



ACT Committee Meeting
February 11, 2026 @ 6:30 PM
This meeting is recorded for public record.

Committee Members:

Lisa Kearns, Chair
Jerome Szczepaniak
Stephen Marvin

Chief Information Security Officer: William Mann

Director of Human Resources: Christine Hines

Borough Manager: Sean Metrick

ACT Committee Meeting:

I. Call to Order

II. Announcements

III. Comments

Comments, suggestions, petitions by residents, taxpayers and visitors in attendance regarding items that are not on the agenda. Please be advised there is a 5-minute time limit which is at the discretion of the Council President and/or Chair.

IV. Reports

A. Data Manager Quarterly Report – Nick Fink

B. 2025 CISO Annual Report – William Mann

C. ACT Committee – Chair report – workplan and issues raised at prior meetings

V. Old Business

A. Discuss remote meeting attendance for Council rules (attachment)

B. Approve December 2025 meeting minutes (attachment)

VI. New Business

A. Discussion of the 2026 goals/initiative.

B. Discuss West Chester domain name

C. Discuss Borough Organizational Chart

VII. Adjournment

Visit www.west-chester.com for access to all attachments.

Agendas are posted to www.west-chester.com by noon 3 business days prior to the meeting.



Data Manager Quarterly Report

February 2026

Nick Fink, Manager of Enterprise Data and Applications

GIS

- Rental property map
- SALDO + Zoning Application map



Asset Management System

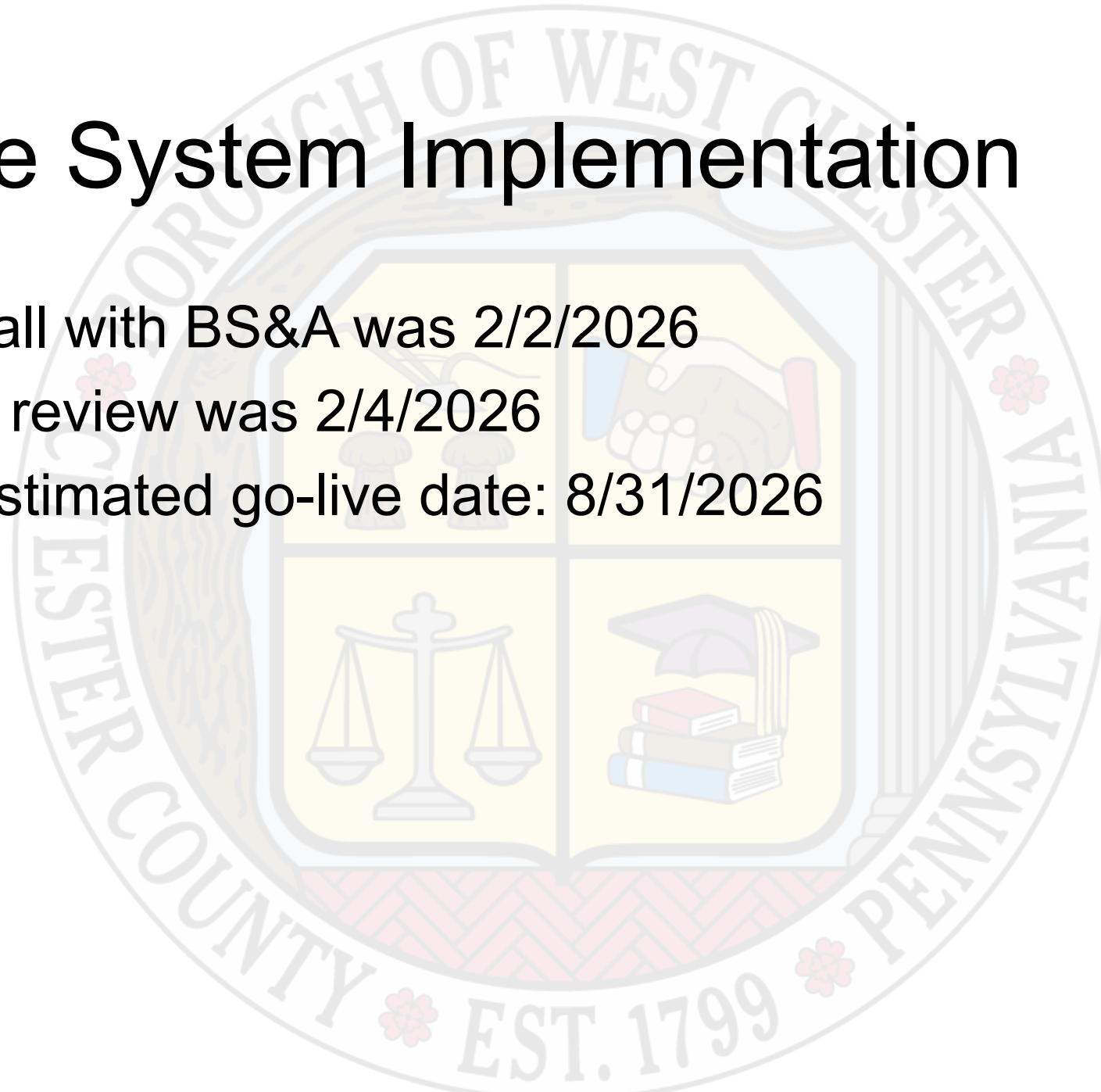
- Maintenance, administration, etc.
- Creating workflow to allow Public Works to document streets as they're plowed
- Updating Data to document Waste Water maintenance by pump station

