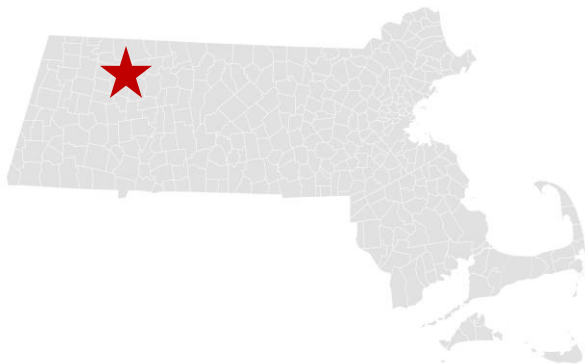


TOWN OF BUCKLAND

CYBER SECURITY BEST PRACTICE | AUGUST 2016

EXECUTIVE SUMMARY

The Town of Buckland, Massachusetts adopted the Cyber Security best practice as part of a Community Compact agreement signed with the Baker-Polito Administration in December of 2015. The Town retained the services of Northeast IT Systems of West Springfield, Massachusetts to perform a cyber security audit of the town's network, create a cyber security strategy document for the Town, and develop specific policies for the Town regarding acceptable use, password best practices, and remote access procedures. In May of 2016, Northeast IT completed their audit and delivered a strategy and policy documents to Buckland for immediate implementation.



COMMUNITY PROFILE

The town of Buckland is located in the western part of Massachusetts in Franklin County. The Town is home to several places on the National Register of Historic Places, including Wilder Homestead and the Mary Lyon House. Mary Lyon was born in Buckland and later founded Mount Holyoke College in neighboring South Hadley.

Population is 1,902 residents*
Annual Budget is \$4.6M (FY 2017)
Median Household Income is \$45,833*

**As of 2010 census*

In partnership with:



THE CHALLENGE

With a population of fewer than 2000 residents and an annual budget of less than \$5 million, the Town of Buckland needs to balance providing quality services to its citizens with being fiscally responsible.

As information technology becomes more of a necessity than a luxury, Buckland wants to have coordinated IT policies in place to protect Town systems along with a long term IT strategy, so technology spending is manageable and less burdensome given the town's limited financial resources.

THE SOLUTION

The Community Compact Cabinet provided a grant to Buckland to support their adoption of the Cyber Security best practice area. Buckland used this resource to retain the services of Northeast IT Systems, which performed a comprehensive cyber security audit and provided a report along with cyber security policy recommendations based on its findings.

THE RESULTS

The confidential audit report from Northeast IT Systems is comprehensive and details findings in physical hardware, network security, wireless access, data access and backup, anti-virus, and other related software. The strategy document is divided up into five sections: identify, protect, detect, respond, and recover. Northeast IT also provided sample policies to Buckland in areas like remote access, password security, and workstation authorized use. Buckland is taking immediate action to implement the changes recommended in the confidential audit report.

MUNI DATA BREACHES

84%

of municipal data breaches are executed in less than a few hours, many in just minutes

69%

of municipal data breaches are discovered by a third party, not by the municipality itself

66%

of municipal data breaches are not discovered for at least one month

75%

of municipal data breaches are opportunistic; the municipality was not directly targeted

Source: AGIO 2014 Data Breach Investigations Report (DBIR) - http://www.nlc.org/Documents/NLC-RISC/2015%20Trustees/Cyber_TrusteesWorkshop-Web.pdf

"We were very pleased to be able to complete this project as it is now allowing us to implement some much need updates to our policies and procedures regarding technology. Also we are planning on using the report and its suggestions to pursue town funding for upgrading to a newer model and more secure system. As a small town without any IT staff, the report goes a long way in giving us some professional guidance for our committees and residents to more confidently support funding the recommended upgrades."

-Andrea Llamas, Buckland Town Administrator