



Conor Baldwin
Chief Financial Officer

Austin Ball
Deputy CFO

MEMORANDUM

TO: Thomas A. Golden, Jr., City Manager 

FROM: Conor Baldwin, Chief Financial Officer

CC: Miran Fernandez, Chief Information Officer

DATE: June 27, 2023

SUBJECT: MOTION RESPONSE: 6/27/2023 - C. Scott/ C. Mercier - Req. City Mgr. Work With The Appropriate Department To Find A Way To Broadcast Public Meetings Without Technical Difficulties

The recent cyber incident has had several tangential impacts, including the quality of the broadcast of public meetings by Lowell TeleMedia Center (“LTC”). As a proactive security measure after the incident, the connection in the LTC booth was switched to a mobile encoder from a hard-wired connection. While this provided a level of security as the city assessed and rebuilt the network after the incident, the connection has been a less stable way of cablecasting/livestreaming meetings.

As the various of the components of the network have been brought back online in their full capacity, thanks to the hard work of the MIS department staff, the connection used by LTC to broadcast the meetings has been repaired.

On June 26th, LTC reported that they had conducted tests on all parts of the usual meeting procedure, including getting the signal back to LTC for cablecasting and Zoom integration in the chambers and they were able to operate all equipment as they had been before the network outage. LTC further used the I-Net for “going live” for six (6) hours for the recent Interim Superintendent of Schools interviews that occurred this past Saturday (June 24th) without any issues. It appears at this point that the system is fully functional for broadcasting capabilities, without disruption.

Please let me know if there are any questions on this matter.