



ACT Committee Meeting
June 10, 2025 @ 5:30 PM
This meeting is recorded for public record.

Committee Members:

Bryan Travis, Chair
Brian McGinnis
Shelia Vaccaro

Chief Information Security Officer: William Mann

Director of Human Resources:

Borough Manager: Sean Metrick

ACT Committee Meeting:

- I. Call to Order
- II. Announcements
 - A. Public Hearing for ordinance amendment Chapter 54, 72, 82 relative to license requirements for electric, mechanical, and plumbing contractors June 18, 2026 at 630p
- III. Reports
 - A. Chief Information Security Officer, Monthly Report
- IV. Old Business
 - A. Approve the May 2025 ACT Minutes
 - B. Motion to schedule a Public Hearing, July 16 @ 6:30 PM, to approve the five-year business plan with the West Chester Business Improvement District.
- V. New Business
- VI. Other Business
- VII. Adjournment

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

CISO – Monthly Report for May 2025

Information Technology Department



Information Technology Services Staff

The IT Team is:

William Mann, Chief Information Security Officer

Jeffrey Carbohn, Information Technology Manager



Prepared for:

Sean Metrick, Borough Manager

Lillian DeBaptiste, Mayor

Patrick McCoy, Council President

Nicole Scimone, Council Vice-President

Brian Travis, ACT – chair

Brian McGinnis, ACT – member

Sheila Vaccaro, ACT – member

Bernie Flynn, council member

Lisa Dorsey, council member



WM William Mann, CGCIO®

Chief Information Security Officer

wmann@west-chester.com

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EXECUTIVE SUMMARY

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

1. Manage and secure all networking services.
2. Ensure the availability, continuity, and security of technology services within the organization.
3. Manage software and security updates on all servers.
4. Manage all aspects of network and user security policies and procedures.
5. Manage physical firewall and VPN appliances at all locations, including the municipal building, public works, wastewater, and parking garage facilities.
6. Manage, monitor, respond and remediate all cybersecurity incidents.
7. Manage, configure, and respond to all Advanced Threat Protection services.
8. Manage, configure, and monitor all backup services, both on premises and offsite.
9. Manage, configure, and monitor all web traffic in respect to access configuration.
10. Provide regular cybersecurity awareness training for staff.
11. Conduct regular cybersecurity Department meetings.
12. Manage and monitor all digital (email and document) backup and archival services.
13. Maintain the "Cybersecurity Action Plan".
14. Manage employee onboarding and offboarding in respect to technical and security services.
15. 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.
16. Analyze the computer and technology needs of the organization from the operational and strategic perspective and determine immediate and long-range requirements.
17. Creating, maintaining, and enforcing written policies and procedures regarding computer operations in the Information Technology Department and throughout the organization.
18. Monitor and respond to network related service issues.
19. Managing all communication services, including traditional voice service and Microsoft Teams (VoIP) including Access Points relating to internal and public internet access.
20. Manage and maintain telecommunication services in police dispatch.
21. Manage Microsoft 365 and Adobe Creative Cloud services.
22. Manage and complete Right to Know and compliance reports relating to digital data retrieval including email and documents.
23. Manage workstations and related hardware services.
24. Manage organizational print, scanning and fax services.
25. Manage parking services, handhelds and portable radios.
26. Manage cameras at Public Works and parking garages.
27. Assist the police department with the municipal building's camera and security services.
28. Manage Help Desk services.
29. Managing the Information Technology Manager.
30. Manage audio, video, recording and streaming services for public meetings.
31. Manage the Borough's YouTube channel.
32. Manage website services.
33. Manage mobile services.
34. Maintain, and plan the operational and capital technology budget including day to day invoicing.
35. Assist the Chief Communication Officer with dispatch related and social media services.
36. Assist the department's Data Manager in respect to data related services, enterprise applications and related projects.

OTHER INITIATIVES, SERVICES AND VISIONING (highlights)

This work falls outside the scope of managed projects, project assistance and help desk tickets.

