

**COUNTY OF MILWAUKEE  
INTEROFFICE COMMUNICATION**

**Date:** July 20, 2017

**To:** Supervisor Theodore Lipscomb, Sr., Chairman, County Board of Supervisors

**From:** Laurie Panella, Chief Information Officer, DAS – Information Management Services Division (IMSD)  
*Prepared by Tod Huber, Chief Technology Officer, DAS – Information management Services Division (IMSD)*

**Subject:** Request for authorization to execute a contract with Dimension Data for managed enterprise security services, to include real-time log monitoring and security event log correlation for critical Milwaukee County infrastructure.

**Request**

The Department of Administrative Services – Information Management Services Division (DAS-IMSD) respectfully requests the authority to execute a 5-year contract in the amount of \$231,782 per year with Dimension Data for managed Enterprise Security Services, to include real-time log monitoring and an enterprise security event log management for managed systems and network devices.

**Background**

In January of 2016, the County issued a Request for Proposal to secure a managed data center service provider and a corresponding managed security services firm. OneNeck® IT Solutions, a TDS® Company and Solutionary were the successful proponents. Solutionary was subsequently acquired by NTT Security. As a result of the acquisition, NTT Security assumed responsibility for managed enterprise security services and is able to provide the County with better contract terms through its subsidiary, Dimension Data. DAS-IMSD seeks to execute a managed security services contract with Dimension Data based on their proposed statement of work.

Dimension Data will provide real-time analysis of security events generated by network, server, and security systems and applications, and timely alerts regarding security threats in our environment. Monitoring these events will alert DAS-IMSD to unauthorized, security-related activities that are attempted or performed.

Dimension Data will utilize ActiveGuard®, a cloud-based event management system, to gather and aggregate log and security data from designated County devices. The event management system will correlate events, analyze relationships among events, and link

events that occur on or across systems. This process, known as Security Information and Event Management (SIEM), will provide both intelligent oversight of events occurring on County devices across the network, and alerting on the events that could negatively impact the County's computing environment.

Dimension Data will also provide vulnerability scans for internal and Internet-facing systems and devices that identify critical vulnerabilities requiring mitigation.

Entering into this agreement mitigates risk, greatly enhances DAS-IMSD's insight into potential malicious activities on the County's systems and network, and provides 24x7x365 expert security oversight and alerting regarding significant security events in the County's computing environment.

### **Fiscal**

A fiscal note form is attached.

The annual cost of the Dimension Data contract is \$231,782 per year of the contract. The estimated cost of the annual contract is based on Dimension Data's statement of work, and assumes that the services provided remain static every year. Should the County's technology footprint shrink or expand, the annual fees will change accordingly.

### **Recommendation**

The Department of Administrative Services – Information Management Services Division (DAS-IMSD) respectfully requests the authority to enter into a 5-year contract in the amount of \$231,782 per year with Dimension Data for on-site and remote log monitoring and Management Enterprise Security Program Services for Milwaukee County DAS-IMSD managed systems and network devices. The estimated cost of the annual contract is based on Dimension Data's statement of work, and assumes that the services provided remain static every year. Should the County's technology footprint shrink or expand, the annual fees will change accordingly.

**Approved by:**



**Laurie Panella**  
*Chief Information Officer*  
DAS – Information Management Services Division

cc: County Executive Chris Abele  
Raisa Koltun, Chief of Staff  
Supervisor Peggy West, Chair, Finance and Audit Committee  
Supervisor Sheldon Wasserman, Vice-Chair, Finance and Audit Committee  
Kelly Bablitch, Chief of Staff, County Board of Supervisors  
Teig Whaley-Smith, Director, Department of Administrative Services  
Steve Kreklow, Director, Policy, Strategy and Budget Administrator, DAS  
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