Permitting/Licensing System

- Maintenance, administration, etc.
- Update building permit
- Rental program
- Special Event Applications updates (currently working out fees, modifying new applications)
- Reviewing code enforcement request workflow
- Public Work supervisors scheduled for training later this month
- Contract renewal talks

Finance System Implementation

- Kick-off call with BS&A was 2/2/2026
- First data review was 2/4/2026
- Current estimated go-live date: 8/31/2026

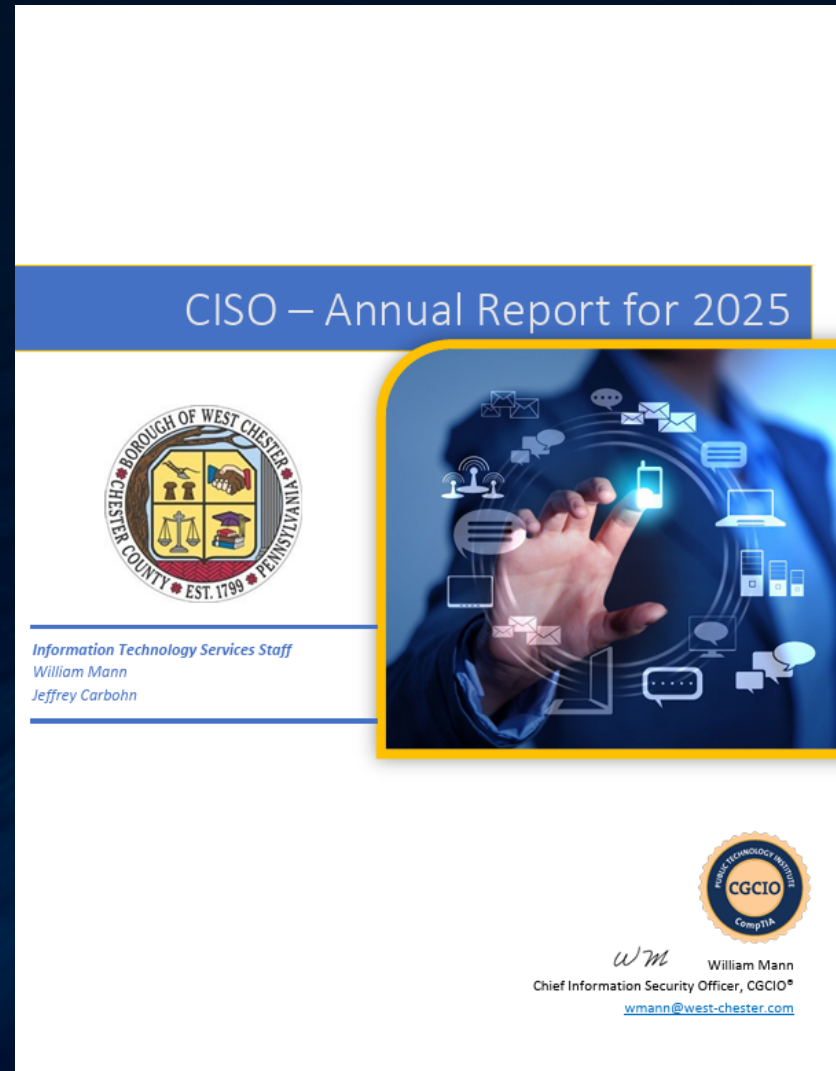




CISO Annual Report 2025


WILLIAM MANN, CGCIO
CHIEF INFORMATION SECURITY OFFICER
BOROUGH OF WEST CHESTER

This presentation includes highlights from the CISO 2025 Annual Report.




The cover page features a blue header with the title "CISO – Annual Report for 2025". Below the header is the official seal of the Borough of West Chester, Chester County, Pennsylvania, established in 1799. To the right of the seal is a photograph of a person's hand interacting with a futuristic digital interface, surrounded by icons for communication, technology, and security. Below the seal, the text identifies the "Information Technology Services Staff" as William Mann and Jeffrey Carbohn. At the bottom right, there is a signature of William Mann, his title as Chief Information Security Officer (CGCIO) with a registered trademark symbol, and his email address wmann@west-chester.com. A circular logo for the "Public Technology Institute" (CGCIO) with "CompTIA" is also present.


