



**Program #78327 - IT Cybersecurity and Data Compliance Services** 4/21/2021

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

**Executive Summary**

The IT and Cybersecurity program is responsible for ensuring the security of data for more than 6,000 County and partner employees as well as for all of the residents that are served by Multnomah County. The program is also responsible to help all County departments with data compliance for data that are subject to the HIPAA Security Rule and the Oregon Consumer Information Protection Act (OCIPTA). The services provided by this program facilitate communication with external agencies, business partners, and employees.

**Program Summary**

The program provides a wide array of technical services and consulting services. IT Cybersecurity and Data Compliance Services supports the design of infrastructure components that allow people to connect to the services that they need. The program is also responsible to implement and manage the secure components of the data network infrastructure that connects County buildings and provides access to the Internet and County applications, connecting people to the services they need. The program will continue to provide, consult and enhance security services in support of ongoing Covid19 pandemic response needs which includes an increase in telework. The program offers more than 6000 employees and contractors Security Awareness Training that helps staff recognize malicious activity that poses a threat to the data that we are entrusted with.

IT Cybersecurity and Data Compliance works closely with departments to identify security and compliance issues and provides guidance on best practices to address them.

In 2022 we are hoping to explore a program to directly serve the residents of our community. The vision for this program would be to partner with other county divisions and civic organizations to offer “cyber health” to Multnomah County residents.

Many studies have been done and correlations have been made between public health and poverty reduction. It is in our (the County’s) interest (and arguably our responsibility) to help ensure that our residents have access to services that contribute to their efforts to remain healthy. Our Public Health Systems address many issues that can affect the health and well-being of individuals, families, communities, and populations today as well as impact future generations.

**Performance Measures**

Measure Type	Primary Measure	FY20 Actual	FY21 Budgeted	FY21 Estimate	FY22 Offer
Output	Average time 4 hrs to respond to high priority incidents.	0%	0%	80%	80%
Outcome	High priority incidents resolved within 36 hours.	0%	0%	80%	80%

**Performance Measures Descriptions**

PM #1 Output - 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 Outcome - Measures the amount of time required to resolve high priority incidents. This measure is designed to ensure support teams respond in a timely manner to high priority incidents.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2021	2021	2022	2022
Personnel	\$0	\$1,022,874	\$0	\$1,236,178
Contractual Services	\$0	\$157,000	\$0	\$110,000
Materials & Supplies	\$0	\$1,031,187	\$0	\$1,193,283
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$2,211,061</b>	<b>\$0</b>	<b>\$2,539,461</b>
<b>Program Total:</b>	<b>\$2,211,061</b>		<b>\$2,539,461</b>	
<b>Program FTE</b>	0.00	5.00	0.00	6.00

Program Revenues				
Other / Miscellaneous	\$0	\$2,218,822	\$0	\$2,539,461
<b>Total Revenue</b>	<b>\$0</b>	<b>\$2,218,822</b>	<b>\$0</b>	<b>\$2,539,461</b>

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 2021: 78306 IT Network Services

There are two significant program changes in FY 2022. IT Cybersecurity prior years was included in Offer 78306 (IT Network Services). The second significant change is the addition of a full-time permanent position added to the team to address increased workloads associated with keeping County systems safe and secure.

Because of the COVID-19 pandemic, IT Cybersecurity and Data Compliance Services has had to shift the focus of our program from a posture of "incident detection" to one of "incident prevention". No significant COVID-19 related cost increase to the program.

Due to the COVID-19 pandemic the staff in this program were transitioned to a 100% teleworking model instead of reporting to the office. Operational changes include daily virtual meetings and check ins, communication is primarily through email or google chat, and reporting is emailed and followed up virtually.