



## RESPONSE TO GRAND JURY REPORT FORM

### Town of Tiburon

**Report Title:** *Cyber Preparedness: Are We There Yet?*  
**Report Date:** May 17, 2024  
**Response By:** Town of Tiburon

### FINDINGS

- We agree with Findings numbered: **F1, F2, F3, F4 and F5**
- We disagree partly with Findings numbered: **F6**

### RECOMMENDATIONS

- Recommendations numbered: **R1 and R6 (a and b)** have not been implemented but will be implemented in the future

**Date:** August 7, 2024

**Signed:** 

Number of pages attached: 2

**Alice Fredericks**  
Mayor

**Holli Thier**  
Vice Mayor

**Isaac Nikfar**  
Councilmember

**Jack Ryan**  
Councilmember

**Jon Welner**  
Councilmember

**Greg Chanis**  
Town Manager



**Office of the Town Manager**

**Town of Tiburon**

**August 7, 2024**

The Honorable Mark Talamantes

Presiding Judge of the Marin County Superior Court

Post Office Box 4988

San Rafael, CA 94913-4988

Rod Kerr, Foreperson

Marin County Civil Grand Jury

3501 Civic Center Drive, Room 275

San Rafael, CA 94903

Alice Fredericks  
Mayor

Holli Thier  
Vice Mayor

Isaac Nikfar  
Councilmember

Jack Ryan  
Councilmember

Jon Welner  
Councilmember

**Re: Response to Grand Jury Report**

***Cybersecurity: Are we there yet?***

Greg Chanis  
Town Manager

Dear Honorable Judge Talamantes and Foreperson Kerr:

This letter explains in detail the Town of Tiburon’s response to the Civil Grand Jury Report dated May 17, 2024 (*Cybersecurity: Are We There Yet?*). The Report directs the Town to respond to Findings F1-F6, and Recommendations R1 and R6 (parts a and b).

**FINDINGS AND RESPONSES**

*F1. Contracts for Information Technology, Information Systems, and Cybersecurity services between third-party providers and Marin County governmental agencies should contain a Business Continuity clause, or other language, protecting that agency from a sudden cessation of services provided by the third-party provider.*

**Response- The Town of Tiburon agrees with this Finding.**

*F2. Marin County municipalities should have current, written contracts with third-party providers of Information Technology, Information Systems, and Cybersecurity services, and should not continue to use those providers’ services without a current contract.*

**Response- The Town of Tiburon agrees with this finding**

*F3. Membership in insurance risk pools provides the benefits of cybersecurity assessments and audits, which highlight cybersecurity deficiencies and make suggestions for improvement.*

**Response- The Town of Tiburon agrees with this Finding.**



*F4. Having a completed, adopted and regularly updated cybersecurity plan helps ensure that all staff within a government agency are working together to optimize that organization's cyber preparedness and security.*

**Response- The Town of Tiburon agrees with this Finding.**

*F5. Joint Powers Authorities in Marin County exist to provide more efficient and cost-effective services to the people of Marin.*

**Response- The Town of Tiburon agrees with this Finding.**

*F6. The current County Collective Bargaining Agreements prevent the Marin County Department of Information Systems & Technology from unilaterally negotiating managed service agreements (outsourcing work to third parties).*

**Response- The Town of Tiburon partially disagrees with this Finding.**

The Town of Tiburon cannot fully agree or disagree with this finding as the Town is not involved in the collective bargaining process at the County level.

**RECOMMENDATIONS AND RESPONSES**

*R1. Marin agencies should require a current (executed within the last five years), competitively-bid, written contract which includes business continuity language for any third-party Information Technology services they use.*

**Response - This recommendation has already been implemented**

The Town of Tiburon currently contracts with Apex Technology Management for the provision of Information Technology management services. The contract for these services includes language related to business continuity services.

*R6. All Marin municipalities should:*

- a. *take all steps necessary to acquire an appropriate .gov or .ca.gov domain;*

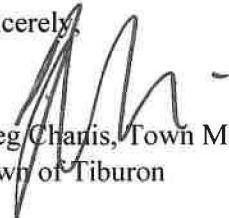
**Response - This recommendation has not been implemented but will be implemented in the future.** Town staff is currently working with Apex Technology Management to acquire the appropriate domain(s) which we anticipate acquiring by the end of calendar year 2024.

- b. *formulate and adopt a plan for rolling out a .gov or .ca.gov website and emails by the start of the 2025-2026 Fiscal Year.*

**Response - This recommendation has not been implemented but will be implemented in the future.**

The Town anticipates having a plan in place for the transition by the beginning of the 2025-2026 Fiscal Year.

Sincerely,

  
Greg Chanis, Town Manager  
Town of Tiburon

Alice Fredericks  
Mayor

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