CISO – Annual Report for 2025



Information Technology Services Staff
William Mann
Jeffrey Carbohn

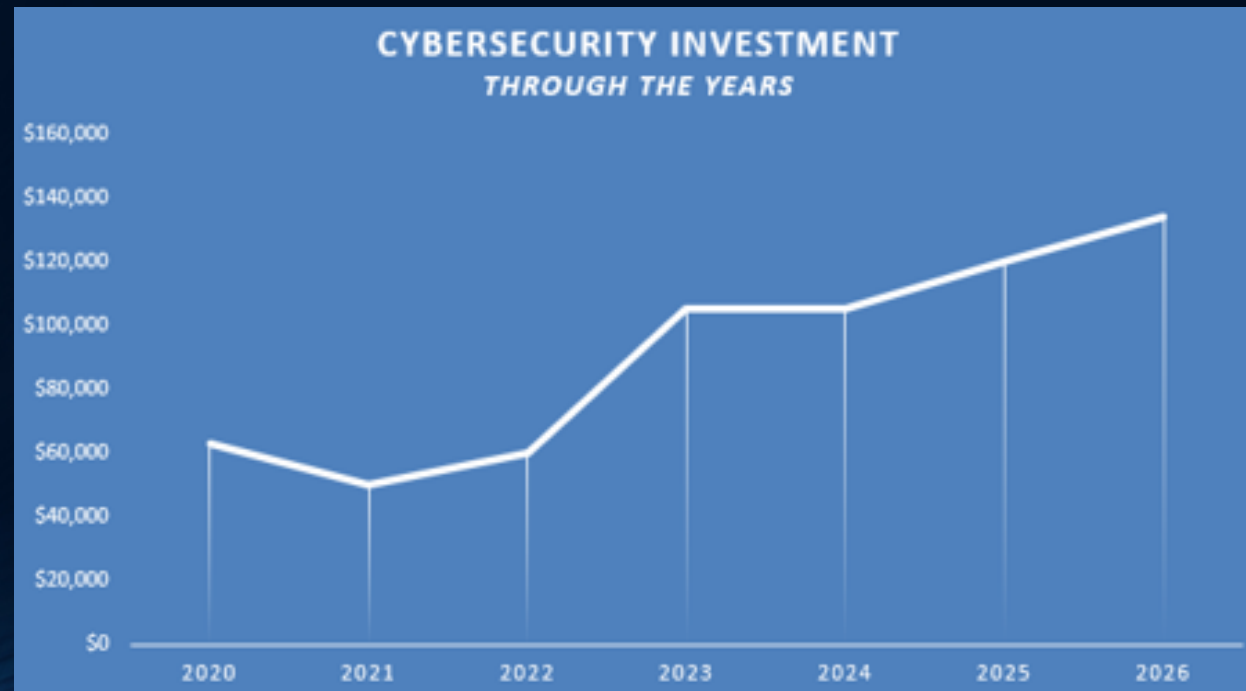


WM William Mann
Chief Information Security Officer, CGCIO®
wmann@west-chester.com



INTRODUCTION

- Information Technology Services are the backbone of our organization. It is through our coordinated and connected infrastructure, software (both small and enterprise) & hardware solutions that we remain productive, collaborative and secure.
- Because of our reliance on connected services, cybersecurity challenges continue to require attention and are a 24x7 responsibility of the IT Department.



INTRODUCTION

- The information technology department continues to adapt and change with both the national technology landscape and the needs of our organization. Our cybersecurity efforts continue to expand and become more diverse requiring the need for continual attention, management and response.
- The physical infrastructure of our organization also continues to expand. Our physical infrastructure includes **virtual hosts, servers, firewalls, VPN's, backup appliances, video & security services, audio-recording and streaming, network switches, access points, cameras, computers, mobile devices, digital document servers** and more.
- All these physical appliances require management, care, and monitoring.

EXECUTIVE SUMMARY

The information department's core responsibilities include, but are not limited to:

NETWORKING, HARDWARE AND SOFTWARE SERVICES

- Manage and secure all networking services.
- Ensure the availability, continuity, and security of technology services within the organization.
- Manage software and security updates on all servers.
- Manage Help Desk services.
- Monitor and respond to network related service issues.
- Managing all communication services, including traditional voice service and Microsoft Teams
- Access Points relating to internal and public internet access.
- Manage and maintain telecommunication services in police dispatch.
- Manage Microsoft 365 and Adobe Creative Cloud services.
- Plan and coordinate activities, such as installation and upgrading of hardware and software including programming and systems design, development of computer networks, domains and VLAN scheme within the LAN.
- Manage workstations and related hardware services.
- Manage organizational print, scanning and fax services.
- Manage parking services, handhelds and portable radios.

