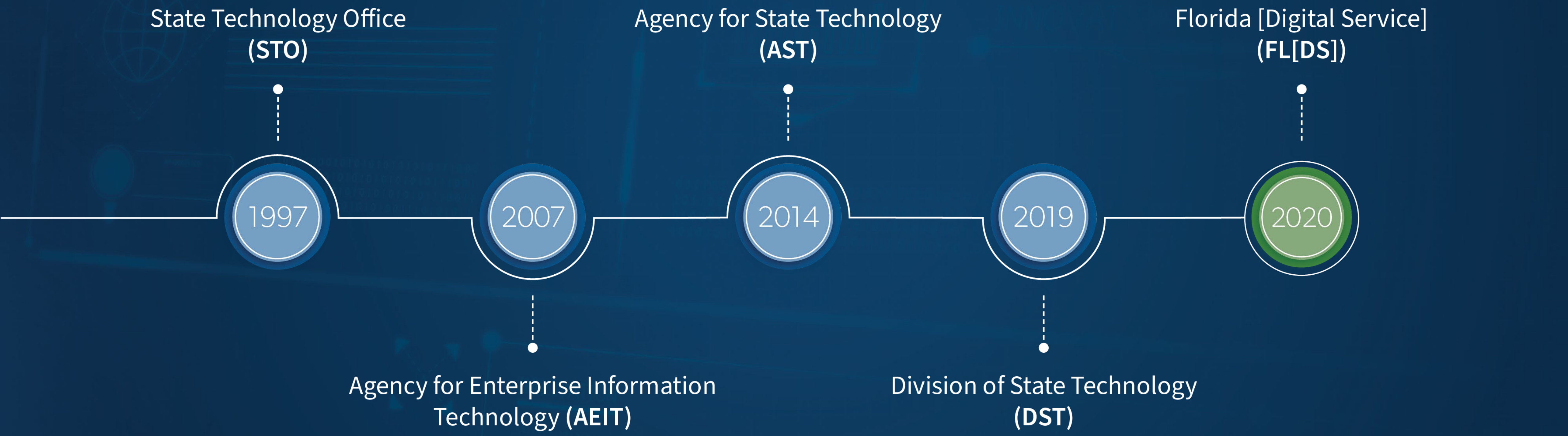
Florida [Digital Service]

CYBERSECURITY OPERATIONS

Leading on Cybersecurity for Florida

The History of State Technology in Florida

So Challenged that it has Successfully Defied the Law of Bureaucracy



1997

State Technology Office **(STO)**

2007

Agency for Enterprise Information Technology **(AEIT)**

2014

Agency for State Technology **(AST)**

2019

Division of State Technology **(DST)**

2020

Florida [Digital Service] **(FL[DS])**

The Costs of Not Getting it Right

Since 2005, in Florida there have been...

FIVE
$10 MILLION+
canceled IT projects resulting in

$157.4 MILLION

in wasted funds. [1]

SEVEN
$10 MILLION+
completed IT projects that went collectively

over budget by

$327.5 MILLION. [1]

In 2020,

CYBERCRIMES

cost Florida

$295 MILLION, [2]

which ranks

4th **HIGHEST IN THE U.S.**

1. Leznoff, Joanne. 2021. "FDS- Florida Digital Service." House Government Operations Subcommittee. Florida House of Representatives.
2. Sharton, Brenda. 2021. "Ransomware Attacks are Spiking. Is your Company Prepared?" Harvard Business Review. Available at: https://hbr.org/2021/05/ransomware-attacks-are-spiking-is-your-company-prepared

FLORIDA [DIGITAL SERVICE]

- Established in 2020. (HB 1391)
- Charged with creating innovative solutions that securely modernize state government.
- Partners with all state agencies to lead state technology into the future.
    - A common misconception is that FL[DS] operates constituent facing technology; it does not.
- Designated the lead entity on cybersecurity in 2021. (HB 1297)

