# CIOs Confront a New Virus: COVID-19

## The Local Government CIO Role in Preparing for Covid-19 and its Potential Impact on your Government's Service Delivery

March 9, 2020

## How Prepared Are You?



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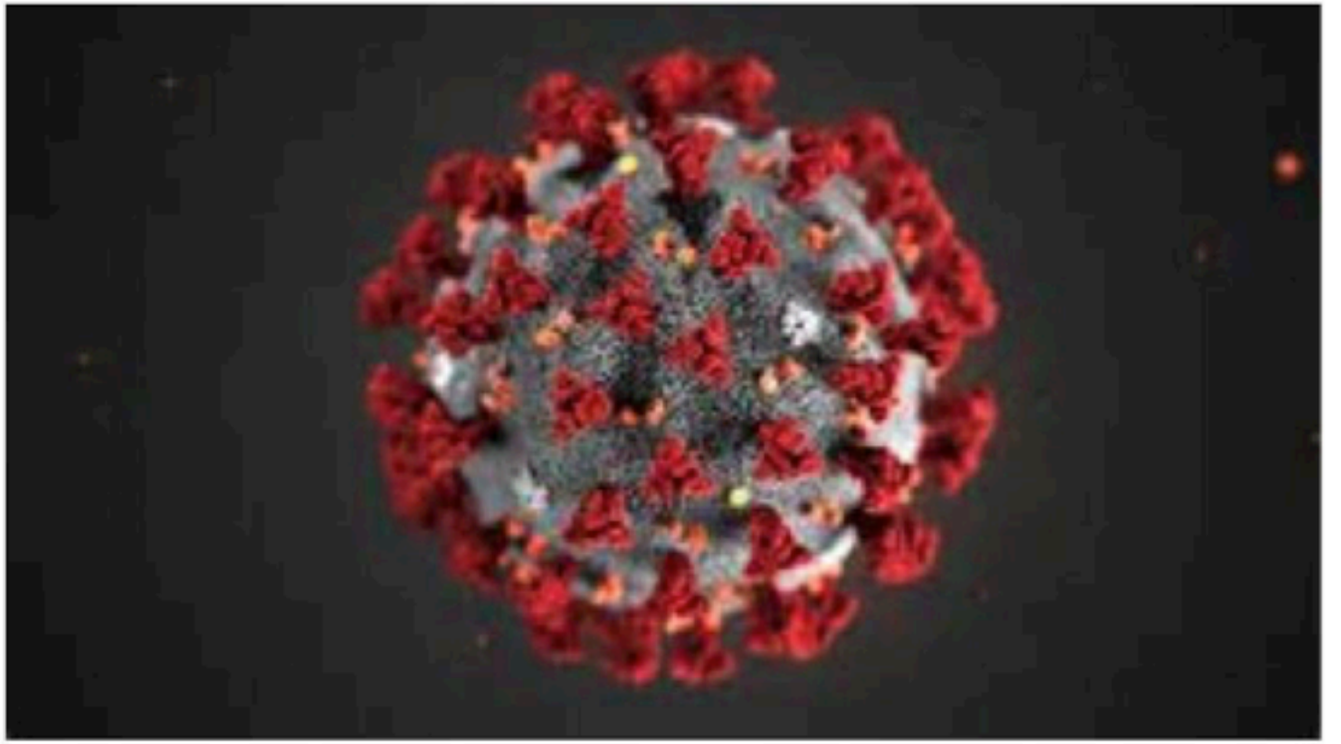
# It Used to Be the Only Virus a CIO had to Worry About….