- Setup workstation (PC, Teams phone, mobile phone) for new Police Social worker. *
- Setup workstation (PC, Teams phone) for new HR Consultant. *
- Setup workstation (PC, Teams phone) for new Data Intern. *
- Relocated workstation for Building & Housing contract.
- Continued working with BSGI troubleshooting the Cell 5 access lock.
- Coordinated the PM (preventative maintenance) of the municipal building’s UPS.
- Setup and testing potential new security solution for the police department/municipal building.
- Installed new Digital Sign monitors in the main lobby. The originals ones were out of service.
- We continue to test the recording of our Planning Commission meetings. Both the May 19 and 27th meetings were recorded and uploaded to our YouTube channel.
- Assisted PD as needed with flood (equipment relocation)
- Replaced (and set up) the Borough Council Chambers Meeting Management PC.

* Service includes setting up network access, Microsoft 365, Adobe, MFA, Security Access and more.

RIGHT TO KNOW

Each month this office helps gather digital data involving email and digital documents for submitted Right to Know requests.

Jan – 1	Feb – 0	Mar – 0	Apr – 0	May – 0	Jun -
Jul –	Aug -	Sep -	Oct -	Nov -	Dec -

MEETING MANAGEMENT

The IT Department moderated, streamed and recorded all Borough Council meetings this month.

- We continue to test the recording of our Planning Commission meetings.
- Both the May 19 and 27th meetings were recorded and uploaded to our YouTube channel.

PROJECTS

Projects led and managed by the Information Technology Department. Project updates will be provided each month relating to each of these.

The major projects include:

1. Workstation Upgrades

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

2. Mobile Device Management

*We have partnered with **GoTo Resolve** for mobile device management. The adoption of this solution will provide mobile device management, support, and inventory controls.*

3. Parking Garage Cameras / Security Access

Upgrade and replacement of identified cameras at the Chestnut Street Parking Garage. We are working on various options that will begin the process of replacing the existing surveillance system over the next 2-3 years. (Just under \$26,000 is budgeted in 2024.)

- a. *Installation began on 15 and is continuing. There are some technical challenges IT and BSGI are working on. (May 14,15 and 20)*

4. Agenda & Meeting Management Service

A new end-to-end solution from CivicPlus that will enable our organization to easily manage agendas, minutes, and public meetings, while providing the public with unparalleled transparency and access to the meeting process.

- a. *May 5 – Agenda Creation training (with CivicPlus)*
- b. *May 13 – Check in and review with CivicPlus*
- c. *May 20 – Minutes training with CivicPlus*
- d. *All May agendas were also entered into the new system.*
- e. *Invited staff and council members to the Boards portal.*

PROJECTS

5. Audio Upgrades in the Borough Council Chambers

New microphone solution for our Borough Council Chambers.

- a. Purchase Order approved and executed.

6. Penetration Testing

This is an important addition to our cybersecurity strategy because it evaluates our communication protocols, identifying areas of modification against current cybersecurity threats. Next year this will become a regular part of our strategy.

- a. Testing completed in early April.
- b. Penetration testing results meeting (with Watchkeep) on April 22.

7. Microsoft Copilot Integration (AI)

For the past few months the IT Department has been testing *Copilot for Microsoft 365*. Copilot is Microsoft's AI (artificial intelligence) engine. AI will eventually play an important part in how work gets done. We are planning to launch an **AI Exploration Team** in April where we will explore the benefits and perils of AI in the workplace.

- a. Team meeting on May 2.
- b. Worked with Team members on Copilot.

8. Redesign of Building & Housing Website

In collaboration with Sean Metrick, Ramsey Reiner and Wendy Mecke.

Redesigning the many aspects of our Building and Housing website with a minimalist approach to improve visitor ease of use.

- a. Continued working with Ramsey and Sean Metrick redesigning all aspects of the Building & Housing website area.