OUR MISSION

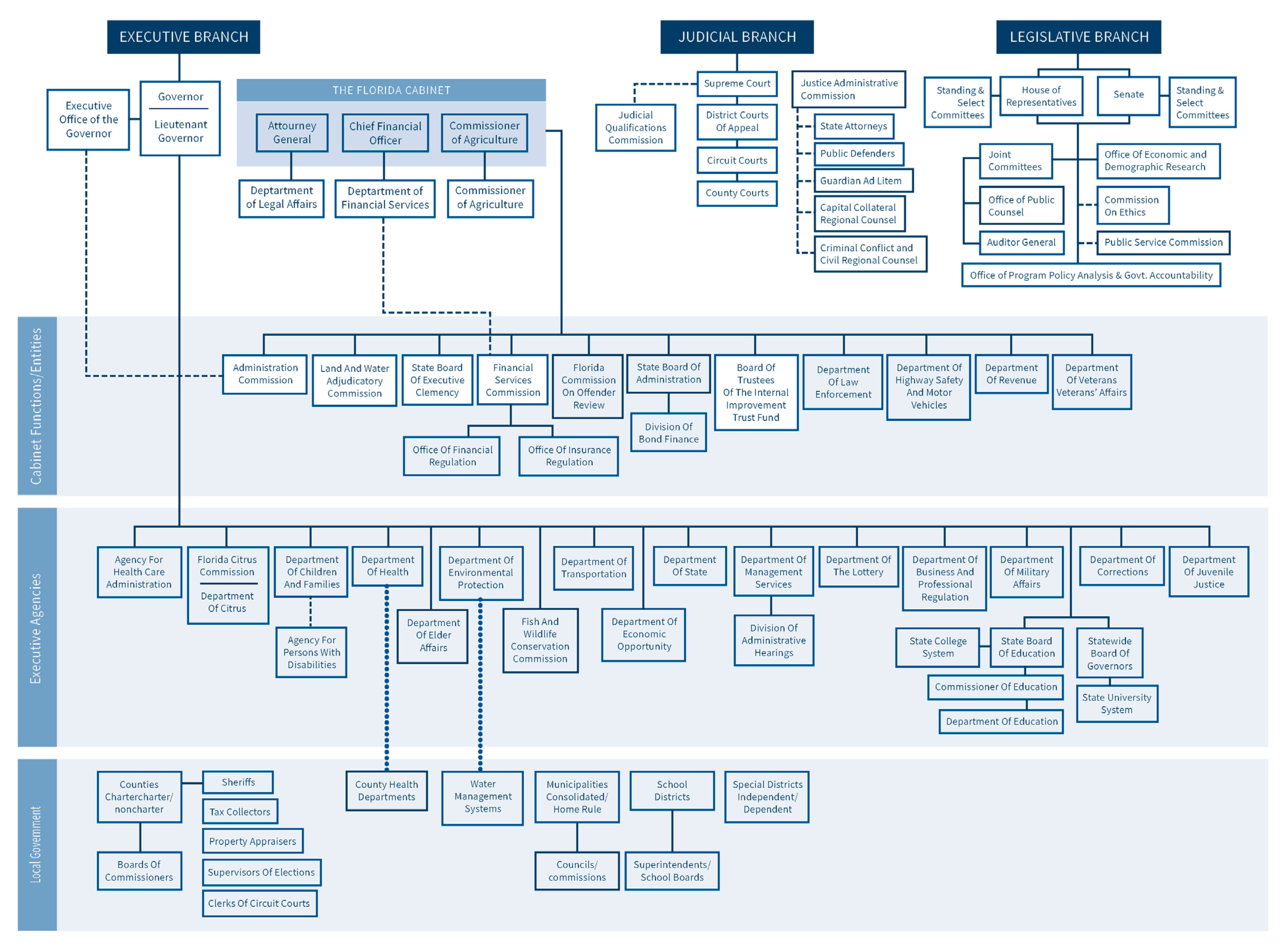
To deliver better government services and transparency to Floridians through design and technology.