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Barry Condrey, CIO,
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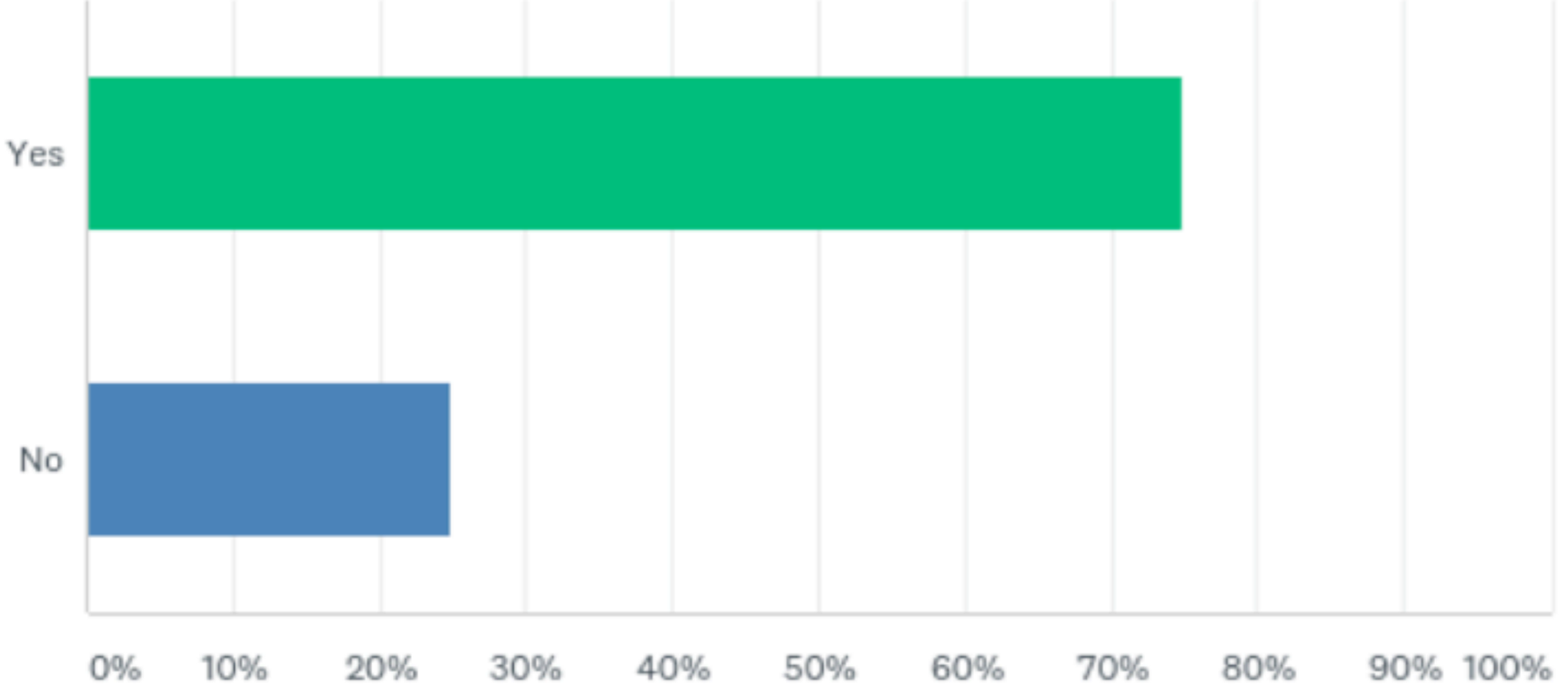
# Has your government formed a team, held meetings, or otherwise started planning a community-wide response in case your community is impacted by COVID-19?



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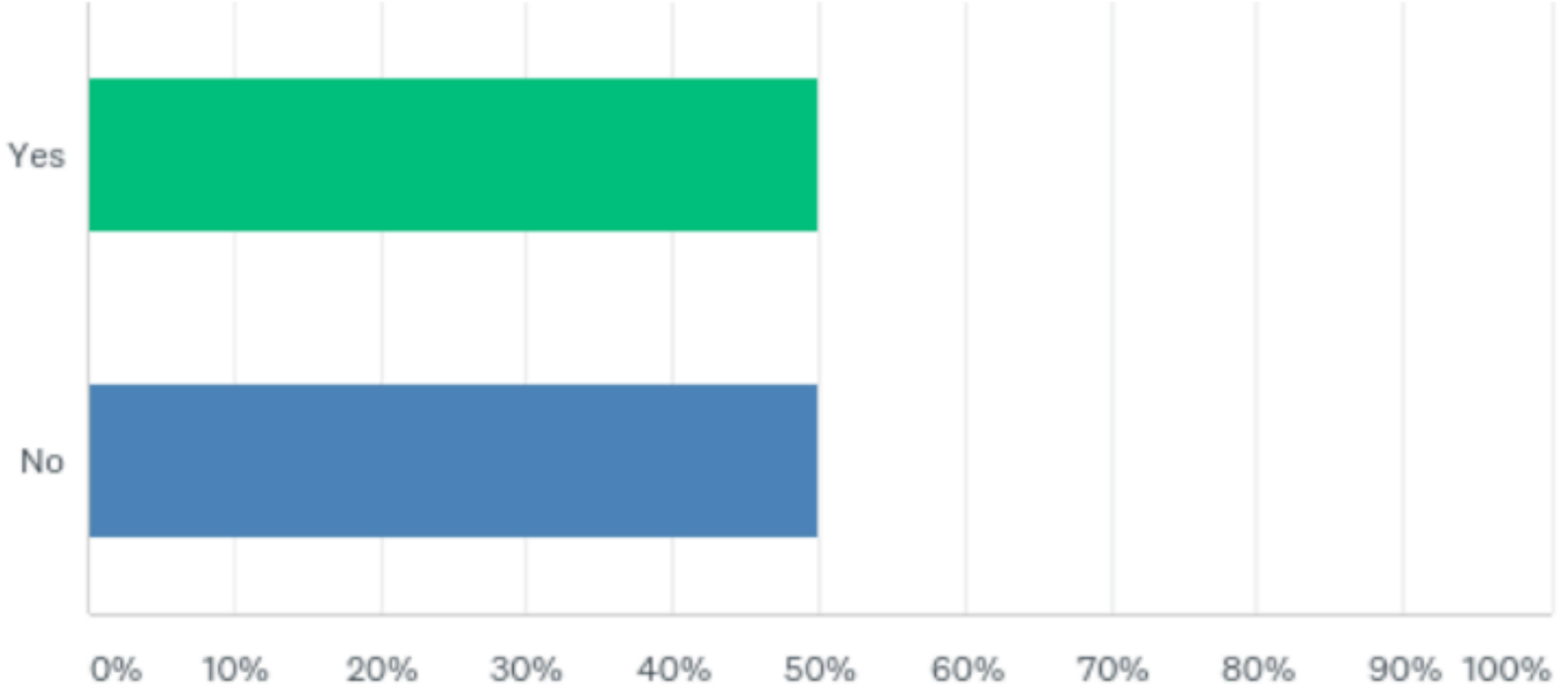
# If yes, are departments prepared to distribute laptops and mobile devices in case employees refuse or are unable to come to work?



