

Getting Started: Beginning Conversations with Information Technology Staff and Service Providers for Data Security

Questions for Town Leadership to begin conversations with IT Staff or Service Providers.

Q1 – Can you help us implement an effective backup strategy that meets the standards/requirements outlined below, including

- A clear definition of what is being backed up and where it is being stored
- Appropriate backup retention span and frequency
- Annual testing of successful restore
- Physical and virtual access to online backups are restricted to authorized personnel only
- Backups are air-gapped and ransomware resistant
- Awareness of any PII
- Backup encryption where applicable
- Backups include not only data but any relevant images, policies etc.
- Documentation of the backup and restore strategy

More information for user access to critical business systems:

Q2 – Can you help us understand, document, and implement appropriate access/permissions to the data and systems of the municipality?

- Have we minimized the number of employees who have administrative rights to machines?
- Do we limit access to files, folders and applications only to those for whom it is necessary for their job?
- Is there a protocol for removing outdated accounts, especially those with administrative privileges?
- Have we changed default passwords, especially for accounts with administrative rights?
- Documentation of our access controls

More information for user access to critical business systems: