




Mirán Fernandez
Chief Information Officer
Cable TV Coordinator

John Meyers
MIS Director

MEMORANDUM

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

FROM: Mirán Fernandez, Chief Information Officer
Diandra Silk, Asst. Director CASE – Marketing and Communications

DATE: July 19, 2023

Re: **MOTION RESPONSE: 05/30/2023 by C Jenness** – Req. City Mgr. Work with Proper Department(s) To prepare Communication To Lowell Residents Regarding The Cyber-Security Incident; Including Advice On Steps They Can Take To Protect Themselves From The Misuse Of Any Potentially Ex Filtrated Data, Which Could include Personally Identifiable Information In Possession Of The City.

I write in response to C Jenness’ motion requesting additional information regarding the Cyber-Security Incident from earlier this year.

The City of Lowell experienced a cyber-security incident on April 24, 2023. While the actual nature and cause of the incident continues to be an active and ongoing investigation, the public’s ability to access services at City Hall were disrupted, and the perception of data loss and exfiltration generated a significant amount of concern among employees and the public.

From the start of the incident, the City has made every effort to inform the public about the status of communicating with the City. On April 24, 2023, the City posted “Please be aware that City Hall is experiencing an interruption in technology services, which is impacting a variety of systems – including our phones. As services come back online we will provide updates. Thank you.” Additional online updates were provided on 4/25, 4/27, 5/2, 5/5, 5/17, and 6/20 as telephone services across departments were restored and infrastructure systems continued to come back online. During this time, we also answered comments and messages from residents about specific needs as they arose, and shared resources with residents, many of which are available online here: <https://www.lowellma.gov/CivicAlerts.aspx?AID=749>.

Cybersecurity represents an ongoing and evolving threat to organizations and individuals. Unfortunately, cyber security related incidents are on the rise across all industries, with effects that continue to ripple across the country. While the City continues to keep cybersecurity related awareness front and center, we hope to continue to provide cybersecurity related updates and resources to the public as they become available.