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December 22, 2020

Hon. Danny Y. Chou
Judge of the Superior Court
c/o Jenarda Dubois
Hall of Justice
400 County Center, 8th Floor
Redwood City, CA 94063-1655

Re: Response to Grand Jury Report: "Ransomware: It Is Not Enough To Think You Are Protected"

Dear Honorable Danny Y. Chou,

At the November 19, 2020 RCD Regular Meeting of the Board of Directors, the Board approved Executive Director, Kellyx Nelson, to respond. Due to the small size of the San Mateo Resource Conservation District (RCD), many of the "Best Practices" as outlined in the report do not apply or have been implemented in a scaled down fashion more appropriate to the RCD situation. Please find the RCD's responses to the Grand Jury Report below.

1. Office network is protected with a business class firewall with no external resources exposed to the internet. All computers and servers are setup to install updates automatically as they are released by Microsoft. Ancillary software such as Adobe Acrobat also updates automatically. On site computer patching is monitored at the server level. Network and email accounts share the same credentials, and all accounts require strong passwords. 2-Factor authentication for email is being implemented and should be complete by early 2021.

2. All RCD data is stored on the server. The server is backed up daily with an offsite backup solution. A second local backup is configured to allow rapid recovery of the server to new hardware should a catastrophic failure occur. A small amount of ancillary data is kept on the shared Geographic Information System mapping (GIS) workstation related to GIS projects. The GIS machine is backed up with an offsite backup solution. Workstations are not backed up and are considered expendable. RCD has a policy for users to never store important data on their laptops. All data is kept on the server network shares.

   Subnetting does not apply to RCD. Backups are monitored but full server recovery is not tested due to limited hardware resources.

3. Basic Email Spam and Malware filtering is provided via Office 365 tools. More sophisticated filtering is available and is currently under consideration. The cost of the expanded filtering functionality is a limiting factor. Currently we have no planned structured employee training on avoiding security issues. Frequent casual guidance given on an individual basis.

Sincerely,

Kellyx Nelson, Executive Director
San Mateo Resource Conservation District