CYBERSECURITY AND DISASTER RECOVERY

- Manage all aspects of network and user security policies and procedures.
- Manage physical firewall and VPN appliances at all locations, including the municipal building, public works, wastewater, and parking garage facilities.
- Manage, monitor, respond and remediate all cybersecurity incidents.
- Manage, configure, and respond to all Advanced Threat Protection services.
- Manage, configure, and monitor all backup services, both on premises and offsite.
- Manage, configure, and monitor all web traffic in respect to access configuration.
- Provide regular cybersecurity awareness training for staff.
- Conduct regular cybersecurity Department meetings.
- Manage and monitor all digital (email and document) backup and archival services.
- Maintain the "Cybersecurity Action Plan".

CAMERAS AND SECURITY SERVICES

- Manage cameras at Public Works, Wastewater and parking garages.
- Assist the police department with the municipal building's camera and security services.

MEETING MANAGEMENT

- Manage audio, video, recording and streaming services for public meetings.
- Manage the Borough's YouTube channel.
- Manage the Agenda Meeting Management Center (AMMC).

WEBSITE SERVICES | MOBILE | BUDGETING | ON & OFF BOARDING | POLICIES | RIGHT TO KNOW ...

- Manage website services.
- Manage mobile services.
- Maintain, and plan the operational and capital technology budget including day to day invoicing.
- Assist the Chief Communication Officer with dispatch technology and social media services.
- Assist the department's Data Manager in respect to data related services, enterprise applications and related projects.
- Manage employee onboarding and offboarding in respect to technical, software and security services.
- Analyze the computer and technological needs of the organization from an operational and strategic perspective.
- Creating, maintaining, and enforcing written policies and procedures regarding computer operations in the Information Technology Department and throughout the organization.
- Manage and complete Right to Know and compliance reports relating to digital data retrieval including email and documents.

PROJECTS - *projects led by the CISO*

Workstation Upgrades - COMPLETED

This project included the planned upgrades of computers throughout our organization.

Parking Garage Security Access - COMPLETED

This project included the installation of four (4) digital access locks in the Chestnut Street Garage, placing them on the same system as the municipal building.

Agenda & Meeting Management Service – COMPLETED

This project included installing a new end-to-end solution from CivicPlus that enabled our organization to easily manage agendas, minutes, and public meetings, while providing the public with unparalleled transparency and access to the meeting process.

Windows 11 Upgrades - COMPLETED

Late in the fall of 2025 Microsoft discontinued providing security updates to its Windows 10 operating system. We identified an upgraded or replaced Windows 10 computers.

PROJECTS - *projects led by the CISO*

Audio Upgrades in the Borough Council Chambers - COMPLETED

This project included the installation of a new microphone solution for our Borough Council Chambers.

Penetration Testing - COMPLETED

This project included internal and external penetration testing on our network.

Microsoft Copilot Integration (AI) - ONGOING

We continue testing possible Microsoft Copilot (AI) integration into our Microsoft 365 infrastructure. Our small team of AI testers continue to work through the processes, benefits, challenges and policy needs.

Focused Website updates – ONGOING

This project included updating the content of many of our department's website content. We will continue this process in 2026.

PROJECT ASSISTS – *projects led by others*

Projects led and managed by others in the organization. The IT Department provides project assistance, hardware deployment and support as needed.

POLICE DEPARTMENT – Assisted with the body and car camera migration from Watchguard to Axon. Attended project meetings during the month. – *Completed & lead by Lt. Jeffrey Ditz.*

FINANCE DEPARTMENT – Assisted with selecting a new AP-AR software solution. – *(lead by Nick Fink)*

CYBERSECURITY SOLUTIONS

Barracuda™

- Email Gateway Defense – basic email flow security
- Content Shield (internet traffic monitoring, management, and control)
- Impersonation Protection – automated ATP services
- Incident Response – manual ATP response, investigation & response
- Cloud-to-Cloud Backup – All Microsoft 365 services
- Security Awareness Training – phishing and email staff training & audits
- Physical Firewall & VPN services at all borough operated facilities.
- Data Inspector – liability protection, PII monitoring



Other Partners

- Bitdefender – AV services
- Microsoft – Two Factor Authentication
- Duo – Two Factor Authentication
- Datto – Backup & Disaster Recovery (on premises and remote)
- LogMeIn – This allows the information technology to monitor and manage Windows Updates and Anti-Virus services on all the workstations as well as providing the ability to remotely assist employees with technical issues and manage servers.



