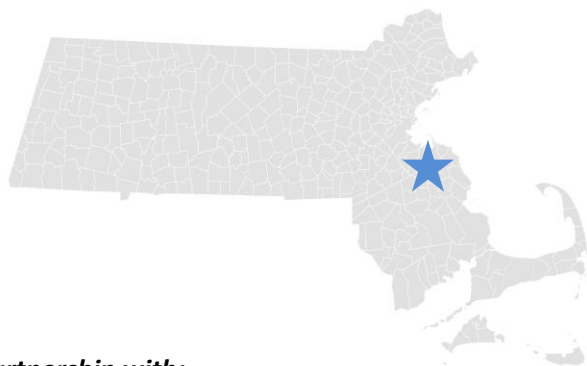


# TOWN OF ROCKLAND

**CYBER SECURITY BEST PRACTICE | AUGUST 2016**

## EXECUTIVE SUMMARY

The Town of Rockland, Massachusetts has recently adopted the Cyber Security best practice as part of a Community Compact agreement signed with the Baker-Polito Administration in January of 2016. The Town retained Hub Technical Services of South Easton, Massachusetts – an IT service and solution provider – to perform a comprehensive cyber security audit of the Town’s network. In August of 2016, Hub completed their audit and made recommendations to Rockland regarding potential areas of risk, potential opportunities for improvement, and reported upon the overall health and well-being of the Town’s network.



## COMMUNITY PROFILE

The Town of Rockland is located in the southeastern part of Massachusetts in Plymouth County. The Town is home to Studley’s Pond, historic Rockland Center, the headquarters of Tedeschi Food Shops, and the Rockland Trust Company – the largest publicly-traded commercial bank in Massachusetts.

**Population** is 17,489 residents\*  
**Annual Budget** is \$56M (FY 2016)  
**Median Household Income** is \$60,088\*

*\*As of 2010 census*

**In partnership with:**



Photo Credit: John Phelan at Studley’s Pond in Rockland, Massachusetts



## THE CHALLENGE

Rockland currently uses an IT consulting firm to secure their network and provide 24/7 monitoring, but the Town wanted to have a third party perform an audit of the status of the network to make sure the Town was in a good position and compliant with state and federal guidelines regarding cyber security.

## THE SOLUTION

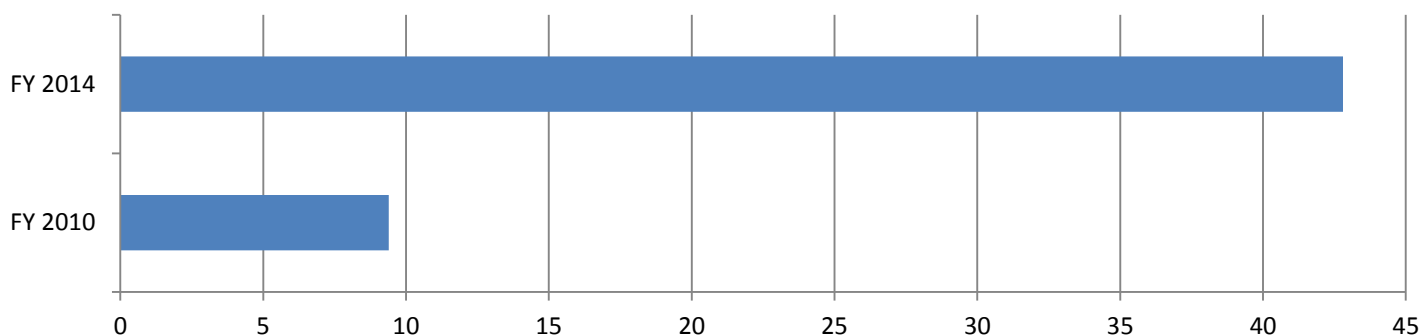
Rockland was able to leverage a grant provided by the Community Compact Cabinet to retain Hub Technical Services. Hub performed a thorough audit of the Town's network, including workstations, servers, firewalls, configurations, and the overall IT security policies of the Town.

## THE RESULTS

The confidential reports from Hub Technical Services detailed findings in several areas: an inventory of the Town's IT assets – including a visual diagram of the Town's network architecture – along with an analysis of the Town's servers and switches, an analysis of the Town's workstations, a detailed review of the Town's network management and security policies, and detailed recommendations regarding specific changes that would increase the overall security of the Town's network. Rockland is currently working with Hub to start making those specific changes.

## CYBER SECURITY RISKS

### Cyber Security Incidents Worldwide (in millions)



Source: Cybersecurity for Municipalities - Colorado Municipal League - <https://www.cml.org/Issues/Technology/Cybersecurity-for-Municipalities>

*“The final assessment reports are excellent and well above my expectations.”*

- Eric Hart, Town Accountant