



Town of Bradley Cyber Incident Reporting



Overview: The Town of Bradley is a small municipality in the State of Maine. While the Town aspires to use technology to provide services to residents, it is done so minimally. Technology based transactions are secured through mitigated use of vendors that are Cyber Trust certified and PCI/DSS Compliant.

A cyber incident is an event that could jeopardize the confidentiality, integrity, or availability of digital information or information systems. Cyber incidents resulting in significant damage are of particular concern to the Federal Government. Accordingly, victims are encouraged to report all cyber incidents that may:

- Result in a significant loss of data, system availability, or control systems;
- Impact a large number of victims;
- Indicate unauthorized access to, or malicious software present on, critical information technology systems;
- Affect critical infrastructure or core government functions; or
- Impact national security, economic security, or public health and safety.

Cybersecurity Response Plan:

1. Increase employee/network users' awareness with cyber training.
2. Maintain and update the Acceptable Use Agreement which outlines technology platform uses.
3. Should a cyber incident occur the Town Manager and or Council Chair will be responsible for:
 - a. Contacting the IT Vendor for immediate assistance.
 - b. Contact the Insurance/Risk Management Vendor for reporting and guidance.
 - c. Notify law enforcement and seek guidance if further Federal and State reporting is required.
 - d. Be transparent and engage the public to make them aware of the situation, inform residents that municipal officials are working to resolve the issue. In the event of a cyber related event, the Town Manager and Town Council Chair are the only persons authorized to provide information and interviews. The Town Manager may appoint other individuals to speak on her behalf depending upon the situation.

Municipal Officials:

Melissa Doane, Town Manager: mldoane@townofbradley.net 207-852-6128

Eric Gifford, Fire Chief: egifford@sargent.us bfireddept@roadrunner.com 207-478-0009 or 207-951-3427

Mark Ketch, Council Chair: mketch@townofbradley.net 207-827-8107

Duane Lugdon, Councilor: dlugdon@townofbradley.net 207-944-1706

Larry Wade, Councilor: lwade@townofbradley.net 207-827-4594

Charles Clemons, Councilor: cclemons@townofbradley.net 207-299-2964

James Hatch, Councilor: jhatch@townofbradley.net 207-478-7976

Insurance/Risk Management

Maine Municipal Association Risk Management
rmslosscontroldepartment@memun.org
60 Community Drive
Augusta, ME 04332
800-590-5583

IT/Software Support

HCP Computers
support@hcp4biz.com
336 Horseback Road
Carmel, ME 04444
207-848-9888

Harris Local Government/Trio Software
hlgsupport@harriscomputer.com
56 Banair Road
Bangor ME 04401
207-942-6222

State of Maine Agencies

InforME/Tyler Maine
45 Commerce Drive Suite B
Augusta, ME 04330
info@informe.org
Customerservice@informe.org
207-621-2600

Bureau of Motor Vehicles
29 State House Station
Augusta, ME 04333-0029
207-624-9000

Maine Department of Inland Fisheries and Wildlife
41 State House Station
Augusta, ME 04333-0041
207-827-8000
Fax: 207-827-8094

Secretary of State
148 State House Station
Augusta, ME 04333-0148
207-626-8400
Fax: 207-287-8598

Bureau of Corporations, Elections and Commissions
101 State House Station
Augusta, ME 04333-0101
207-624-7736
Fax: 207-287-5428

Office of the Attorney General
6 State House Station
Augusta ME 04333
207-624-8800
attorney.general@maine.gov

Law Enforcement Agencies

Penobscot County Sheriff
85 Hammond St.
Bangor, ME 04401
207-947-4585

Maine State Police
198 Main Avenue
Bangor, ME 04401
207-973-3700

Federal Agencies

Federal Bureau of Investigation (FBI)
FBI Field Office Cyber Task Forces:
<http://www.fbi.gov/contact-us/field>

Internet Crime Complaint Center (IC3)
<http://www.ic3.gov>

National Cyber Investigative Joint Task Force
NCIJTF CyWatch 24/7 Command Center
855- 292-3937 or cywatch@ic.fbi.gov

United States Secret Service
Secret Service Field Offices and
Electronic Crimes Task Forces (ECTFs)
<http://www.secretservice.gov/contact/field-offices>

Homeland Security Investigations
HSI Tip Line: 866-DHS-2-ICE 866-347-2423
<https://www.ice.gov/webform/hsi-tip-form>
HSI Field Offices: <http://www.ice.gov/contact/hsi>
HSI Cyber Crimes: <https://www.ice.gov/cyber-crimes>

National Cybersecurity & Communications
Integration Center (NCCIC)
NCCIC: 888 282-0870
NCCIC@hq.dhs.gov