

ITEM #: 6  
DATE: 01-09-24  
DEPT: Finance

**COUNCIL ACTION FORM**

**SUBJECT: RESOLUTION APPROVING MEMORANDUM OF UNDERSTANDING FOR ENHANCED SECURITY SERVICES (MOU) WITH THE IOWA DEPARTMENT OF MANAGEMENT.**

**BACKGROUND:**

The City's Information Technology (IT) infrastructure exists to enable City departments and their customers to accomplish numerous tasks. For the City to provide adequate services to the public, this critical IT infrastructure must be protected against cyber attacks.

The IT staff uses a variety of products, services, and procedures to guard against cyber attacks. One of the products currently used by the City to protect the IT infrastructure is CrowdStrike. The existing contract for this product, in the amount of \$14,642, concludes on January 31, 2024.

**Staff has learned that the Iowa Office of the Chief Information Officer is able to partner with the City to provide the services provided under the City's existing contract with CrowdStrike. This partnership would deliver the service at no cost to the City. The attached Memorandum of Understanding (MOU) for Enhanced Security Services will need to be executed to enable to partnership.**

The services provided would include next generation Endpoint Detection and Response (EDR) for managed endpoints including PCs, servers and other devices. The EDR platform is designed to prevent a wide range of known and unknown malware and threats and to provide protection from such threats. In addition, they provide the ability to investigate and remediate incidents that evade protection controls. Additionally this service includes 24/7 security monitoring and incident response positioned to appropriately respond to cybersecurity threats against the protected endpoints.

The included 24/7 security monitoring offered in this agreement presents an improvement to the City's existing security operations. Services offered under the MOU would be valid until February 28, 2025. Staff expects no problems with the transition to the State of Iowa service.

**ALTERNATIVES:**

1. Approve the attached Memorandum of Understanding for Enhanced Security Services (MOU) with the Iowa Department of Management, Office of the Chief Information Officer.
2. Decline the MOU and refer back to staff.

**CITY MANAGER'S RECOMMENDED ACTION:**

**This agreement will ensure ongoing endpoint detection and response services for the City's IT infrastructure. The service would be enhanced compared to the existing services with the addition of 24/7 monitoring. Additionally, the agreement is provided under a State of Iowa agreement that comes at no cost to the City, thereby reducing the City's costs. Therefore, it is the**

**recommendation of the City Manager that the City Council adopt Alternative #1, as described above.**

**ATTACHMENT(S):**

[Crowdstrike.2023.12\\_CITY-AmesMOU to Sign.pdf](#)