9. Windows 11 Upgrades

Microsoft will be stopping security updates for the Windows 10 operating system. We are identifying all Windows 10 PC's and completing upgrades to Windows 11. This will take several months as the work needs to be coordinated with staff members. (process continued this month)

PROJECT ASSISTS

This department assists all departments with a diverse range of projects and initiatives.

FINANCE DEPARTMENT – Assisting with an automated ACH solution with Abila.
- Completed.

POLICE DEPARTMENT – Assisting with the body and car camera migration from Watchguard to Axon. Attended project meetings during the month. – Completed

CONTINUED EDUCATION & ENGAGEMENT

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

May 7 – 2025 Email Threats Report Latest Trends in Today's Landscape (Barracuda)

May 15 – NLC High Performance Leadership Academy: Local Government Leadership

May 28 - Navigating the Storm: Understanding, Detecting & Migrating Peoples's Republic of China (PRC) Living off the Land (LOTL) Techniques in Critical Infrastructure Training Course

May 28 - Entra ID Security for Your Microsoft 365 Environment (Barracuda)



ONLINE ANALYTICS – COUNCIL MEETINGS

Below are the streaming analytics of our Borough Council meetings both on Facebook (live and afterward viewing) as well as on our YouTube channel.

Borough of West Chester YouTube Channel

YOUTUBE	VIEWS BY MONTH				
	Jan	Feb	Mar	Apr	May
ACT	30	28	13	94	26
Public Works	59	73	37	51	33
Parking	35	40	31	38	35
Finance & Revenue	62	28	41	13	49
Public Safety	35	46	42	39	45
Smart Growth	48	39	50	49	21
Worksession	81	57	86	96	119
Voting Session	55	51	64	54	77



Facebook Page – Streaming Council Meetings*

FACEBOOK	VIEWS BY MONTH				
	Jan	Feb	Mar	Apr	May
Committee Meetings	240	402	430	1204	587
Committee Meetings	382	365	361	973	565
Worksession	200	382	552	953	489
Voting Session	312	229	446	536	554



* The “views” include watching the live stream and viewership afterward.

CYBERSECURITY

Our organization's cybersecurity effort consumes a large part of our day-to-day activities as well as requiring 24x7 monitoring, investigation, and remediation. This responsibility is managed with the utmost care and commitment.

These efforts include the management of several diverse hard and soft solutions. These include:

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 – 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 *upcoming

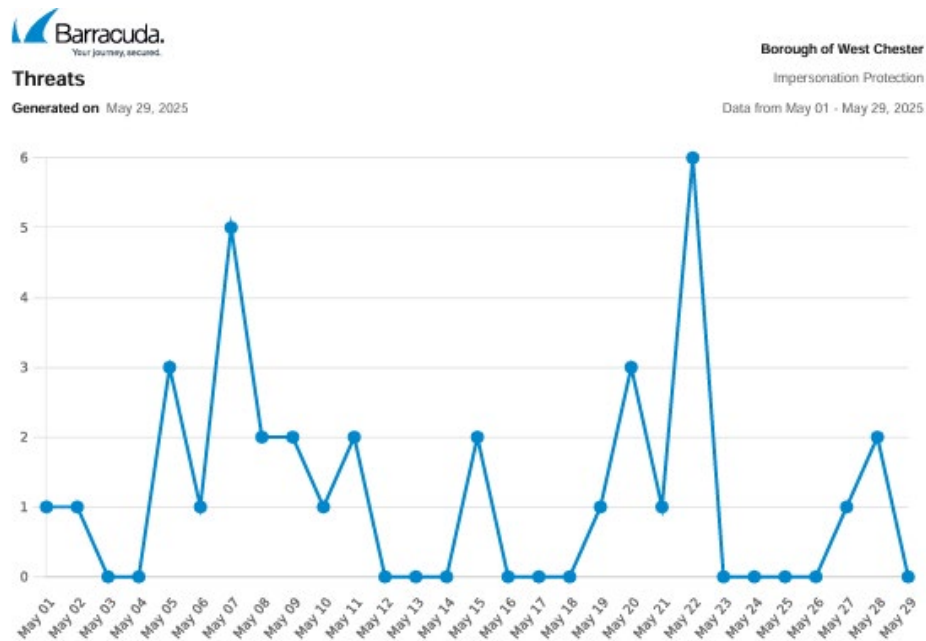
Other Partners

- Bitdefender – AV services
- Microsoft – Two Factor Authentication
- Duo – Two Factor Authentication *currently rolling out.
- 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. This solution also provides the ability to remotely assist employees with technical issues and manage servers.

