

Response to Questions on the FY 2012 Budget

Request By: Supervisor Foust

Question: When and how did the Board of Supervisors direct that “funding of \$2 million, as supported by a transfer from Fund 105, Cable Communications, [be] included for deployment of up-to-date technology to support secure access of new web-based social media functionalities?” Exactly what is the purpose and value of this investment? What will the county be able to do after this investment is made that it cannot currently do? Why is that worth \$2 million?

Response: In the FY 2012 Budget Markup Process package dated April 12, 2011, it was noted in the Chairman’s remarks that the \$2.0 million proposed for the Information Technology Communication Enhancement project was being “deferred.” *The FY 2011 Carryover Review* reflects the first opportunity available to bring it back before the Board for reconsideration, and thus it was included in the July 26, 2011 carryover package.

As part of the *FY 2011 Carryover Review*, funding of \$2.0 million is recommended for the Information Technology Communication Enhancement project. These funds will allow for the deployment of up-to-date technology to support secure access of new web-based social media functionalities. This project will implement protected web security gateway infrastructure that will provide comprehensive secure access to County agencies for agency business needs, smart media/video streaming, and data leakage protection. Some County agencies must now use social media sites for conducting County business with constituents and community partners. As recently seen during the earthquake on August 23, 2011, social media capabilities greatly expand the County’s ability to communicate vital information. During this event, social media tools were working and added to the ability to get the word out about status.

As users increasingly embrace social media and mobile computing, the County must proactively plan and implement robust IT security infrastructure for safeguarding the County’s critical systems from increasingly sophisticated threats arising from new tools. This project will improve compliance with regulatory standards, proactively mitigate against cyber security threats to the County’s networks, enable real time security monitoring and capture web traffic intelligence efficiently.

Recognizing the value of technology to County government, ensuring the security of the County’s IT investments and information assets is of primary importance. If this project is not funded in FY 2012, the County will not be able to provide comprehensive secure social media access to County agencies. It should be noted that the proposed solution is not scalable. The \$2.0 million supports a complete solution intended to effectively mitigate the risks associated with employees using social media from inside the County. Without the whole solution, the Department of Information Technology cannot provide the access without introducing an unacceptable level of risk to the County. Further, it should be noted that no other IT function is impacted by dedicating resources to this function as funds available in Fund 105, Cable Communications, are being used to secure and deploy this technology.