

Michelle Scherer

From: Steve Cross
Sent: Friday, April 8, 2022 2:44 PM
To: Michelle Scherer
Cc: Rick Brown
Subject: FW: IT Security

Michelle,

Please use the information below as an attachment under Item IV. A. 5 of the Admin/PW agenda.

Thanks.

Steve Cross
City Administrator
City of Wildwood
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Throttlenet provides the City of Wildwood with numerous services and functions to better protect the City's information technology assets according to the following scope of services:

Security

- **24/7/365 Monitoring:** ThrottleNet will provide monitoring services including, but not limited to system resource utilization, system up-time, and system performance, for all network-attached systems on your network. Monitoring services are provided 24 hours per day, 7 days per week, 365 days per year.
- **Multitiered Malware Identification and Remediation:** ThrottleNet will deploy, monitor, manage and maintain an anti-malware solution for all network-connected client and server devices.
- **Backup Management:** ThrottleNet will monitor and maintain your backups daily to ensure they're taking place at regularly scheduled intervals. This service is performed within the capabilities of the backup solution itself.
- **Patch Management:** ThrottleNet will centrally manage and execute deployment of any critical operating system or line of business application updates and patches.
- **Firewall Management:** ThrottleNet certified technicians will monitor firewall ensure all security software is updated regularly.
- **Server Management and Maintenance:** ThrottleNet will proactively manage client's server including, but not limited to, user account maintenance, operating system updates, hardware driver and firmware updates, SQL database maintenance (if applicable), regular maintenance, and backup integrity analysis.

Professional Services

- **Vendor Management:** ThrottleNet will act on client's behalf with any technology vendor (i.e., ISP, software vendor, etc.) to ensure support requests are addressed in a timely fashion with minimal impact to client productivity.

- **Network Documentation:** ThrottleNet engineers will document all aspects of your network. This information is then housed in a secure, encrypted cloud-based documentation platform known as IT Glue.
- **Voice and Data Audits:** ThrottleNet will conduct a voice and data audit at a minimum of once per year to ensure you are utilizing the latest data/telco technology.
- **Procurement:** ThrottleNet's procurement services are available to all clients. ThrottleNet works with all major technology companies including, but not limited to Dell, HP and Apple.
- **Technology Consulting:** ThrottleNet will provide ongoing consulting as it relates to network and security needs and requirements (See Dedicated VCIO for details).
- **Technology Budget Planning:** ThrottleNet will assist in creating an annual technology budget based on the identified needs of the client.
- **Project Management:** ThrottleNet will manage all I.T. related projects recommended by your VCIO as well as any requested by the client.

Support

- **Unlimited Remote Support:** Support is available during normal business hours by desktop calling card, email, phone or our website with all ThrottleNet support technicians located at our headquarters in St. Louis Headquarters.
- **Unlimited Onsite Support:** In the event ThrottleNet is unable to resolve any issue remotely, we will dispatch one of our highly trained network engineers to your location to further troubleshoot and resolve the problem.
- **Monthly Proactive Site Visit*:** Throttlenet agrees to perform a monthly proactive site visit for networks of ten (10) users or more. This proactive site visit is specific to network related maintenance tasks and shall not be used for excluded services as outlined in Exhibit A Section 3. The monthly proactive site visit shall not exceed two (2) hours and must be used in two (2) hour increments by the end of each month. Unused hours do not accumulate and/or roll over.
- **Customer Portal:** ThrottleNet will provide a web accessible portal allowing customers to view pending tickets, make payments online and view project status (if applicable)
- **Preferred Labor Rate for Out of Scope Projects and Support:** All Managed Network Core clients will receive a discounted rate for any out of scope projects or support (if required).
- **Application Support:** ThrottleNet will update and assist in supporting any third party applications used by the client (additional information may be required and limitations may apply)

Consulting

- **Dedicated VCIO (Virtual Chief Information Officer):** For networks of ten (10) users or more, ThrottleNet will assign a dedicated VCIO for the purposes of providing ongoing technology consulting, strategic planning, budget creation and more.
- **Network Security Analysis and Review:** ThrottleNet will conduct regular network security analysis and will review all findings upon completion accompanied by any recommendations.
- **Quarterly Technology Reporting Review and Strategic Planning:** ThrottleNet's VCIO will meet with the client on a quarterly basis to provide reports on the prior three months network activity, ticketing, virus mitigation and more.
- **Security Awareness Training:** ThrottleNet will provide your team with training on how to identify phishing attacks, how to safely surf the internet and how to identify the various forms of social engineering.
- **Strategic Planning:** ThrottleNet's VCIO will provide technology planning strategies based on the requirements of the client as well as those identified via network monitoring.

