

# Protect your government operations from downtime

Maintaining continuity of operations can be a precarious proposition for state and local government IT leaders.

## Key challenges include:



### Agency and departmental siloes

- Makes transparency, security and controls problematic



### Regulation compliance

- Increased requirements from FedRAMP, CJIS and FISMA
- Insufficient staff, lack of trained personnel and inability to pay competitive salaries all hamper efforts<sup>1</sup>



### More technology, more exposure

- Expanded use of Internet of Things (IoT), mobile, cloud and software as a service (SaaS) means more points of vulnerability



### Growing threats

- 27.7 percent of local governments are under cyberattacks hourly or more<sup>2</sup>
- > 50 percent report that incidents have stayed the same or increased over the past year<sup>3</sup>

## Downtime has multiple costs for municipalities

**\$64,645** average cost of downtime from ransomware<sup>4</sup>

### Downtime can also result in:

- The loss of highly sensitive data, including constituent and employee information
- Jeopardizing the safety and welfare of constituents and employees alike
- Economic damage to the community
- Erosion of the trust and support of constituents and employees

## Be prepared. Here's what to focus on:

- **Network redundancy**

Using additional or alternate instances of network devices and equipment within network infrastructure to provide resilience in case another device fails.

- **Network diversity**

A combination of carrier diversity (two or more different carriers to provide network connections), access diversity (backup protection for local access circuits) and transport diversity (alternate transmission paths in the network core or cross-market section of the connection).

- **Data and systems backup**

Leveraging cloud storage solutions, SaaS, platform as a service (PaaS) and infrastructure as a service (IaaS) to help ensure continuity in case of a network disruption.

- **Managed services**

Get the support you need to protect your network with 24/7/365 management and support.

**You can build a solid IT foundation to protect your municipality from downtime. Learn more in our network diversity executive brief.**

**Get the brief**

#### Sources

1. Norris, Donald; Joshi, Anupam; Student, Laura; Finn, Tim, "Local government's cybersecurity crisis in 8 charts," Government Technology. April 30, 2018, <https://www.govtech.com/security/Local-Governments-Cybersecurity-Crisis-in-8-Charts.html>.
2. Ibid.
3. Ibid.
4. Mushtaq, Atif, "The five phishing tactics used by ransomware (contributed)," Government Technology, November 1, 2019, <https://www.govtech.com/analysis/The-Five-Phishing-Tactics-Used-in-Ransomware-Contributed.html>.