Information Technology Advisory Committee (ITAC)
Town of Belmont
19 January 2023
Conference Room Virtual via Zoom

APPROVED MINUTES
[Minutes are sent to the Town Clerk, belmont-ma.gov!townclerk when approved]

Voting Members Present
- Paul Roberts <gmail.com!paulroberts> (chair) (VM)
- Jim Berets <verizon.net!jberets> (VM)
- Charles Smart <verizon.net!cnsmart> (founding chair) (VM)
- Dan Ellard <gmail.com!ellard> (VM)
- Jonathan Green <gmail.com!green.jbg> (VM)
- Jonathan Birge <mit.edu!birge> (VM)

Member of the public present:

- Kristin Nelson-Patel (gmail.com!kristin.nelson.patel)

Town Staff Present:
- Robin Tillberg (IT Manager, Belmont Municipal Light Department) <belmontlight.com!rtillberg> (TS)

Voting Members Not Present:

- Dave Goldberg <verizon.net!david.goldberg6> (secretary) (VM)
- Phil Lawrence <live.com!plaw> (VM)

Key:
    VM = Voting ITAC Member
    NVM = Non-Voting Member
    FBL = Friend of Belmont Library
    TS = Town Staff

Meeting brought to order by Paul Roberts at 7:41pm

Minutes taken by James Berets since the Secretary of the committee was unable to attend.

Minutes for the December 15, 2022 meeting were approved as amended.
Paul Roberts: yes
Dan Ellard: yes
Charles Smart: yes
James Berets: yes
Jonathan Green: yes
Jonathan Birge: abstain

Paul Roberts discussed the need for BMLD / Robin Tillberg to be involved in the development of the Town's incident response plan development. Robin Tillberg said that it is recognized that more

procedures are needed for that. Paul will forward the Belmont Incident Response Plan v1.4 to committee members for their thoughts at a future meeting.

Robin Tillberg updated the ITAC on BLMD's recent IT activities:
- The server backup system was upgraded.
- Password administration changes were made to strengthen BMLD's security.
- In November, BMLD implemented operations analytics for engineering which takes individual 15-minute meter information and uses that data to determine loading information on transformers (and can be used to determine overloads and underloads). Their vendor NISC provides meter management, customer mapping, and other modules used by BMLD, and this is another module in this vendor's suite.
- This year, BMLD is performing software upgrades to their SCADA system (vendor: Advanced Control Systems), and the Honeywell system used to collect customer meter data.
- In conjunction with Town IT, BMLD's phone system is moving to the cloud.
- This year BMLD is looking into NISC's business intelligence and reporting module. This module allows trend analysis and can provide visual representations of accounting data and other information. This new module will allow viewing trends to see, for example, if water meters are reporting continuous flows of water during periods where none might be expected (like night) to detect leaks. Hoping it will be implemented by mid-year.

Paul Roberts asked about some of the support for cybersecurity management provided by BMLD's vendor (Integer). Robin Tillberg provided a brief overview of the vendor services provided. The service provider mostly focuses on enterprise cybersecurity, with little expertise in utilities.

Charles Smart asked who the lead was for incident response at BMLD. Robin Tillberg said he would have responsibilities, along with the General Manager of BMLD. Charles Smart asked about the governance of the BMLD and how that might impact the review and/or approval of the incident response plan under development. The desirability of the incident response plan to be reviewed by a broad collection of stakeholders, and for communications and collaboration between disparate teams (Town, Schools, BMLD, Library, etc.) in the event of an incident was discussed.

Paul Roberts pointed out that there are some vendors like Claroty [sic] who provide specialty security for SCADA and related systems, and that these might be worth investigating for potential adoption. These can cover security beyond the traditional enterprise systems. Paul will send information to Robin so that he can learn more about some of the capabilities available.

Robin Tillberg is the sole IT resource for the BMLD, working with various managed service providers. BMLD employs about 30 staff, about half office-based and half field-based. Concerns were raised by Charles Smart and other committee members about what might happen if Robin Tillberg became unexpectedly unavailable to do his job (sick, etc.). It was expected that the discussion around incident response would potentially raise the profile of this concern that there is no backup for Robin if this happens. It was suggested that the ITAC invite the Chair of the Light Board, Stephen Klionsky, to attend an ITAC meeting to discuss ITAC's concerns.

Paul Roberts related a story in the news where a Massachusetts school has not been able to shut off their classroom lights since August 2021 because of an issue with an automated lighting system which failed and whose software could not be repaired due to the lack of vendor support (https://www.nbcnews.com/news/rcna65611). This led to a discussion about the necessity of systems,

particularly software-driven ones, being updated when necessary and having solid software life cycle management practices with vendors, especially smaller vendors.

Kristin Nelson-Patel has submitted her information to potentially be appointed to ITAC and is waiting to hear back.

Paul Roberts has been communicating with Mark Paolillo about a time for a discussion between the ITAC and Select Board regarding cyber readiness, possibly 2/13 or 2/27.

The ITAC had a brief discussion about holding information sessions about technology for the public at the request of the Library.

Nothing to report on the website renewal committee. Paul Roberts is looking for someone to replace him on that committee due to time constraints.

Next meeting is set for Monday, February 13th at 7:30pm. Paul will try to coordinate our meeting with the Select Board for that night but we will meet separately from the Select Board if that is not possible.

Charles Smart motioned to adjourn, the motion was unanimously carried, and the meeting was adjourned.