non-GF	**$0**	**$2,945,813**	**$0**	**$2,657,465**
Program Total:	**$2,945,813**		**$2,657,465**	
Program FTE	0.00	6.00	0.00	6.00

Program Revenues				
Other / Miscellaneous	$0	$2,945,813	$0	$2,657,465
Total Revenue	**$0**	**$2,945,813**	**$0**	**$2,657,465**

Explanation of Revenues

County IT service costs are allocated to departments based on usage, services received, and other metrics.

Significant Program Changes

Last Year this program was: FY 2024: 78327 IT Cybersecurity and Data Compliance Services