



DEPARTMENT OF INTERNAL SERVICES
PROPOSED LEVEL OF SERVICE CHANGE FOR
PRIVACY SOFTWARE

JANUARY 14, 2025



WHY THIS REQUEST?

- [Law](#) became effective 5/1/2024
- Law is an unfunded mandate
- “Friendly” Audit to evaluate current level of compliance

**UTAH STATE
LEGISLATURE**

LegislatorsBillsCodeCommitteesAudits

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Title 63A Utah Government Operations Code
Chapter 19 Government Data Privacy Act (Effective 5/1/2024)

[Part 1](#) General Provisions -- State Data Privacy Policy
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[Part 3](#) Office of Data Privacy
[Part 4](#) Duties of Governmental Entities
[Part 5](#) Data Privacy Ombudsperson
[Part 6](#) Remedies



THE AUDIT (MAY 20, 2024)

- 3 categories, 10 questions per category
- Scoring: 0 = noncompliance .5 = partial compliance 1 = compliance
- Not bad result
- Not all of the “to-do” items take money, but some do

Key Findings

The privacy program maturity was assessed to be at level: **Ad-hoc***.

Administrative safeguards:	2.5/10
Physical safeguards:	5/10
Technical safeguards:	5/10

Recommended deadline for maturing the program from ad-hoc to repeatable: **January 2025**.

*This level is out of the following available levels: Non-Existent, Ad-hoc, Repeatable, Managed, and Optimized.



DATA LOSS PROTECTION (DLP) SOFTWARE

“TECHNICAL SAFEGUARDS” SECTION

- Question 10: “Do you have a DLP tool and monitor for data loss regularly?”
- Finding: “Productivity suite and selected platforms, inconsistent. 0.5 score
- What does this mean?
- How do we get full (1.0) compliance? Purchase DLP software.
- What will that cost? \$60,000 per year



MOBILE DEVICE MANAGEMENT (MDM) SOFTWARE

“PHYSICAL SAFEGUARDS” SECTION

- Question 9: “Are all mobile devices protected with remote content management with remote wipe possibility?”
- Finding: “Ad hoc, no byod, city issued devices have a policy, no byod., no MDM currently. 0.5 score
- What does this mean?
- How do we get full (1.0) compliance? Purchase MDM software. Write / modify policies.
- What will that cost? \$10,000 per year



HOW TO FUND \$70,000 PER YEAR–OPTIONS:

1. Kick this can down the road until next year.
 - a. Don't buy software this year.
 - b. Focus on improving other scores in the audit.
 - c. Consequences? Don't know.
2. Cut services somewhere else in IT budget to pay for this.
3. Increase base allocation to the IT budget by increasing revenue from _____. Tax increase? Fee?



DATA LOSS PROTECTION (DLP) SOFTWARE

GL: 47-4132-252 LICENSING AGREEMENTS

Activity or Product:	Amount
Numara Track-It: Help ticket, inventory and solutions database for IT. Paid through 8-17-21.	-
Printer Logic: Since moving to Printer Logic to manager our print services we have seen our trouble tickets drop to near zero for "can't print" type tickets. Renewal License fee for this budget. All network printers using Printer Logic.	4,825
DeepFreeze software from Faronics: 60 license fee. Running on public desktop machines at Library and Senior Center.	950
DropBox for Business account. Used to keep long term storage of City H drive Data. Example would be old common drive files and pictures and outdated department data that we can move here. Monthly price is \$165	2,023
Barracuda cloud-based e-mail spam filtering. Yearly maintenance.	13,000
TeamViewer: TeamViewer - the All-In-One Software for Remote Support. TeamViewer is a mission critical software for us. We can reach out and support both network and non network machines remotely.	3,550
Sophos Desktop Protection. (Cloud based desktop and server anti virus) This is the annual price and it covers Central Endpoint Protection and Central Intercept X for ransomware.	7,670
Sophos Central Intercept X Advanced for servers. From VLCM with state # MA-256	1,500
Sophos XG 310 FireWall	2,982
ADManagement. Talked with our Exchange servers and monitors password and files. It is a security software which helps us in the fight with Cybersecurity. \$10,100 first year followed with \$6,500 each additional year.	6,500
SonicWall runs our main City internal network. License came with original purchase. This is the first year we now need to pay for the annual upgrade license. Very Important.	10,500
DocuWare annual maintenance cost for in-house DocuWare server. DocuWare used as our document management solution. Dollars use to be budgeted in Recorder budget will be moved to the IT budget. SQL licenses is \$1,000 New to budget	6,500
Total Line Budget	60,000