

Clarifications: Security upgrades, funding and more delays

19 May, 2015

To: **Wayland Board of Selectmen**
41 Cochituate Road
Wayland ,MA 01778

From: **Mark Hays**
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Dear Wayland Board of Selectmen members:

Following up on the public meeting last night, I would like to clarify a number of key points that were discussed:

- 1. Significant upgrade costs:** As Mike McCann noted last night and I described in the documents I sent to you, Wayland will need to make significant investments in security upgrades, including hardware, software and professional services. Unfortunately, after years of neglect, all of these costs are coming due.
- 2. Quick fixes vs solutions:** Mike and the Wayland IT team are trying to fix the most urgent problems, primarily by hand. Will this strengthen Wayland's network? Yes. Do not mistake these quick fixes for an adequate or sustainable solution, however. Mike and I agree the Wayland faces significant threats – and standard security upgrades and automation systems are required.
- 3. We cannot wait for Town Meeting:** You need to approve and fund these security upgrades ASAP. Work with FinCom to fund the upgrades from the emergency cash account. It would be extremely risky and unreasonable to wait for the next Town Meeting. If you knowingly wait, this will also expose the Town to liability if another incident occurs. Imagine what a plaintiff's attorney could say about the delay.
- 4. An Executive Session is needed:** We cannot describe the solutions or explain why you need to purchase them in any detail, in a public meeting. You need to plan for an Executive Session at the earliest opportunity.
- 5. The threat extends to Wayland Schools:** Although Mike and the IT team are focusing on Wayland Town computers, over 900 WPS computers have also been at high risk for years.

Very confidential personal, medical and mental health records are vulnerable, plus employee records. This also creates a significant financial risk for the Town of Wayland; a document is attached with more details.

6. **Risk for Wayland families:** The problems that led to the breaches in the Treasurer's Office also affect hundreds of Mac laptops handed out to Wayland High School students. This creates a significant risk for Wayland families, their personal information and credit cards. The recent problem with the 'Browsec' app is a perfect example; hundreds of students made the mistake of downloading and installing this spyware on their laptop. (Wayland IT made the mistake of giving them these privileges.) Students' personal messages were sent to Novosibirsk, Russia, along with Mom and Dad's credit cards if they were used for online purchases.

Please let me know if you have any questions. Again, I would be happy to meet with the Board of Selectmen, Nan Balmer and Mike in Executive Session to discuss these problems and solutions.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Mark Hays', with a long horizontal stroke extending to the right.

Mark Hays