

MME 2024 Summer Workshop



Michigan
Municipal
Executives

**No Community Left Behind: The Power of the IT
Collaborative Program**

Introductions



Samantha Harkins

CEO, Michigan Municipal Services Authority

- 20 years of experience with local government
- Lives in Downtown Lansing and is a self-proclaimed “insufferable downtown resident”



Mike Coyne

Account Executive – Government, Dewpoint

- 23+ years supporting government clients
- 20+ years of local government cooperative contract and IT delivery management
- Lives in Portland, MI

About MMSA

Created in 2012 by Governor Snyder to incentivize local government innovation and collaboration.

MISSION

To deliver high-quality shared services and functions to participating cities, villages, townships, counties, and districts, providing them with innovative solutions to collaborate, lower costs, and enhance services to their citizens.

VISION

To revolutionize the delivery of services and functions by local governments across the state through access to best practices and shared services in order to contain costs, manage resources and enhance the quality of life in their communities.

About Dewpoint

- IT Services & Solutions company with headquarters in Lansing and Grand Rapids
- 20+ years of government experience – delivery team dedicated to local government solutions
- Footprint across local government throughout Michigan
- Making IT Personal – connecting City strategy to IT strategy
- 2022 – 2024 IT Security Assessments for 56 county FOC & PA offices

Some of Dewpoint's Government Clients



The MMSA Contract

- In 2024 the MMSA released an RFP to identify an IT partner for local governments in Michigan to leverage who could provide proven quality services to municipalities in the areas of **IT Security Assessments and IT Managed Services**.
- More than 30 IT firms from all over the world responded and Dewpoint was selected from the responses based on their proven ability to deliver/references, long standing support of municipalities in Michigan, and price.
- In June of 2024 the MMSA/Dewpoint cooperative contract went live and is now available to all Michigan municipalities.
- The value of this contract vehicle to municipalities is:
 - The RFP process MMSA followed has vetted the complicated and ever-changing world of IT service vendors selling to you – we have found a proven partner for you who is trusted by many Michigan municipalities.
 - Pricing has been negotiated with the understanding that as clients are added to the program, costs for the services are reduced. Allowing municipalities to benefit from group level discounts.


IT Security Assessments – Why?

The New York Times

How a Cyberattack Plunged a Long Island County Into the 1990s

Suffolk County officials had to return to the days of paper checks and faxes after an episode that exposed government weaknesses.

Give this article



Title searchers examine mortgage and title records manually at the Suffolk clerk's office, more than two months after a ransomware cyberattack hijacked the county's online services. Johnny Milano for The New York Times

The Suffolk Times

09/29/2022 FEATURED STORY

Ransomware attack on Suffolk County heightens importance of cybersecurity for local municipalities

By Brianne Ledda, Melissa Azofeifa and Tim Gannon



Cyber Attacks on Municipalities are on the Rise - Sending Shockwaves Through Communities

Brett Gallant
Founder, Technology Leader & Cyber Security Expert | Best Selling-Author | Join me on my next Cyber Security Webinar - Secure your spot today!
Published Aug 18, 2022

In the past, we have written a lot of articles about cyber threats to SMBs, but the number of attacks on municipalities has increased so dramatically recently that we would be remiss if we didn't address it. Both the number of attacks and the frequency have skyrocketed to the point that cyber security professionals can hardly go a day without reading something about municipal cyber attacks in the North American news.



...er breach earlier this month that left Suffolk County systems in turmoil has heightened emphasis on the importance of cybersecurity for local municipalities be particularly vulnerable to threats.

own governments in Riverhead and Southold have remained relatively unaffected ck against the county.

PHIV/BlackCat and LockBit 2.0 ransomware groups have apparently been much of the activity targeting state and local government and education sectors in cording to industry group SecurityScorecard. A message the group posted Sept. tended to leak information from more than 4 TB of stolen data, unless the county unspecified "small reward."

ere 27 ransomware incidents affecting the public sector in the first six months of almost 50% decrease from the number that occurred in the first half of 2021. g to an August report from cybersecurity company Emsisoft. Those 27 incidents stated to have cost governments more than \$218 million.

Home Blog - Local governments are attractive targets for hackers and are ill prepared

LOCAL GOVERNMENTS ARE ATTRACTIVE TARGETS FOR HACKERS AND ARE ILL- PREPARED

By Richard Forno on March 28, 2022 at 5:55 am

Richard Forno, University of Maryland, Baltimore County

President Joe Biden on March 21, 2022, warned that Russian cyberattacks on U.S. targets are likely, though the government has not identified a specific threat. Biden urged the private sector: "Harden your cyber defenses immediately."

