



***Ransomware Attack:  
Lessons Learned from the City of Galt***

**Tuesday, June 9, 2020**

**2:00 pm PST**

# Today's Agenda

- City of Galt experience with a Ransomware Attack
- Participant Q&A





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*City of Galt*



# City of Galt – About the City

- Population – 26,000
- Services / team / staffing
- IT Department resources/capabilities

# City of Galt – Ransomware Attack

- Timeline and key details/events of attack
  - Day 1 – not like any other Monday
    - Stop the spread
    - Paper data
    - Cyber insurance
    - Communication
    - Incident team/roles
  - Day 2 thru Day 7 - they're here
    - Experts
    - Other agencies
  - Weeks forward to recovery

# City of Galt – Impact of Attack

- Extent of Attack
  - Core operating systems
  - Internet
  - Email
  - Phones
  - Files
  - Connectivity to applications such as DOJ and Financial System
- Recovery
- Procurements
- Losses

# City of Galt – After the Attack

How did we get here and what is the City doing differently now?

- Insufficient time and money spent on technology
- Out of date operating systems/software/equipment
- Antiquated practices - shared user accounts
- Lack of user training

What did we do well that softened the impact?

- Back up data
- Segmentation of systems
- Cyber insurance



# City of Galt – Lessons Learned

- Spend resources on technology
- Cyber insurance is worth the cost
- Keep key data updated in paper form (contact lists, inventory)
- Incident response plan should be up to date and in paper form
  - decision maker roles
  - guiding recovery themes
  - emergency purchasing policy
  - communication plan
- Know your neighbors and experts
- Train users and IT staff



# City of Galt – Recommended Resources

- CISA Cyber Essentials – <http://www.cisa.gov/cyber-essentials>
- California Department of Technology – <http://cdt.ca.gov>
- Municipal Information Systems Association of California – <https://www.misac.org>

# Q & A

**Thank you from**



# Connect with us:

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