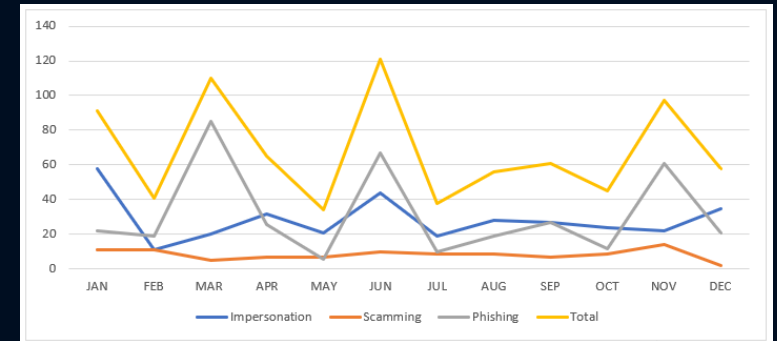
Cybersecurity requires a diverse set of solutions, coordinated and deployed to place a force field around our digital resources.

Diverse cybersecurity solutions defend against threats such as Malware, Phishing, Social Engineering, Ransomware, Data Breaches, Distributed Denial of Service (DDoS) Attacks, Insider Threats and Emerging AI-Driven Threats.

CYBERSECURITY MANAGEMENT

- **Impersonation Protection (phishing, scamming & impersonation)**

- There were **817** automated cybersecurity email threats flagged and prevented during the year. Each of these requires the information technology staff to stop and double check the legitimacy of the threat and make sure that nothing related was delivered.



- **Incident Response**

- This year we **manually investigated and remediated 670** email threats. Many of these were reported by our staff while others were isolated by the information technology staff.
- **These self-reported incidents demonstrate the importance of regular cybersecurity awareness training for staff.**



CYBERSECURITY MANAGEMENT

- **Account Takeover**

- An account takeover is where a threat actor *attempts* to access or login to one of our accounts. This occurred 1 time this year. *At not time was data exposed.*

- **Disaster Recovery**

- This year we continued our disaster recovery services including three tiers of protection.
 1. On Premises (DATTO)
 2. Cloud Services (DATTO)
 3. Cloud to Cloud Backup Services (Barracuda) *Microsoft 365 services

CYBERSECURITY SOLUTIONS REPORT



CYBERSECURITY AWARENESS TRAINING

This year we provided **cybersecurity awareness training** to staff two times and continued to publish the **Cybersecurity Friday** newsletter, as well as **Cybersecurity Daily** videos on YouTube, and a weekly podcast on Apple.

Each month we create and send a monthly phishing campaign to staff. Responses and interactions are monitored and followed up with individual staff members when necessary.



OCTOBER IS
**CYBERSECURITY
AWARENESS
MONTH**

Classroom Training
November 2025

**CYBERSECURITY DAILY
WITH BILL MANN**

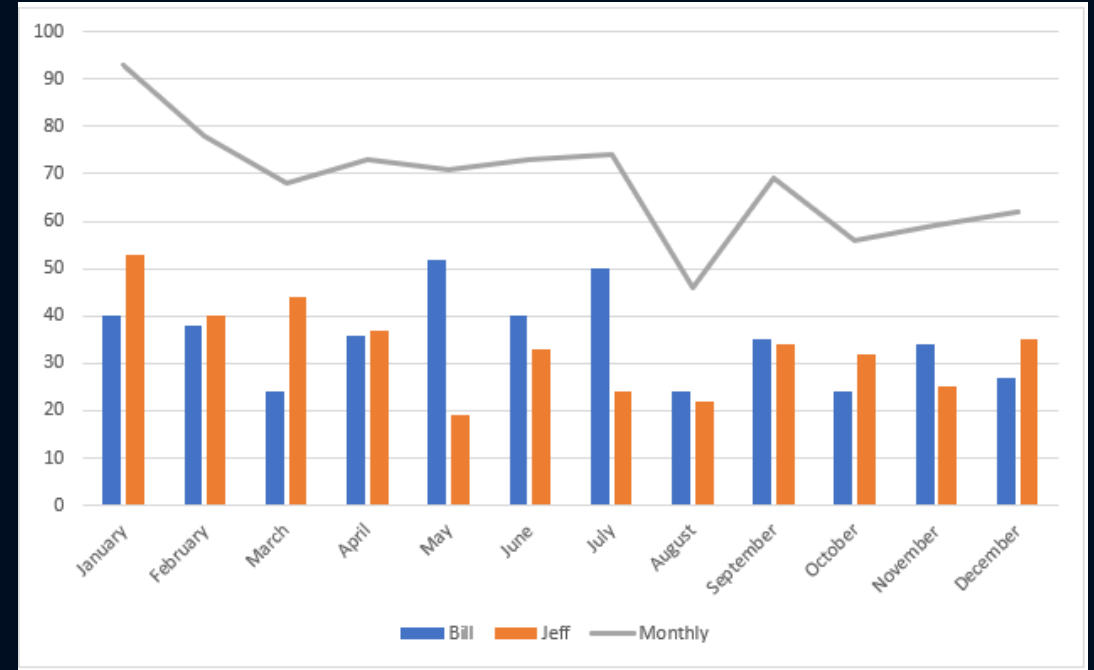
  **SECURE
OUR WORLD**

The graphic is a purple-to-pink gradient rectangle. It features the text 'OCTOBER IS CYBERSECURITY AWARENESS MONTH' in large white letters. Below this, it says 'Classroom Training November 2025'. To the right, there is a small photo of Bill Mann and the text 'CYBERSECURITY DAILY WITH BILL MANN'. At the bottom right, there are two logos: the University of Massachusetts Lowell seal and the 'SECURE OUR WORLD' logo.

