

## COUNCIL REPORT

M&C No.	2018-359
Report Date	December 13, 2018
Meeting Date	December 17, 2018
Service Area	Corporate Services

His Worship Mayor Don Darling and Members of Common Council

***SUBJECT: Canadian Institute of Cybersecurity Membership Agreement***

### ***OPEN OR CLOSED SESSION***

This matter is to be discussed in open session of Common Council.

### ***AUTHORIZATION***

Primary Author	Commissioner/Dept. Head	City Manager
<b><i>Stephanie Rackley-Roach</i></b>	<b><i>Neil Jacobsen</i></b>	<b><i>Neil Jacobsen</i></b>

### ***RECOMMENDATION***

It is recommended that the Mayor and Common Clerk be authorized to execute the Collaborative Research Agreement (attached) with the Canadian Institute of Cybersecurity (CIC) for a one-year Strategic Membership to carry out work related to enhancing the security of the City of Saint John's information systems and data.

### ***EXECUTIVE SUMMARY***

Organizations across Canada are making cybersecurity a top priority given the potential devastating impact of a cyberattack in terms of service delivery, productivity, customer privacy, financial loss, and reputation. The City has investigated the benefits of obtaining a Strategic Membership from the Canadian Institute of Cybersecurity (CIC) to improve protection of our information systems and data. The City would also work with the CIC to customize and deliver training to increase technical capacity within the Information Technology team and improve awareness among employees in how to defend against cyberattacks. The cost for a one-year Strategic Membership is \$40,000.00; UNB does include tax on membership fees. The attached Collaborative Research Agreement (Agreement) outlines the obligations, deliverables, and the scope of work to be undertaken by the CIC and the City during the term of the membership. Based out of the University of New Brunswick, the CIC has a vested interest in improving cybersecurity across the province.

### ***PREVIOUS RESOLUTION***

N/A

## **REPORT**

Cybersecurity is the practice of protecting information systems, networks, and applications from digital attacks. These attacks are typically aimed at accessing, changing, or destroying sensitive information, extorting money from users, or interrupting normal business processes.

Ensuring effective cybersecurity measures are in place is becoming increasingly challenging. Cyber attackers are becoming more sophisticated and clever in how they gain unauthorized access to information systems. As many organizations including local governments have learned, cyberattacks are no longer a matter of 'if', but 'when'. The more common types of cybersecurity threats include ransomware, malware, social engineering, and phishing.

While outdated information security controls or architecture and unauthorized access are two vulnerabilities to an organization's information systems and data, people remain the weakest link when it comes to cybersecurity. According to a 2018 survey of organizations conducted by Ernst & Young, *27% of Canadian respondents indicate the most likely source of a cyberattack is a careless employee, while 36% of respondents cite poor user awareness and behaviour as the top risk associated with the growing use of mobile devices.* An effective threat prevention strategy must include cybersecurity training and education programs to ensure employees can identify and prevent cybersecurity threats.

Organizations across Canada are making cybersecurity a top priority given the potential severity of an attack. A successful cybersecurity approach has multiple layers of protection spread across computers, networks, applications, and data to defend against cyberattacks. The City has invested in the protection of our information systems and data; however, in order to keep up with evolving cyber threats, the City has investigated the benefits of obtaining a membership with the Canadian Institute of Cybersecurity (CIC).

The CIC is a comprehensive multidisciplinary training, research and development, and entrepreneurial unit that draws on the expertise of researchers. Based at the University of New Brunswick in Fredericton, their mission is to contribute to Canadian society by being a transformational leader in cybersecurity through problem solving, quality research undertakings, and intellectual property generation. This includes offering effective consultancy services and training, and providing students with career-related education and experience.

Corporate membership to the CIC is available to industry, public institutions, and government departments. The member receives essential services from the CIC, aiming to increase their capability and potential of dealing with cybersecurity and/or developing cybersecurity solutions including:

- Exclusive advising and consulting services
- Company-specific, hands-on technical support
- Targeted research and development

The Strategic Membership offered by the CIC best meets the City's needs. This membership is targeted at organizations with an ongoing cyber presence, continuously

dealing with cybersecurity challenges and facing potential cybersecurity threats; more specific benefits include:

- 15 hours/month (average) of hands-on, company-specific technical support
- Assistance in maintaining a robust cyberspace presence
- Detection and prevention of potential attacks and information loss
- Access to cybersecurity experts

The attached Agreement outlines the partnership between the CIC and the City through the Strategic Membership. The Scope of Work outlined in Schedule 1 focuses on assessing, evaluating, and prioritizing recommendations for enhancing the security of the City's information systems and data. The CIC will also provide ongoing support and consultation during the term of the membership. The Agreement is effective January 7, 2018 for one year. Based on an evaluation of the value received through the partnership in 2019 and the City's cybersecurity needs, the City may opt to extend the Agreement which would come back to Common Council for approval.

The CIC also provides cybersecurity training to organizations to build technical capacity and improve employee and user awareness. While training would be an additional cost to the City above the Strategic Membership, working with the City on enhancing security around our information systems and data will allow the CIC to customize the content and delivery to best meet the City's needs.

Being located in New Brunswick, the CIC has a vested interest in improving cybersecurity across the province. This commitment is a value-add to their members located in New Brunswick. The expertise, research, and innovation oriented focus of the CIC supports members in making vendor neutral decisions about their cybersecurity needs.

### ***STRATEGIC ALIGNMENT***

Enhancing the City's cybersecurity measures contributes to Council's priorities of valued, service delivery and being fiscally responsible. These measures guard against and/or mitigate the impact of a cyberattack on the City's information systems and data. The benefits include maintaining public service delivery, productivity, customer privacy, financial integrity, and confidence in the City's ability to manage public funds and municipal operations.

### ***SERVICE AND FINANCIAL OUTCOMES***

The cost of the CIC Strategic Membership to the City is \$40,000.00. UNB does include tax on membership fees. The funding is available within the Information Technology's 2018 general fund operating budget.

Training associated costs would be in addition to the membership fee. Funding for any future training engagements with the CIC is included in the Information Technology Service's 2019 general fund operating budget.

### ***INPUT FROM OTHER SERVICE AREAS AND STAKEHOLDERS***

Legal has reviewed the attached Agreement and are supportive of the recommendation.

Materials Management has been consulted as to procurement requirements in obtaining a membership with the CIC. Memberships are sole sourced and is recommended based on the value gained and the City's needs.

Risk Management has been consulted on insurance requirements. Given the Agreement defines a partnership between the CIC and the City of Saint John, Risk Management is supportive of the language in the agreement given the value provided to the City in terms of access to cybersecurity expertise and support.

### ***ATTACHMENTS***

Collaborative Research Agreement