It is a costly fact of modern life that organizations from pipelines and shipping companies to hospitals and any number of private companies are vulnerable to cyberattacks, and the threat of cyberattacks from Russia and other nations makes a bad situation worse. Individuals, too, are at risk from the current threat.

Local governments, like schools and hospitals, are particularly enticing "soft targets" – organizations that lack the resources to defend themselves against routine cyberattacks, let alone a lengthy cyber conflict. For those attacking such targets, the goal is not necessarily financial reward but disrupting society at the local level.

From issuing business licenses and building permits and collecting taxes to providing emergency services, clean water and waste disposal, the services provided by local governments entail an intimate and ongoing daily relationship with citizens and businesses alike. Disrupting their operations disrupts the heart of U.S. society by endangering citizens.

in recent years. These include attacks on targets the consequences of a successful cyberattack against

re County have studied the cybersecurity preparedness s. As part of our analysis, working with the international government chief security officers about their cybersecurity g.

third of U.S. local governments would be unable to tell if nearly one-third of local governments that did know county, and nearly half at least daily.



TRAVERSE CITY, MICHIGAN, ON THE SHORES OF LAKE MICHIGAN. IMAGE: TRAVERSECITYMI.GOV

Jonathan Greig
June 13th, 2024

Cybercrime
Government

City governments in Michigan, New York face shutdowns after ransomware attacks

City of Oakland – 2023 Breach


CSO UNITED STATES ▾ NEWS EVENTS AWARDS NEWSLETTERS WHITE PAPERS/WEBCASTS COMMUNITY

Home > Careers > CSO and CISO
NEWS ANALYSIS

Municipal CISOs grapple with challenges as cyber threats soar

Municipal CISOs grapple with challenges as they become targets for nation-state threat actors, cope with regulations, and pursue funding from resource-constrained governments.

By [Cynthia Brumfield](#)
CSO | MAR 6, 2023 2:00 AM PST



On February 10, the City of Oakland, California, [announced](#) it had been hit by a ransomware attack that knocked many of its systems offline. Four days later, Oakland declared a state of emergency as it grappled with the wide-ranging impact of the incident, which left city phone systems and multiple non-emergency services inoperable, including its 311 phone system. As of February 24, many city services were still down, including the 311 system, just as a severe winter storm bore down on the area.

Many city services stayed down for weeks, including the 311 system, just as a severe winter storm bore down on the area, although the city announced on February 28 that 311 and several other services were restored. The Play ransomware group, which security researchers have [linked](#) to the Russia-backed Hive gang, has [taken credit](#) for the attack and has begun [releasing data](#) stolen during the incident. Earlier this year, the Justice Department [announced](#) a major take-down of Hive's operations.

- City of Oakland, CA hit by ransomware attack on February 10th, 2023
- Declared state of emergency after 4 days
- Multiple systems inoperable including their phone system and 311 service
- Restoration of most services completed February 28th
- Significant public outcry
- Reactionary remediations were 10x the cost the proactive remediations would have been

Cyber Attacks Against Municipalities Rising

Recent International City/County Management Association (ICMA) survey

- >35% of local governments reported experiencing a cyber attack in the past year
- Of those, >20% said the attack resulted in a loss of data
- >10% said the attack disrupted their operations

**Not if,
But WHEN!**

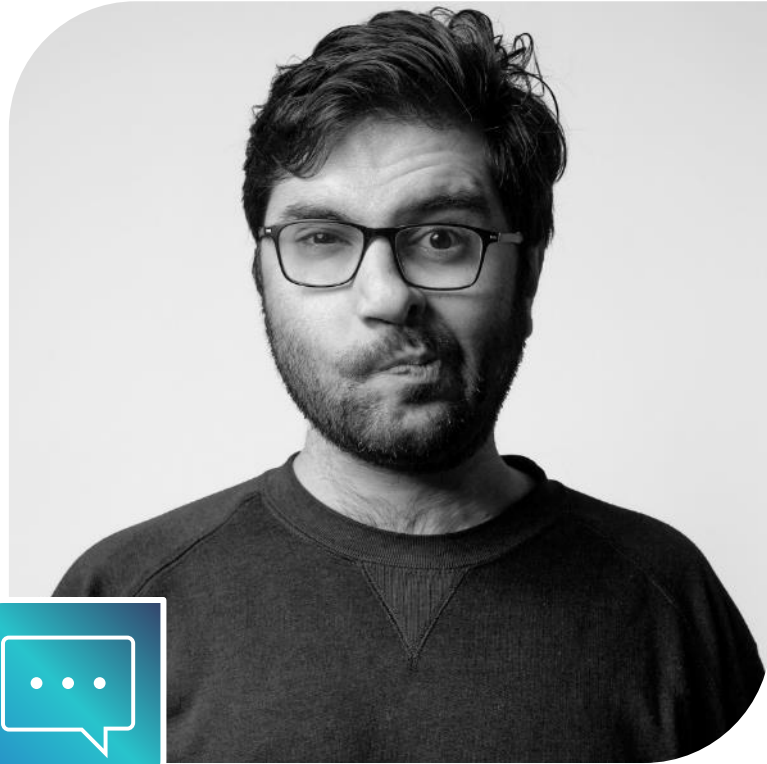
How Vulnerable are Local Government Organizations?