HELP DESK SERVICES

One of the core duties of the information technology department is **help desk services**. It is through this day-to-day service that the information technology department interacts with the staff and provides support so that everyone can achieve their mission through technology services.

It should be noted that help desk tickets only account for an estimated 70% of the total services provided to staff.



Total Help Desk Tickets - **822**

UNSCHEDULED EVENTS

These are events relating to hardware and network services that the information technology staff responded to, outside of normal help desk, cybersecurity, and project related services.

- There were only 4 unscheduled this year. *The smaller this number the better!*

May

- May 29 – The Taylor Run Wastewater plant lost network connectivity in the early morning hours of 5/29. We responded to the facility and restored network connectivity (T-Mobile issue).

July

- Barracuda's Email Gateway Defense service was down from approximately **4:30AM** until 10AM on Monday, July 21. This caused external email in to stop working. Services were restored at approximately **10AM**.

October

- October 27: AWS (amazon web services) - A global outage impacted some of our connected services.
- October 29: AWS (amazon web services) & Azure impacted some of our connected services.

SMALLER & UNPLANNED INITIATIVES

The Information Technology Department takes on numerous tasks, both big and small, that fall outside traditional Help Desk Tickets or Projects.

Each month, these activities are recorded in CISO reports. These varied assignments highlight how the IT Department positively influences every part of the organization.

Total = 103

These activities are documented in the monthly CISO reports. There are too many of these to document in this annual report.

This year between August 1 and November 4, I successfully completed the “High Performance Leadership” course provided by the Professional Development Academy. This course included 3 days of class work each week, 1 day in a small breakout group (1 hour) of 12 other local government leaders and a 5th day in the entire class with 70+ local government leaders.

CONTINUED EDUCATION

Cybersecurity and technology in general are continually evolving and one of the best ways to remain ahead is through engagement, education, new ideas and dialog with other professionals in the same sector

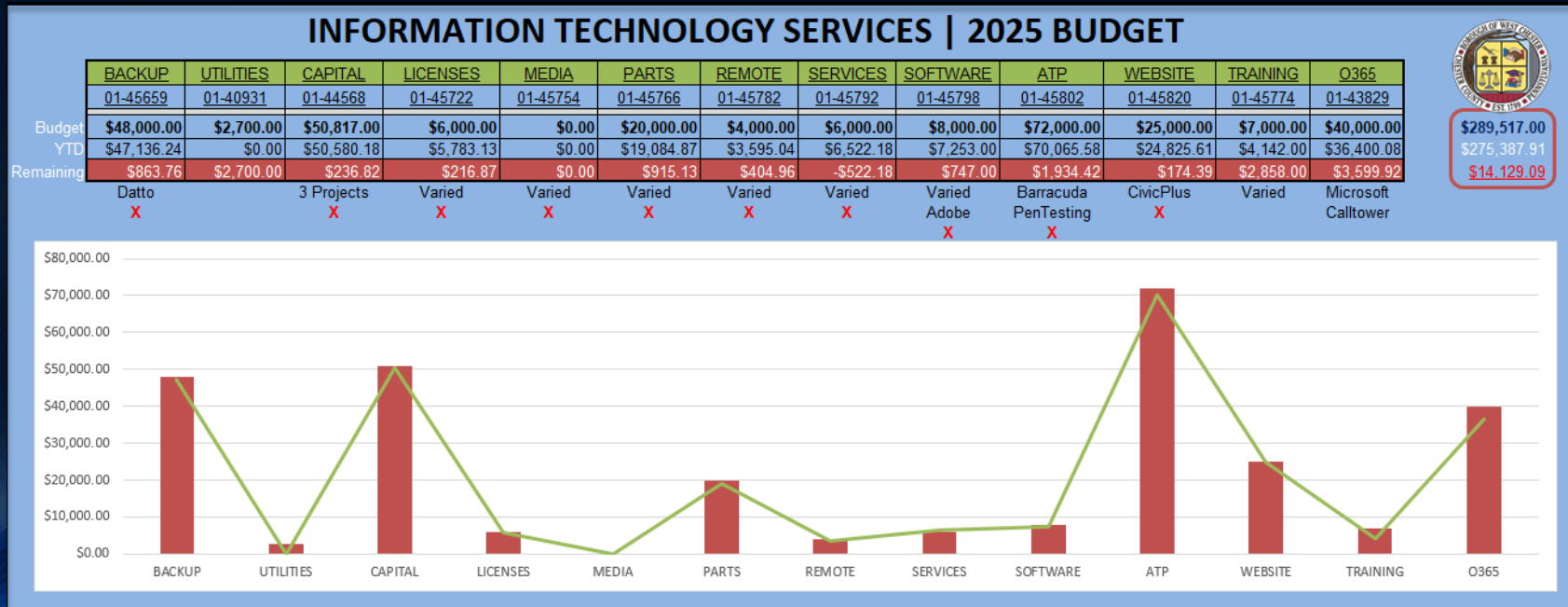
- 1/15 - Barracuda – Cyber-resilience Evolved (365 & Entra ID)
- 1/15 - GovIT: GovTech Vision 2025: Innovating the Future of Public Sector Technology
- 2/10 - Microsoft MS-4005 – *Craft effective prompts for Microsoft Copilot for 365*
- 2/13 - Barracuda Insiders Group – *Naming Focus Group Discussion*
- 2/14 - Microsoft MS-4004 – *Empower your workforce with Copilot for 365*
- 2/27 - EPA - Water & Wastewater Security Threat Briefing
- 3/11 - IANS Research – Adapting to a Government Approach to Cybersecurity.
- 3/26 - Provided Cybersecurity Awareness Training to our Police Communications team.
- 4/1 – MS-ISAC Town Hall & Monthly Meeting Call
- 4/11 – Conflict Resolution Training (with department managers)
- 4/22 - Barracuda – New Email Protection Features conference
- 4/23 – PTI: AI Summit for Cities & Counties (virtual/8 hours)
- 4/24 – Barracuda virtual Hackathon: Phishing (participated as a “hacker”)
- 4/29 – MS-ISAC Monthly Membership Call
- 5/7 – 2025 Email Threats Report Latest Trends in Today’s Landscape (Barracuda)
- 5/15 – NLC High Performance Leadership Academy: Local Government Leadership