CYBERSECURITY – EMAIL SECURITY

This is automated services using AI (artificial intelligence) and other internal solutions to proactively identify and prevent **phishing, impersonation, scamming, (new) conversation hacking & extortion** messages from landing in our employee’s mailboxes.

It is important to note that although this is an automated solution each event is also investigated immediately by the information technology staff. This is because, from time to time some of the messages may not be removed from a user’s mailbox or this action can be delayed.



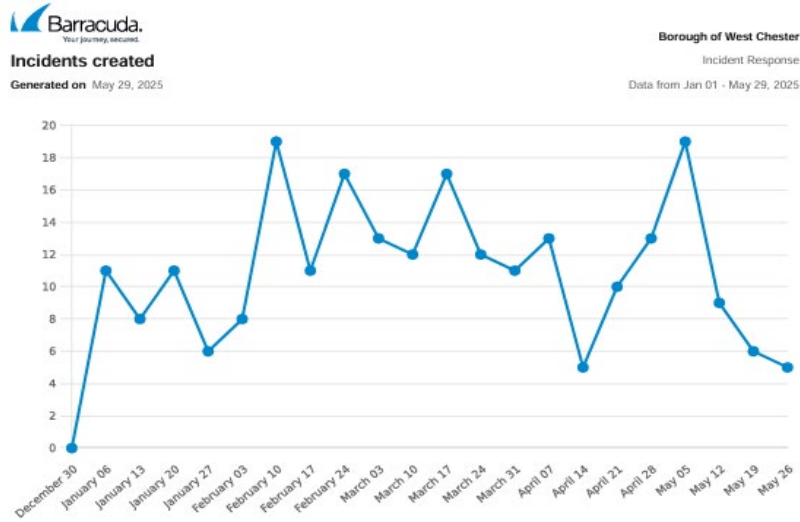
There was a total of **34** automated email protection incidents during the month.

Year to Date: **341**.

CYBERSECURITY – INCIDENT RESPONSE

These are incidents that are either discovered by the information technology staff during regular audits or **reported by our staff as “suspicious”**.

These incident types are often the result of our security awareness training and our effort of continually communicating with staff regarding cybersecurity – and their important role in helping to protect the organization.



There was a total of **48** investigations and remediations during the month.
 Year to Date: **228**. (see above graph)

CYBERSECURITY – ACCOUNT TAKEOVER

This is where Microsoft or Barracuda identifies a suspicious login attempt for any of our employees. These suspicious attempts can be the result of an unusual geographic login location, a suspicious device, or an outdated operating system.

There were **0** reported account takeover *attempts* this month.

Year to Date: **0**

CYBERSECURITY – SECURITY AWARENESS TRAINING

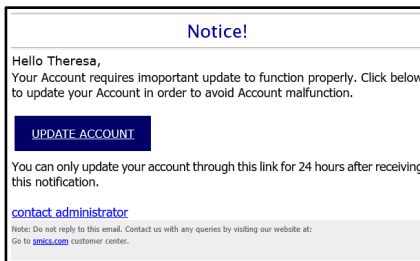
Security Awareness Training is a diverse responsibility. This includes actual regular classes with our staff, conducting and evaluating monthly phishing (email) campaigns and publishing a weekly Cybersecurity [Friday] newsletter.

Staff training is critical to our organization in respect to cybersecurity because even with state-of-the-art solutions and day-to-day management of those solutions, nothing is 100% and threats will make it to our employees from time to time. The cybersecurity landscape is continually changing and becoming more complex. Training is essential.