Recent report by the cybersecurity firm BlueVoyant found:

- 61% of the 113 local governments they assessed had critical or high cybersecurity vulnerabilities
- Only 10% of local governments had fully implemented multi-factor authentication, which is considered a basic security measure

Recent Cybersecurity study by the Center for Internet Security (CIS) found:

- Local governments were less likely than other sectors to have implemented certain security measures, such as network segmentation and vulnerability scanning
- Local governments were more likely than other sectors to have experienced a data breach due to a phishing attack



Our IT Team patches our computers, so this won't happen to us... right?

Consider an Assessment!

Don't let your security posture remain a mystery hidden in your systems and IT vendor partners. We can help you see the current state of your IT security and provide a roadmap to arm you and your IT infrastructure against cyber threats.

Why A Dewpoint Security Assessment?

Dewpoint assessments follow a proven methodology based on our experience with government and regulated clients.

Reporting and scoring using the Center for Internet Security (CIS) assessment framework:

- The CIS framework is federally accepted and broadly implemented by state, local, education and defense institutions.
- CIS best practice controls are consensus-based taking input from its' membership organizations which are heavily represented by government institutions and supporting contractors like Dewpoint.
- CIS provides support to 13,000+ government organizations through its' Multi-State Information Sharing and Analysis Center. (MS-ISAC)
- **In some cases, we have helped City's leverage State and Federal funds to pay for the assessments**

Why A Dewpoint Security Assessment?

43 controls are reviewed against the framework

Weighted and scored in implementation groups that scale with the size, maturity, and mission of your organization.

Provides a quick snapshot of your current organization classified as:

Red – very few controls; needs improvement

Orange – fair; some controls implemented

Yellow – satisfactory; documented policies and procedures but lack formal adoption and reporting

Green – current controls implemented; mechanisms in place for policies, procedures and reporting

What is Managed IT Services?

Outsourcing the proactive management and maintenance of information technology systems



Improve Operations



More Time to Focus on Your Core Activities



Consistent Costs

Service Provider: Designs – Installs – Updates – Manages

Network and Infrastructure Management

Help Desk and Technical Support

Compliance and Regulatory Management

Software and Application Management (BS&A, GIS, OnBase)