The Org Chart of State Government

…before considering cities, counties, special districts, and the rest

Across state agencies there are…

- Inconsistent reporting structures, capabilities, and resources.
- Varying levels of staff knowledge, experience, training, and skills.
- Differing infrastructure, software, hardware, and programming language.



EXECUTIVE BRANCH

Executive Office of the Governor

Governor

Lieutenant Governor

THE FLORIDA CABINET

Attourney General

Chief Financial Officer

Commissioner of Agriculture

Deptartment of Legal Affairs

Deptartment of Financial Services

Commissioner of Agriculture

JUDICIAL BRANCH

Supreme Court

Judicial Qualifications Commission

District Courts Of Appeal

Circuit Courts

County Courts

Justice Administrative Commission

State Attorneys

Public Defenders

Guardian Ad Litem

Capital Collateral Regional Counsel

Criminal Conflict and Civil Regional Counsel

LEGISLATIVE BRANCH

Standing & Select Committees

House of Representatives

Senate

Standing & Select Committees

Joint Committees

Office Of Economic and Demographic Research

Office of Public Counsel

Commission On Ethics

Auditor General

Public Service Commission

Office of Program Policy Analysis & Govt. Accountability

Cabinet Functions/Entities

Administration Commission

Land And Water Adjudicatory Commission

State Board Of Executive Clemency

Financial Services Commission

Office Of Financial Regulation

Office Of Insurance Regulation

Florida Commission On Offender Review

State Board Of Administration

Division Of Bond Finance

Board Of Trustees Of The Internal Improvement Trust Fund

Department Of Law Enforcement

Department Of Highway Safety And Motor Vehicles

Department Of Revenue

Department Of Veterans Veterans' Affairs

Executive Agencies

Agency For Health Care Administration

Florida Citrus Commission

Department Of Citrus

Department Of Children And Families

Agency For Persons With Disabilities

Department Of Health

Department Of Elder Affairs

Department Of Environmental Protection

Fish And Wildlife Conservation Commission

Department Of Transportation

Department Of Economic Opportunity

Department Of State

Department Of Management Services

Division Of Administrative Hearings

Department Of The Lottery

Department Of Business And Professional Regulation

Department Of Military Affairs