This month's phishing test was a message requesting the recipient to "update your account."

Many went out of their their way to report the email to the IT Department.

Total Emails Sent: 108
 Bounced Emails: 9
 Out of Office Replies Received: 0
 Users Who Clicked a Link: 0 (0%)
 Users Who Replied to Email: 0 (0%)
 Users Who Logged In: 0 (0%)
 Users Who Reported Email as a Potential Phish: 24



CYBERSECURITY – EDUCATION & ENGAGEMENT

CYBERSECURITY FRIDAY

Each Friday morning, we distribute, through Constant Contact, our *Cybersecurity Friday* newsletter to staff, stakeholders and those interested in our community.

Each issue has a theme surrounding cybersecurity, cybersecurity news and shoutouts to our Cybersecurity All-Stars.

	<p>May 2 – Issue 139</p> <p>May 9 – Issue 140</p> <p>May 16 – Issue 141</p> <p>May 23 – Issue 142</p>
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CYBERSECURITY DAILY – YOUTUBE CHANNEL

This month we continued providing short daily Cybersecurity videos for our staff, stakeholders and the community.

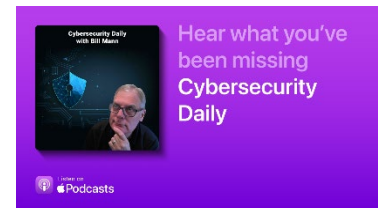


The mission here is to provide additional daily training for staff in very short videos which are under 5 minutes. Each week contains a cybersecurity theme.

You can visit [Cybersecurity Daily](#) on YouTube. Be sure to hit that subscribe button.

CYBERSECURITY DAILY – APPLE PODCAST

In February we launched the **Cybersecurity Daily** podcast on Apple Podcasts. This is simply an audio only version of the YouTube Channel, making it easy for listening while on the go.

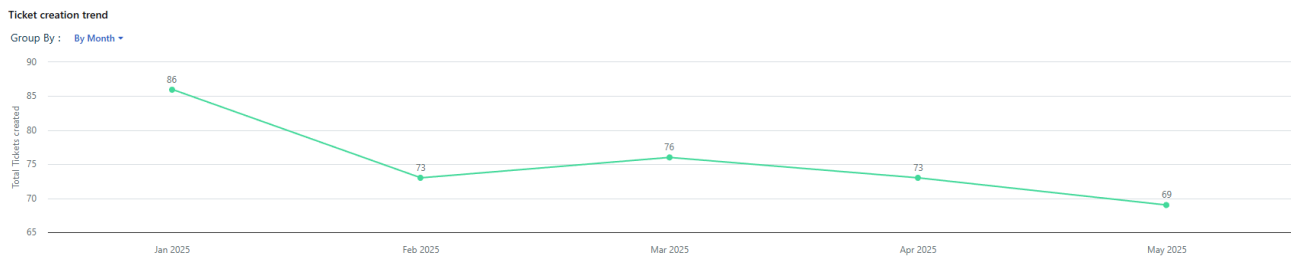


You can subscribe on Apple Podcasts by searching *Cybersecurity Daily* or clicking [here](#).

HELP DESK SERVICES

Help desk services are a core function of the information technology staff. Every department, every employee relies on the diverse soft and hard solutions that they rely on to get their job done. From hardware of all types, software solutions, cloud services and more, it is through help desk services that our organization can function.

Help desk services are also a 24x7 service as many of our departments, including the police department, rely on information technology regardless of the day of the week or time of day. Both Jeff Carbohn and I are on-call for these services.



A note regarding statistics

It should also be noted that **only about 70%** of actual requests for help or assistance are documented by our help desk solution. This is because employees will *call us directly, email us or stop into the office* when they need help. We of course respond as quickly as possible and help the employee. The result, however, is that these service requests are often not documented. We are working to improve this.

- Total Resolved Tickets for the month: **71**
- Monthly Average: **77**
- Year to Date: **383**

UNSCHEDULED EVENTS

These are organizational wide events involving infrastructure and services that are not scheduled or expected.