Data Backup and Recovery

Security Management

Cloud Services

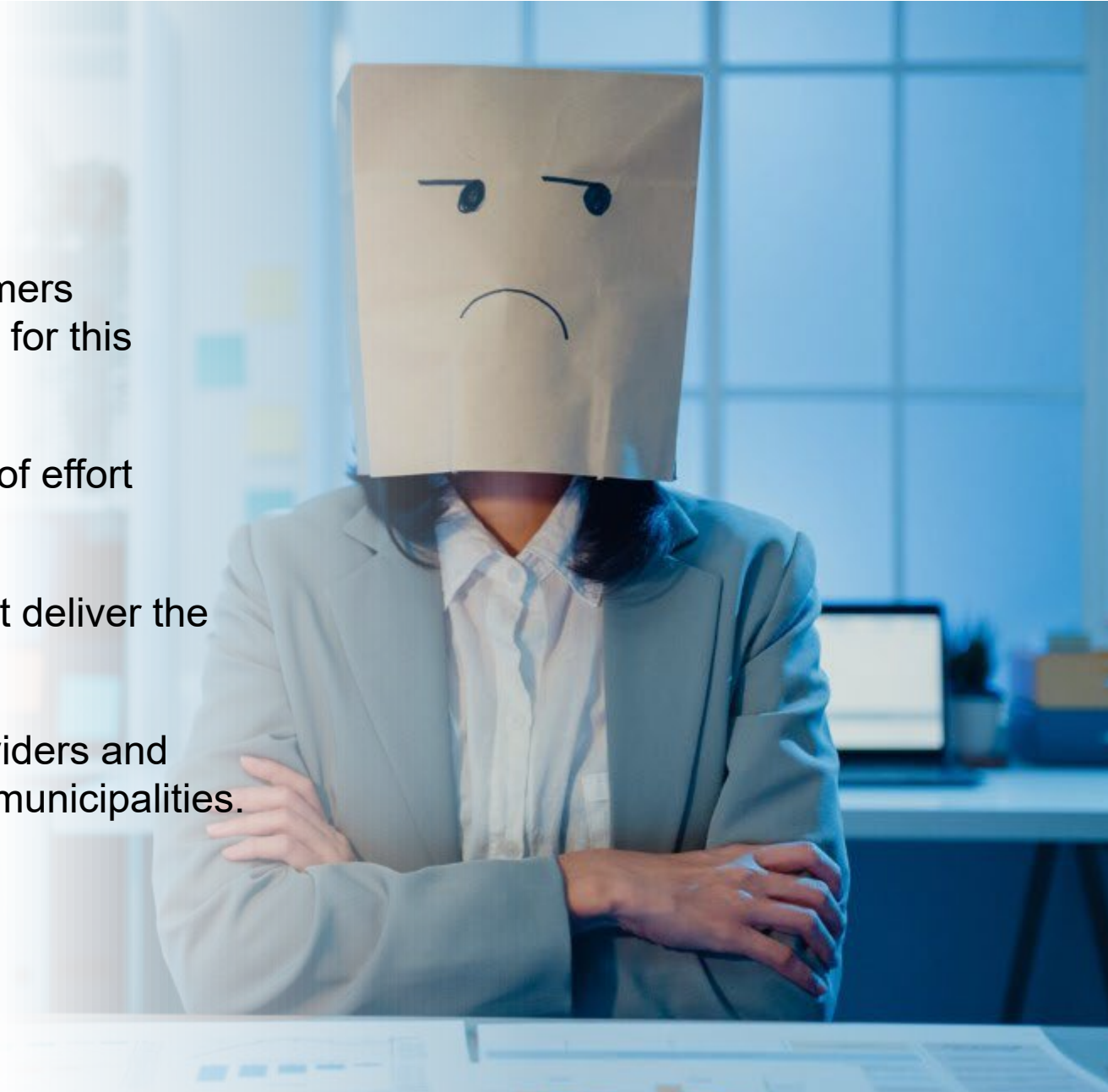
Performance Monitoring and Reporting

Vendor Management

IT Consulting and Strategy

What We See in the Market

- “Race to the Bottom” isn’t working – leaves customers vulnerable and frustrated. Many price points exist for this service and lowest is not the best.
- Lower costs = more time waiting for support, lack of effort dedicated to projects and strategy.
- Anybody can “Keep the Lights On” – but they can’t deliver the projects that transform customer operations.
- Competitors are being purchased by national providers and losing their connection to Michigan and Michigan municipalities.



The Dewpoint Difference

- Michigan-based support technicians
- Efficient, reliable service
- Consistent, predictable costs
- Access to expert resources & skills
- Vision and expertise to deliver transformative projects
- IT Governance built on regular, transparent communication

Communication and Partnership

Dedicated Customer Success Manager

Regular communication cadence

- Performance reporting
- Customer satisfaction survey results
- Service level agreement tracking
- Strategy discussions aligning City strategy to IT



Accountability

Predictability

Transparency

Delivering Innovation



Run – focuses on operational efficiency and stability, ensuring that current IT systems and processes work reliably to support day-to-day operations. (keep the lights on)

Grow – looks at ways to enhance capabilities and extend reach, using technology to improve and expand products, services, and market presence. (typically found in work associated with City business and IT projects)

Transform – leverage innovative technologies and practices to fundamentally change how the organization competes in the market, opening new opportunities and creating significant strategic advantage. (proactive time with City departments understanding city objectives and suggesting IT solutions)

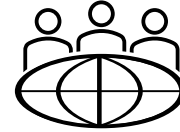
Dewpoint and the MMSA Contract Vehicle



**Cyber Assessment
and Managed
Services provider**



**Michigan
Headquartered**



**Local consultants
with global
experience**

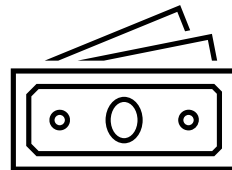


**Division specifically
focused on Local
Government clients**

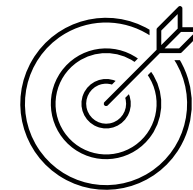
Why Should You Engage?



Partnership



Pre-negotiated rate



Results driven

A background image showing a person with curly hair in the foreground, raising their right hand. The scene is brightly lit, possibly from a window, creating a soft, warm atmosphere. The person is wearing a light-colored sleeve. In the background, other people are visible but out of focus.

Questions?

Thank You for Your Time



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Scan to have a discussion about how you can utilize this cooperative contract

