CRESCENTA VALLEY WATER DISTRICT

2700 FOOTHILL BOULEVARD
LA CRESCENTA, CALIFORNIA

To be held on
February 23, 2023 at 10:30 AM

Agenda for the Meeting of the Technology Committee
of the Crescenta Valley Water District

Posted February 22, 2023 at 10:30 AM

TELECONFERENCING NOTICE

This meeting will be conducted in person at the address listed above. Members of the public may also participate virtually by using a touchtone phone. You may select any of the following phone numbers (there are more than one for increased reliability during this time of increase phone traffic).

(669) 900-6833	**(346) 248-7799**	**(929) 205-6099**
(253) 215-8782	**(301) 715-8592**	**(312) 626-6799**

Then, enter Access Code: 872 5299 1607

[Pursuant to the above Executive Order, the public may not attend the meeting in person]

Those members of the public who are able to and would like to additionally participate with a computer through videoconference may access the Zoom videoconferencing tool available at the following link:

https://us02web.zoom.us/j/87252991607

If there is a disruption of service, this meeting will continue without remote participation. The remote participation option is provided a convenience to the public and is not required.

Any person may make a request for a disability-related modification or accommodation needed for that person to be able to participate in the public meeting by contacting the District by phone or in writing at customerservice@cvwd.com. Requests must specify the nature of the disability and the type of accommodation requested. A telephone number or other contact information should be included so that District staff may discuss appropriate arrangements. Persons requesting a disability-related accommodation should make the request with adequate time before the meeting for the District to provide the requested accommodation.

Call to Order

Adoption of Agenda

Public Comment:

At this time, members of the public shall have an opportunity to address the Committee on items of interest that are within the subject matter jurisdiction of this Committee. This opportunity is non-transferable, and speakers are limited to three (3) minutes each. Under the provisions of the Brown Act, the Board is prohibited from taking action on items not listed on the agenda, except under certain circumstances.

Action Item(s)

The public shall have an opportunity to comment on any action item as each item is considered by the Committee. This opportunity is non-transferrable and speakers are limited to one two-minute (2) comment each.

1. Discuss server replacement and storage considerations
2. Discuss the District's IT Emergency Operating Procedures (EOPs)
3. Discuss cyberliability insurance
4. Discuss cybersecurity event scenarios
5. Update on cell towers

Committee Members' Request for Future Agenda Items

Adjournment

Crescenta Valley Water District

Technology Committee

February 23, 2023

Agenda Item #1 – Server Replacement and Storage Considerations

The District maintains an "FX server", which provides the backbone to the District's server infrastructure.[1] The "service warranty" on the FX server provides assurance that various service and parts will be available in the event of failure. That warranty expires in June 2023. Operating without the service warranty is not advisable, and the District needs to decide whether to replace the server and, if so, which of two alternative plans to implement.

There are two primary directions, and they differ operationally and economically. The first version – "A", the "lean" version – is operationally sound but less nimble and is markedly more affordable than the alternative – "B" the "comprehensive" plan. Although significantly costlier, the comprehensive plan affords the primary benefits of: 1) ease of use for staff; 2) operational speed; 3) ease of maintenance for IT staff; 4) more streamlined architecture for cybersecurity, data storage and recovery, etc.

The discussion, then, is about whether the benefits of the comprehensive version outweigh the cost differential between it and the lean version. Another consideration is the District's level of investment to address a rapidly-changing landscape for cybersecurity while computing/processing loads continue to increase as well.

Staff is weighing these considerations and sharing with the Committee ahead of the upcoming budget season when this item will be one of the more significant investment decisions for the upcoming fiscal year.

Agenda Item #2 – District IT Emergency Operating Procedures (EOPs)

This agenda discussion will provide information on the District's Emergency Operating Procedures (EOPs) as they relate to Information Technology.

The development and maintenance of Emergency Operating Procedures is particularly critical for public water agencies. Agencies such as CVWD are not only expected to continue system maintenance, system operations, and customer service during emergencies, other first responders depend on District assets such as reservoirs – e.g. fire protection after a wind, fire, or earthquake event. CVWD's geography along the foothills with higher frequency of fires, wind storms, and flooding, and its proximity to earthquake fault lines elevates the importance of a reliable emergency management program.

To this end, the District participates in tabletop exercises and is enrolled in regional mutual aid for supplies and personnel through the Public Water Agencies Group (PWAG). And as part of the Strategic Plan 2022 Update, the District is undergoing a comprehensive effort to update its emergency management program, including, but not limited to: 1) an updated Emergency

[1] This does not include the SCADA server, which is separate and will likely need its own investment in a subsequent year.

Response Plan (ERP); 2) "NIMs/SIMs" training; 3) personal and family preparedness; 4) tabletop exercises and monthly inter-agency radio checks; 5) site assessments for establishment of an Emergency Operations Center; 6) customer service and public outreach opportunities to raise emergency awareness and how the District can be a resource to individual customers, the community, and it first responders during an event.

In today's environment of increased interconnectivity and heightened cybersecurity need, it now makes sense that EOPs specific to Information Technology be incorporated into the District's overall emergency preparedness plan. The District's IT service provider, Highroad IT (HIT), is working with staff to develop IT EOPs related to cybersecurity breaches and physical damage to hardware. The EOPs outline decision trees, employee responsibilities, and other protocol.

The IT EOPs to be discussed are newly developed and represent a "higher-level" discussion to be built on as the District continues to build its emergency management program. Although it is a higher-level discussion, the EOPs may nevertheless contain sensitive information, and the presentation will be shared during the committee meeting by Highroad IT.

Agenda Item #3 – Cyberliability Insurance

This agenda will discuss the District's decision to maintain its cyberliability insurance policy through JPIA, which provides comprehensive insurance services for the District and much of the water industry.

Cyberliability insurance is a relatively new insurance option that was made available through JPIA a year ago in response to the rapidly evolving cybersecurity landscape. The cyberliability premium cost increased approximately fourfold since last year, and the current expectation is a ~10-15% increase for next year, at minimum. The availability of insurance introduces a number of questions such as: 1) what is the best practice for cyberliability; 2) is there a consideration for whether the insurance pool can meet its obligations in the event of a claim; 3) does the benefit of coverage outweigh the cost of the premium.

Staff has conducted diligence by working with HIT, checking with JPIA regarding its premium cost expectations, and speaking with a number of agencies about their thoughts on cyberliability insurance, discussions for which HIT also participated in. The various considerations for insurance will be discussed during the committee meeting.

Agenda Item #4 – Cybersecurity Event Scenarios

This agenda item will provide an opportunity for staff and HIT to provide a post-event diagnosis on a recent cyberattack on the District, including the event, how it was handled, and lessons learned.

Agenda Item #5 – Cell Towers

This agenda item will provide a final update on the Policies & Procedures needed for the District to accept leases from cellular providers. The Policies & Procedures have been updated based on input from the Finance, Policy, and Technology committees, and staff will summarize the updates before seeking Board approval.