The smaller the number, the better!

There was **1** unscheduled (related) service issue this month.

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).

Updates and Upgrades

- All Servers were updated and patched.
- Workstation updates and patches.

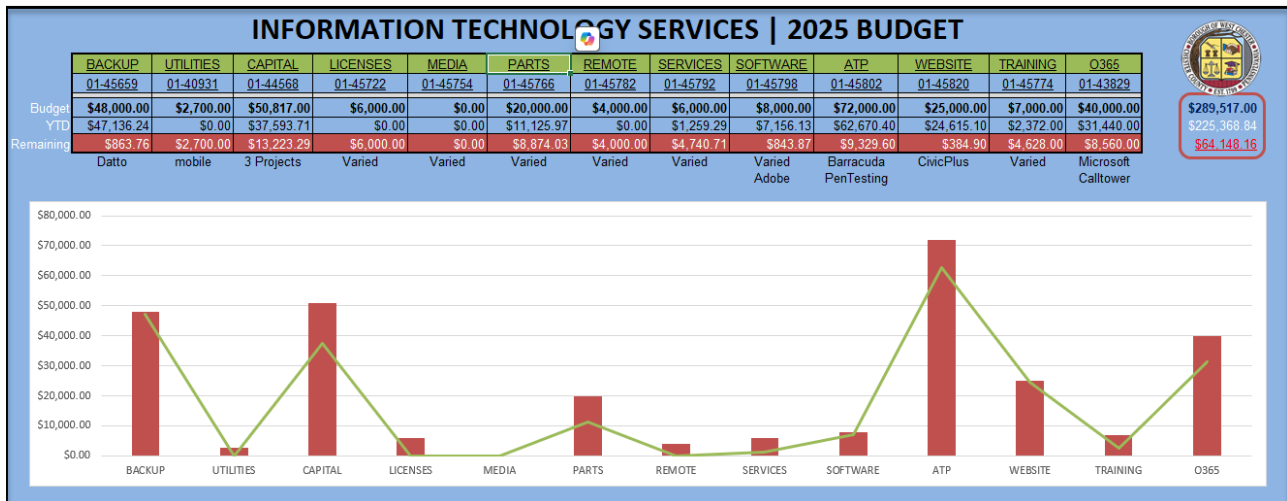
2025 BUDGET

In addition to our continued mission to provide the best technology services possible, *in a budget responsible for the entire organization*, there are several exciting initiatives that we will be working on throughout 2025.

- AI Exploration and Adoption (Microsoft CoPilot™)
- Semi-Annual Network Penetration Testing
- Upgrades to the audio services in the BCC.
- Enhances to our Website services. (Meetings & Agendas)
- Scheduled workstation upgrades throughout the organization.
- Windows 11 Upgrades



Below is the adopted 2025 Information Technology Budget, including capital costs.



2025 Budget = \$289,517.00
 YTD = \$225,368.84* *This includes contracted and projected spending for the year.*
 Balance = 64,148.16

MEETING MINUTES

Administration, Communication & Technology Committee of Borough Council

Date: Tuesday, May 13, 2025 @ 5:30 PM

Committee Members: Bryan Travis, Chair
Brian McGinnis
Sheila Vaccaro – **absent (Patrick McCoy attended)**

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

Call to order

I. Announcements

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

II. Reports

- A. CISO Monthly Report – *(attachment)*
- B. Sustainability Director Quarterly Report (attachment)
- C. Data Manager Quarterly Report (attachment)

III. Old business

- A. Approve the April 2025 minutes – **Approved 3-0**
- B. Motion to approve the 15-year sublease with 4-States Railway Service – **Approved 3-0**
- C. Motion to approve draft amendments for Chapter 54, Chapter 72 and Chapter 82 relative to license requirements for Electric, Mechanical and Plumbing contractors who perform work in the Borough of West Chester and schedule a public hearing for June 18, 2025 – **Approved 3-0**

IV. New business

V. Adjournment

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