- 5/28 - Navigating the Storm: Understanding, Detecting & Migrating Peoples’s Republic of China (PRC) Living off the Land (LOTL) Techniques in Critical Infrastructure Training Course
- 5/28 - Entra ID Security for Your Microsoft 365 Environment (Barracuda)
- 6/10 - Unveiling of the New MS-ISAC Membership Model
- 6/12 - BarracudaONE: Discover the benefits of your new, integrated cybersecurity platform
- 6/23 - 2025 ISAC Annual Meeting Kickoff: The Future of the MS-ISAC
- 6/25 - 2025 ISAC Annual Meeting Conclusion: MS-ISAC Executive Town Hall Session
- 7/15 - Barracuda: Protection Updates, Better UI, Better Protection
- 7/16 - Barracuda: Manage Vulnerability Security
- 7/29 – MS-ISAC Monthly Meeting
- 7/31 – Barracuda – Lunch & Learn (King of Prussia)
- 9/4 – PTI Tech Talk – Tactical Communications
- 9/23 – Barracuda Product Development Discussion
- 10/15 - PTI Tech Talk
- 10/24 - Barracuda UX Research Session
- 11/6 - Barracuda - Inside the breach: A live attack experience
- 11/21 - Microsoft Excel 2 (Springhouse Education, 8 hours)
- 12-12 - Microsoft – Excel 3
- 12-16 - Barracuda: Pricing & Packaging Customer Interview

INFORMATION TECHNOLOGY BUDGET

The 2024 budget included operations and capital expenses. We worked diligently managing costs and making sure that budget expectations are met. As part of our monthly process in the IT Department, we review spending up to that point as well as looking ahead, projecting costs. The below graph displays the information technology line items, including capital expenses.

The annual budget trended as expected.



\$289,517.00
\$275,387.91
\$14,129.09



\$289,517.00
\$274,773.12
\$14,743.88



William Mann, CGCIO
Borough of West Chester
wmann@west-chester.com

Background Information for ACT Committee “Remote Attendance” Discussion

Prepared by ACT Committee Chair
February 2026

Prior Council discussions appear to focus on 8 basic questions:

1. Should council members be allowed to attend virtually, and if so,
2. Should the “remote member” be counted toward a quorum?
3. Should the “remote member” be able to make a motion?
4. Should the “remote member” be able to vote?
5. Should the “remote member” be able to chair the meeting?
6. How many meetings should the member be able to attend virtually?
7. Which meetings should be included in that meeting count?
8. Must the “remote member” be on camera?

