



CYNTHIA A. HARDING, M.P.H.
Interim Director

JEFFREY D. GUNZENHAUSER, M.D., M.P.H.
Interim Health Officer

313 North Figueroa Street, Room 708
Los Angeles, California 90012
TEL (213) 240-8156 • FAX (213) 481-2739

BOARD OF
SUPERVISORS

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August 25, 2016

TO: Each Supervisor

FROM: Cynthia A. Harding, M.P.H.
Interim Director

A handwritten signature in blue ink that reads "Cynthia A. Harding".

SUBJECT: **NOTICE OF INTENT TO REQUEST ISSUANCE OF TWO NEW
INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER
AGREEMENT WORK ORDERS**

This is to notify you of the intent of the Department of Public Health (DPH) to request the Internal Services Department (ISD) to issue two new Information Technology Support Services Master Agreement (ITSSMA) work orders.

The new ITSSMA work orders will be for two Security Audit and Assessment Contractors. These contractors will each have key responsibilities in support of the DPH Information Security Office, helping to ensure the security of the various programs and offices in the Department of Public Health. They will be reporting to the DPH Information Security Officer and will help to conduct security audits and assessments and provide risk analysis services for DPH.

In accordance with ITSSMA guidelines, prior Board notice is required for projects that will exceed \$300,000. The subject work orders will be for 12 months for a total combined maximum amount of \$600,000.

BACKGROUND

In 2014, the Auditor-Controller conducted an audit of the Department's compliance with Board IT Policies. The audit included a review of DPH's information technology organization, which is comprised of the central IT organization, Public Health Information Systems (PHIS); several program-based IT operations such as Substance Abuse Prevention and Control, Children's Medical Services, and the Division of HIV and STD Programs; and other Program offices within DPH.

The audit of DPH identified a number of deficiencies. In response, DPH has developed a Corrective Action Plan to remediate the identified security weaknesses. DPH will be conducting IT security audits and assessments of its 45 programs and addressing compliance with IT security policies across DPH.

JUSTIFICATION

In order to continue to execute the Corrective Action Plan, DPH requires additional technical support. This work requires a high level of expertise to ensure that any significant risks in departmental IT systems are effectively mitigated. These contractors will support a full range of tasks related to the monitoring of DPH's Information Technology Security Program, particularly involving risk management, assessments, and compliance activities.

SCOPE

The scope of work for the Security Audit and Assessment and contractors includes the following activities: 1) conduct systems access verification and validation audits; 2) develop facility security plans for all relevant DPH facilities; 3) audit DPH facilities and develop corrective action plans; 4) conduct a security vulnerability scan review, review results from security vulnerability scans for various programs, and identify risks that need further investigation and validation; 5) prepare technical vulnerability reports for all programs, documenting risks and areas requiring remediation; 6) prepare remediation plans for all programs as needed, identifying specific processes and steps required to close all vulnerabilities identified in the remediation report; 7) review vulnerability reports created by DPH scanning tools and work with programs to remediate vulnerabilities; and 8) work with DPH technical teams and facilitate the transition of support responsibilities to DPH technical staff.

NOTIFICATION TIMELINE

Consistent with ITSSMA policies and procedures, I am informing your Board of my intention to award two new work orders. If no objection is received from your Board in ten business days upon receipt of this Board notification, I will request ISD to proceed with the work orders.

If you have any questions or would like additional information, please let me know.

CAH:mk

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors
Chief Information Officer
Director, Internal Services Department