State College System

State Board Of Education

Commissioner Of Education

Department Of Education

Statewide Board Of Governors

State University System

Department Of Corrections

Department Of Juvenile Justice

Local Government

Counties Chartercharter/ noncharter

Boards Of Commissioners

Sheriffs

Tax Collectors

Property Appraisers

Supervisors Of Elections

Clerks Of Circuit Courts

County Health Departments

Water Management Systems

Municipalities Consolidated/ Home Rule

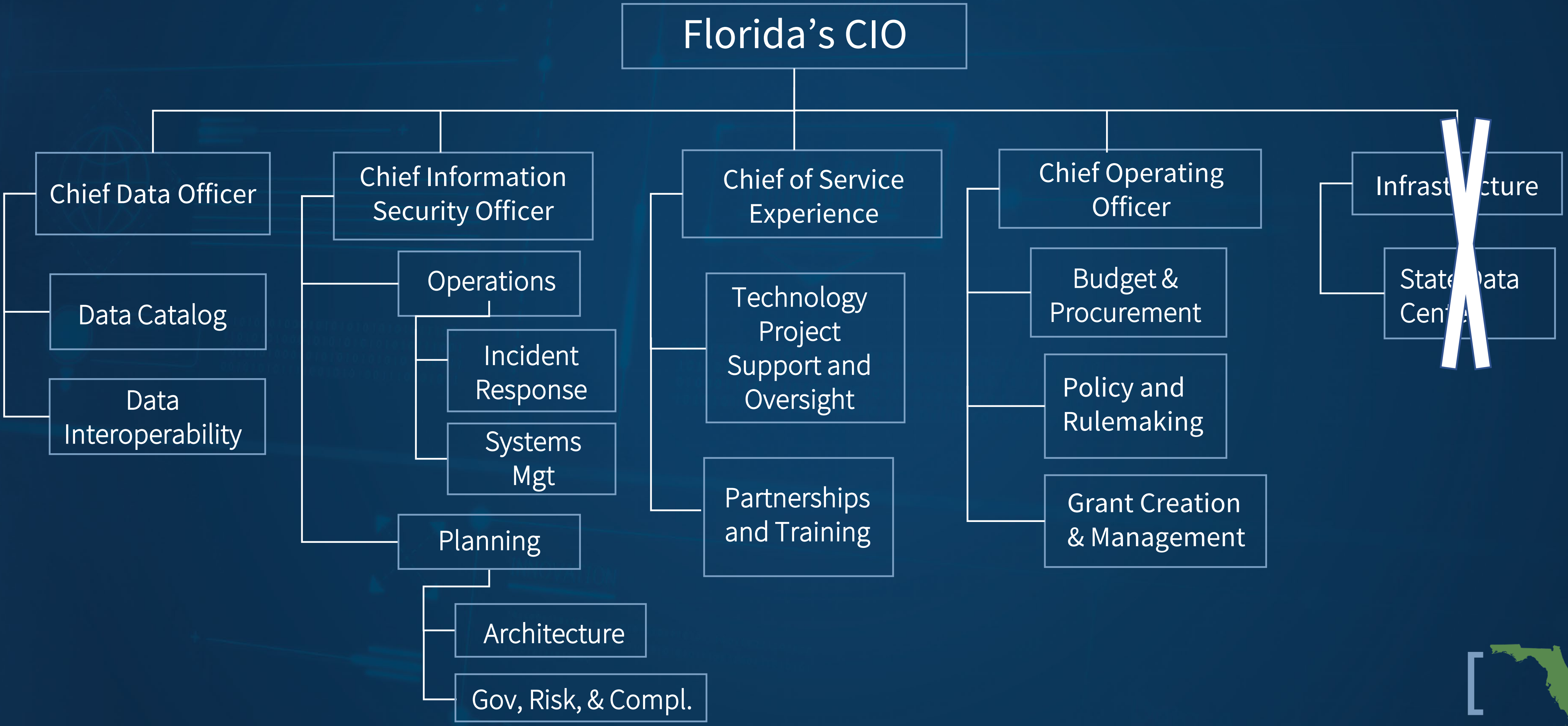
Councils/ commissions

School Districts

Superintendents/ School Boards

Special Districts Independent/ Dependent

The Structure of the Florida Digital Service



- Florida’s CIO
  - Chief Data Officer
    - Data Catalog
    - Data Interoperability
  - Chief Information Security Officer
    - Operations
      - Incident Response
      - Systems Mgt
    - Planning
      - Architecture
      - Gov, Risk, & Compl.
  - Chief of Service Experience
    - Technology Project Support and Oversight
    - Partnerships and Training
  - Chief Operating Officer
    - Budget & Procurement
    - Policy and Rulemaking
    - Grant Creation & Management
  - ~~Infrastructure~~
    - ~~State Data Center~~

Launching Cybersecurity Across State Government:

The 2021 Legislative Session

Legislation: HB 1297 (2021)

Designated FL[DS] as the Lead Entity for Cybersecurity, responsible for:

- Establishing, operating, and maintaining Florida’s first Cybersecurity Operations Center (”CSOC”).
- Developing a process for detecting, reporting, and responding to threats, breaches, or cybersecurity incidents.
- Detecting threats through proactive monitoring , continuous security monitoring, and defined detection processes.
- Establishing incident response teams.
- Establishing managerial, operational, and technical safeguards for protecting state government data and information technology resources.
- Recovering state data in the event of a cybersecurity incident.

Created the Florida Cybersecurity Advisory Council

- Expanded upon the successes of the Cybersecurity Task Force to create a council.

Created ESF-20

- Established cybersecurity as a function of the State Emergency Response Team.

Training for State Government

- Establishing cybersecurity training requirements for state agencies and employees.