Relevant References Included in Earlier Discussions

- No prohibition in law or our Home Rule Charter (HRC) explicitly prohibits virtual attendance in a borough like ours according to initial review by borough legal counsel.
- The PA Sunshine Law Open Records Office FAQ #12 (<https://www.openrecords.pa.gov/SunshineAct.cfm>):

12. Can agency members participate in a meeting via telephone or video conference?

Yes. Agency members may participate in meetings by telephone or video conference. In addition, members participating in this manner count for purposes of determining whether a quorum is present. See Babac v. Penn. Milk Marketing Bd., 613 A.2d 551 (Pa. 1992). (“[A] quorum of members can consist of members not physically present at the meeting but who nonetheless participate in the meeting and ... such quorum can take official action, provided that, the absent members are able to hear the comments of and speak to all those present at the meeting and all those present at the meeting are able to hear the comments of and speak to such absent members contemporaneously[.]”)

- **HRC Section 211 A. (4) Forfeiture of Office** says, *“The office of a Member of Council shall be forfeited, for cause, if Council determines, in accordance with the procedure set forth in paragraph B hereof, that the Member of Council: Habitually fails or neglects to perform the duties of a Member of Council, or, fails to attend three (3) consecutive regular meetings of the Council without reasonable excuse.”*
- **HRC Section 214 A. Meetings** states, *“The Council shall convene in regular meetings not less than once a month at such times and places in the Borough as the Council may prescribe, except as otherwise provided in this Charter.”*

MEETING MINUTES

Date: Tuesday, December 9, 2025@ 5:30 PM

Committee Members: Bryan Travis, Chair
Brian McGinnis
Sheila Vaccaro

Staff: William Mann, Chief Information Security Officer
Nicholas Fink, Manager of Data and Enterprise Applications
Will Williams, Director of Sustainability
Sean Metrick, Borough Manager

II. Announcements

The December 16, 2025 Borough Council Worksession will begin at 6:00 PM

III. Comments, suggestions, petitions by residents, property owners, and visitors in attendance regarding items not on the agenda. (Please be advised that all public comments have a 5-minute time limit.)

IV. Reports

- A. Quarterly Report – Chief Information Security Officer - **COMPLETED**
- B. Annual TAC report – John O’Brien - **COMPLETED**

V. Old business

- A. Approve November 2025 meeting minutes – **APPROVED 3-0**
- B. Discuss the policy for presentation requests from organizations or individuals (attachment)
Issue: Create a policy to establish rules for outside groups/individuals who wish to make a presentation to Borough Council - **APPROVED 3-0 w/AMMENDMENTS**
- C. Discussion of Sunshine Act and Meeting attendance Committee
Issue: Tabled from November Borough Council meeting for further discussion
- **SOLICITOR TO RESEARCH QUAM RULES**
- D. Approve 2026 Meeting Schedule – **APPROVED 3-0**

VI. New business

VII. Adjournment

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Proposed Goal / Initiative 1:

Propose, develop, and begin to implement a strategy and associated policies and procedures to enhance civic/public engagement

Why:

Constituent interaction transforms government from an abstract entity into a responsive service provider, ensuring policies and actions align with the community's actual needs and creating a true partnership for a better-functioning town.

Local officials must interact with constituents to build trust, ensure accountability, gather vital information for informed decision-making, advocate for community needs, and foster civic engagement, all of which directly impact service delivery and make government more responsive to real-world issues, such as public safety and infrastructure, thereby strengthening democracy.

Staff is encouraged to suggest other methods their departments or the borough as a whole can use to communicate and interact more extensively and effectively with the public with particular emphasis on under-represented communities and areas of heightened interest

Link to the WC Borough Comprehensive Plan

Throughout the WC Borough Comprehensive Plan, you will find references to the borough needing to reach out to various organizations or resident groups to gather input on specific projects. This clearly shows the borough recognizes the need for meaningful interactions between the borough and its residents/community.

SMART framework – Specific, measurable, Achievable, Relevant, and Timely

To successfully meet this goal:

- The ACT committee will provide staff with the overarching goal to develop and propose a strategy to enhance civic/public engagement. That strategy should include possible, specific targets to achieve the goal.
- The ACT committee will then work with staff to review and approve the overall strategy and identify at least 4 of the proposed targets to tackle first.
- Staff will then develop associated policies and procedures that the borough can begin to implement.

Possible targets to enhance civic/public engagement include, but are not limited to:

- Identify ways to increase engagement with underrepresented constituents and organizations
- Create comprehensive procedures to record and track-to-completion public concerns (regardless of how those concerns are received)
 - Develop centralized tracking of concerns raised at Council meetings and concerns received via phone, text, etc.

- Propose standardized procedures for handling emails sent to the Council group email address
- Identify ways we can engage with a greater number of public organizations and encourage individual members of Council to meet with organization leadership
- Offer public education opportunities to the community on relevant topics (E.g.: What is the borough of West Chester? What is council and what does it do? What departments does the borough have and what services do they provide?)
- Host listening sessions and townhalls
- Propose other targets to enhance civic/public engagement

Staff is encouraged to suggest other methods their departments or the borough as a whole can use to communicate and interact more extensively and effectively with the public with particular emphasis on under-represented communities and areas of heightened interest by the community.