



TOWN OF Agawam MASSACHUSETTS

COMMUNITY PROFILE —

The Town of Agawam is located in Hampden County, Massachusetts, along the Connecticut border.

Population is 28,849 residents*
Annual Budget is \$104M (2019)
Median Household Income is \$60k*

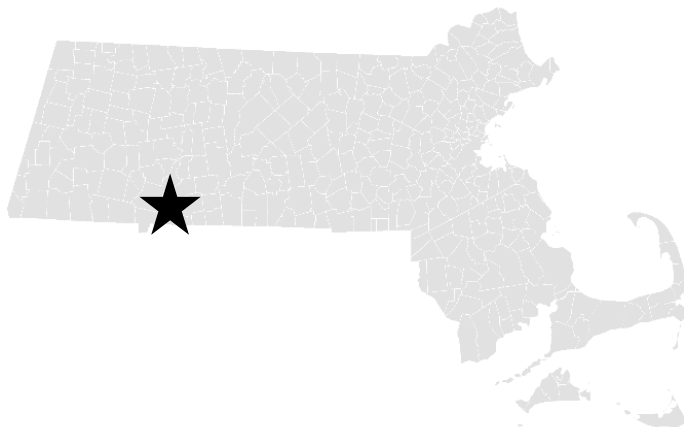
**2016 US Census*



Report prepared by: Jeff Hulbert, IT Director – Town of Agawam

EXECUTIVE SUMMARY —

The Town of Agawam adopted the Cyber Security best practice as part of a Community Compact agreement signed with the Baker-Polito Administration in June of 2015. Leveraging Community Compact funding, the Town retained the services of HUB Technical Services, LLC to conduct a multi-faceted cyber security risk assessment. Several commonly exploited threat vectors were investigated to gain a current understanding of the effectiveness of the security controls in place and to identify actions to minimize risk to the Town. Findings and prioritized recommendations were provided to the Town as an aid to continue improving their IT security posture.



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THE CHALLENGE

Information technology security postures should continuously evolve. Keeping pace with the cyber threat landscape is a daunting challenge at best. The Town needed to determine the effectiveness of existing security controls and comprehend what threats constitute unacceptable risk to ensure the Town is making fact-based decisions to maintain and enhance the Town's cyber security posture.

THE SOLUTION

Agawam received a grant from the Community Compact to retain the services of cyber security subject matter experts to identify technology-based vulnerabilities associated with IT and then provide a prioritized list of practical and detailed steps to minimize risk.

THE RESULTS

Agawam utilized a strategy in which "offense" informs "defense" to minimize "risk". After discussing how technology is utilized by the Town, HUB Tech focused on assessing four (4) commonly exploited threat vectors to determine the effectiveness of controls in place and to gain an understanding of current vulnerabilities related to those controls and reviewed security-related policy.

The investigations focused on the following areas:

- Vulnerabilities in publicly accessible systems and susceptibility to attack from the Internet.
- Vulnerabilities among internally accessible systems and susceptibility to attack from within the Town's local area network.
- Configuration profiles of servers, workstations, and network devices.
- Vulnerabilities in wireless network security.
- Security policy and operations procedures.

The deliverable documentation provided valuable insights and actionable steps to reduce existing and potential risk to IT assets the Town relies on to serve the community. Confidential risk summaries, details of findings, and recommendations were provided to the Town. Additionally, a "path forward" was provided to depict a broader and meaningful approach for the Town to further enhance its cyber security posture based on widely adopted industry best practices.

Agawam was extremely pleased and grateful for receiving the FY2018 Cyber-Security grant. The information received from the testing and subsequent reports proved extremely valuable to the town to further harden our security initiatives.

Jeff Hulbert, IT Director - Town of Agawam