Specific solutions, applications, and services that are in place and that help aid in protecting the City of Wildwood are listed below:

Firewall – Sonicwall TZ 400

- Advanced Gateway Security Suite – Active subscription in place
 - Complete network security solution
 - ICSA-certified gateway anti-virus and anti-spyware protection
 - Cutting-edge IPS technology
 - Application intelligence and control
 - Content filtering
 - 24x7 support with firmware updates and hardware replacement
 - Multi-engine network sandbox featuring SonicWall RTDMI
 - Botnet protection
 - GEO-IP filtering capability

Backup and Disaster Recovery – Datto device solution with cloud replication

- Datto SIRIS 4 P4000 Backup and Disaster Recovery device
 - Automated, verified backups stored locally
 - Incremental backups that run throughout the day
 - Nightly verification of successful backups
 - Image based backups are mounted as a virtual machine
 - Virtual Machines is booted to login screen
 - Screenshot is taken of successful boot
 - Screenshot is to verify that backup is accessible if needed
 - Offsite Cloud Replication of all backups
 - Mandatory 2FA for the cloud-based administration portal
- Recover from any disaster
 - Backups able to be restored instantly
 - Locally or in the cloud
 - Image-based backed up server can be ran virtually on device
 - Image-based backed up server can be ran virtually in the cloud
- Defense against crypto/ransomware
 - Inverse Chain Technology
 - Allows for every incremental snapshot to be a fully constructed recovery point
 - Cloud Deletion Defense
 - Provides the ability to regain access to deleted cloud snapshots in the event a local agent is mistakenly or maliciously deleted

End User and Device Protection

- Webroot Business Endpoint Protection
 - Zero-day malware and AI-based advanced threat protection
 - Automatically deployed to new computers
 - Automatically creates tickets if infection found
 - Cloud-based management and updates
- Thirdwall
 - Deployed to all endpoints
 - Monitors for crypto-like behavior
 - If detected, system network access is locked down
 - This prevents further spread of infection
 - Ticket automatically created with Throttlenet
 - Can be used to block installs of blacklisted software
 - Can block services like the Windows Store and Apple App Store
 - Can be used to configure local accounts and OS security

- Quad9
 - DNS recursive service for security and high privacy
 - Internet traffic is routed through this DNS service
 - Provides real-time filtering to ensure that websites are safe from malware or other threats
 - Nefarious sites are automatically blocked from being accessed
- Huntress
 - Advanced heuristic behavior analysis
 - Captures, collects, and analyzes for potential threats
 - Human ThreatOps team reviews any found threats
 - Once a threat is confirmed a remediation solution is provided
- Barracuda Essentials Email Security with ATP
 - Cloud-based protection for email from spam, viruses, malware, and phishing
 - Protection against denial-of-service attacks on mail server
 - Advanced Threat Protection with full-system emulation sandbox
 - Agentless email encryption
 - Link and URL protection against typosquatting

Available services that would help to further protect your network:

- Office Protect
 - Increase the security of your Microsoft Office 365 environment
 - Monitoring and Alerts 24/7
 - Any change to your security policy
 - Accounts being accessed from unknown devices or IP
 - Suspicious mailbox activities
- Datto SaaS for Microsoft Office 365
 - Third-party backup solution for your Microsoft Office 365 environment
 - Microsoft promotes a 'shared responsibility' model meaning they ensure they will not lose your data
 - They make no guarantees to be able to restore data that was lost due to:
 - Accidental deletion
 - Malicious deletion
 - Ransomware or other types of data loss
 - Provides a trusted backup solution for Microsoft Office 365
 - Automated 3x daily backups with capability for additional as needed
 - Fast and effortless restore, can even restore to a different O365 user account
 - Retain inactive User data for as long as you need it
 - Ransomware protection
 - Roll back cloud-sync'd data to a time before ransomware attacks
 - Protects Exchange, OneDrive, SharePoint and Teams
- KnowBe4
 - Security awareness training and simulated phishing attack testing
 - Industry's best provider of security awareness training phishing simulations

I believe that I've covered everything in place currently. If it is found that I overlooked something you have my apologies.

Thanks!

James Prater
vCIO



ThrottleNet

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