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- Does your COOP and or DR Plans address the unique requirements for a pandemic?
- Does your government organization have a common understanding of "essential services"?
- Has your government formed a team, held meetings, or otherwise started planning a response to the COVID-19?
- Are you prepared to help set up a "virtual Emergency Operations Center"?
- Are all your communication platforms communicating a consistent and unified message?


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- Do you have policies that address how employees can best work from home, including broadband requirements, headsets, etc.
- Are you prepared to distribute laptops and mobile devices in case employees refuse or are unable to come to work?
- Are you prepared to maintain all data operations remotely? And if so-how long?
- Are you prepared to offer remote helpdesk support?
- Are you prepared to have IT staff available 24/7 remotely?
- Do you have a work-around plan to handle 311 type calls?
- Do you have enhanced security measures in place to best protect form the possible growth of endpoint use?


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# Discussion

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# Additional PTI Research Resources

**Weekly email scan of technology news**

March 4, 2020

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TOP NEWS

**Ransomware attacks prompt tough question for local officials: To pay or not to pay?**

The Pew Charitable Trusts

When cybercriminals struck Lake City, Florida, last June, city officials had to make a tough choice: Pay the hackers or restore systems on their own. A ransomware attack had hijacked the government's computer network and held it hostage for several weeks. While the attack didn't affect the police, fire or financial departments, it wreaked havoc on phone lines, email, utility records and many other services. The hackers first demanded about $750,000 in bitcoin, a cryptocurrency, from the small, rural city to give it back control of its network. **READ MORE**

PTI NEWS

**Local Government Emerging Tech and Cyber Summit:**

Reserve your spot now for this must-attend event!

Artificial Intelligence, drones, 5G, the Internet of Things. These technologies are in some phase of adoption or on the radar of local government officials. Add to that the role that a safe and secure cyber infrastructure plays in advancing the adoption of these technologies means developing a roadmap for the implementation of emerging is imperative for local governments.

Join elected leaders, city and county managers, IT executives and technology practitioners as we explore how these technologies will impact local government service delivery and operations at the 2020 Local Government Emerging Tech and Cyber Summit, **June 3, 2020** in Washington, D.C. Please contact dthowe@comptia.org

**Emails from PTI on upcoming events, new research, webinars, etc.**

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The resource for technology executives in local government

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PTI's Technology Assessment & Support Services

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November 8, 2018

The PTI 2018 Local Government CIO & Leadership Summit, November 29 and 30 in Washington, DC, will bring together technology executives from cities and counties to learn about technology issues impacting local governments, and to provide a forum to share leading practices and lessons-learned with each other.

**Summit Highlights**

- Critical Issues in Technology Leadership
- Confessions of a CIO - Both Seasoned and New!
- Data Visualization: One Picture is Worth One Thousand Words

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