Funding the Launch of Enterprise Cybersecurity

$30 million was appropriated to FL[DS] in reserve, pending a satisfactory Operational Work Plan and Budget Amendment, to implement the recommendations of the Florida Cybersecurity Task Force Final Report.

Phase 1: Ending the Siloed Approach to Cybersecurity

- $15.9 million spent on behalf of 21 agencies to modernize and protect the Microsoft Office environment.
- Security data being received from and shared with each participating agency.
- Leveraged buying power to create 25% ($4 million) savings for the state.

Phase 2: State of Florida’s Cybersecurity Operations Center (CSOC)

- ~ $11 million spent to provide the core fundamentals of a Cybersecurity Operations Center.
- Managed security services, asset discovery, endpoint detection and response, content delivery network, and a cyber range with training curriculum.

Phase 3 is currently being developed…

Expanding and Accelerating the Mission:

The 2022 Legislative Session

Cybersecurity Policy

- HB 7055
  - Ransomware incident reporting and prohibition against payment.
  - Requiring local governments to adopt security standards.
  - Reporting and training enhancements.
- HB 7057: Exempting Public Records for all Agencies (state and local)
  - Coverage limits and deductibles.
  - Information relating to critical infrastructure.
  - Network schematics, hardware and software configurations, and response practices.

Cybersecurity Funding

- Funding to the Florida [Digital Service] ($85.4 million)
    - $50 million to continue and scale Enterprise Cybersecurity Program.
    - $30 million to launch a competitive grant program to fund cybersecurity initiatives in cities and counties.
    - $5.4 million to administer federal grant funds.
- Funding to Florida Center for Cybersecurity at USF
    - $7 million to perform a comprehensive risk assessment of critical infrastructure.
    - $30 million to provide statewide training opportunities.

Florida’s First Cybersecurity Operations Center

Developing Security Capabilities from the Ground Up

FL[DS] is required to establish, operate, and maintain a Cybersecurity Operations Center (“CSOC”) which is primarily virtual and can support the entirety of state government. In designing an operation to meet the needs of the state, FL[DS] had to choose one of three types of predominant program designs:

1. Single-Stack: choosing one cybersecurity vendor to buy all capabilities through which significantly reduces product options but eliminates the need for third party integrations.
2. Systems Integrator: procuring a single vendor to run the initiative and outsource all technology decision making to that vendor (i.e. Deloitte, Accenture, KPMG, etc.)
3. Multi-Vendor and Vendor Agnostic: a federated model which supports numerous vendors and solutions but does require product integrations.

FL[DS] selected #3 as the design for the CSOC, for the following reasons and more:

- Establish a single point of ingestion, translation, and access for cybersecurity data.
- Avoid becoming completely dependent upon a single vendor.
- Provide access to the best solutions for each function.
- Avoid requiring agencies to adopt a single technology stack for all necessary functions.
- Preventing agencies from having to rip and replace certain solutions already deployed.

Florida’s First Cybersecurity Operations Center

Areas of Focus at the State and Local Level

- **Asset Discovery** to identify and inventory enterprise technology resources by using agentless, agent-based, and internet-facing asset discovery.
- **Managed SOC Solution and Services** software which integrates all other incorporated solutions and is supported by a 24/7/365 Managed Security Services to exponentially increase security personnel.
- **Endpoint Detection and Response** to provide comprehensive and complimentary enterprise support.
- **Identity and Access Management** solutions to facilitate federated and security IAM capabilities.
- **Content Delivery Network** to manage and secure enterprise web assets, both .com and .gov.
- **Training** Cyber range infrastructure and curriculum to support cybersecurity training and skill development.
- **Governance, Risk, and Compliance** tools to support the identification, infrastructure, and curriculum to support cybersecurity training and skill development.
- **Standardized Ticketing and Reporting** solutions to support more efficient communication of cybersecurity needs and incident response.

Service Experience: service@digital.fl.gov

Security: security@digital.fl.gov