

DISASTER DECLARATION

Critical Considerations

March 4, 2020

Where Connections Happen



ONCE UPON A TIME

... there was a cop

CITY OF CARROLLTON

The screenshot shows the City of Carrollton website. At the top, there is a navigation bar with categories: IBT, Asia Pacific, World, Technology, Business, Sports, Entertainment, and Science. Below this is a secondary navigation bar with links for Home, ABOUT US, GOVERNMENT, DEPARTMENTS, RESIDENTS, and ETESTS. The main content area features the Carrollton Texas logo with the tagline "Where Connections Happen" and a row of social media icons for Facebook, Twitter, Home, Instagram, YouTube, and RSS. A "Latest City News" button is visible on the left. The article title is "UPDATE: City of Carrollton Experiences Network Outage" with a post date of "01/15/2020 2:15 PM". The article text describes a cyber attack on Oct. 10 that disabled municipal services, the city's website, and email servers, and prevented utility bill payments and library card issuance. The article is accompanied by a small image of a person.

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FBI i
Hack
By Bhaswa
Updated D

Calendar | N

CARROLLTON
TEXAS
Where Connections Happen

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Latest City News

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NEWS & UPDATES

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UPDATE: City of Carrollton Experiences Network Outage

Post Date: 01/15/2020 2:15 PM

municipal services.

- The attack took the city's website and email servers offline, disabled a system for processing utility bill payments and prevented the issuing of new library cards. Email was quickly restored but the city's website was down until Thursday afternoon, three weeks after the Oct. 10 attack.

LET'S JUST NOT

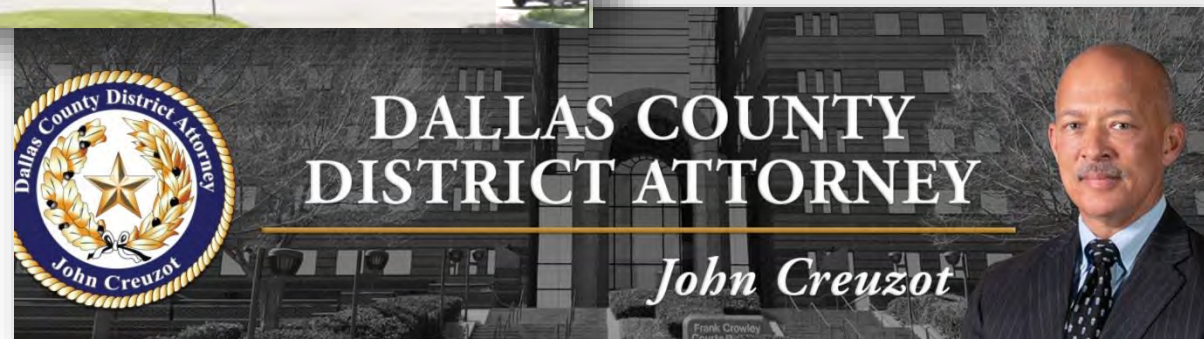
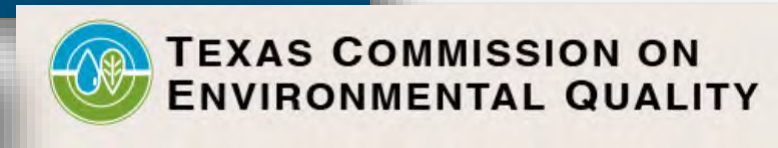
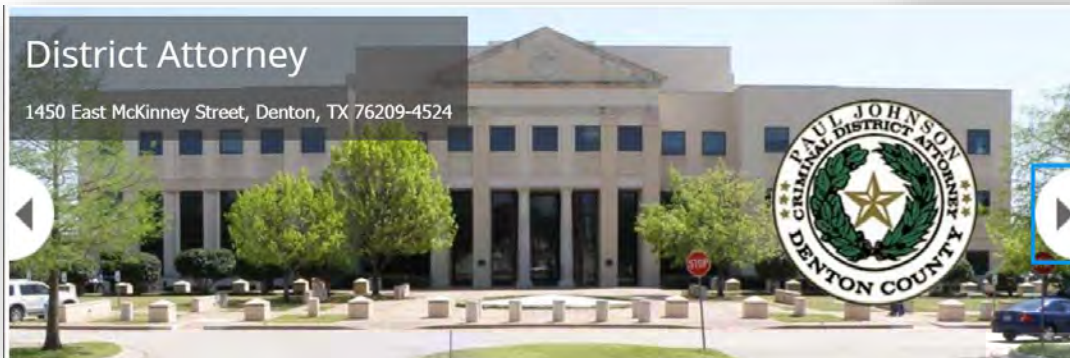
- Business Continuity Planning
- Disaster Recovery Protocols
- Backups

MAKING A DECLARATION

- **Manpower & Organization**
 - Texas Department of Emergency Management
 - Texas Department of the Military
- **Funding**
 - Reimbursement

MAKING A DECLARATION

- Regulatory Relief



ALTERNATIVES

- MOUs/ILAs
- ITDRC
- Texas Department of Information Resources



**/* INFORMATION
TECHNOLOGY
DISASTER RESOURCE
CENTER */**

ALTERNATIVES



POLITICAL IMPACT

- Laying blame...

... or absorbing it

- Lawsuits
- Capital projects
- Development
- Tenure & turnover



POLITICAL IMPACT



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2020

ELECTIONS



PLANNING

- Relationships
 - City Manager
 - Executive Team
 - Mayor
 - Council
 - Emergency Management
 - Police
 - Fire



YOUR ROLE





CARROLLTON
TEXAS

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