



**HUMAN RESOURCES
DEPARTMENT**
City of Burlington

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To: Board of Finance

From: Benjamin Pacy, Human Resources Generalist
Susan Leonard, Human Resources Director

Date: September 19, 2012

Re: Burlington Electric Department – Creation of Regular, Full Time Cyber Security
and Compliance Officer

As detailed in the attached memo and job description, the General Manager of Burlington Electric has requested the creation of a Cyber Security and Compliance Officer position necessary to address the increasing demands of the Smart Grid and regulatory agencies.

The position, which will report to the Manager of Risk Management and Governmental Affairs at Burlington Electric, as shown on the attached existing and proposed organization charts, was classified and scored using the Modified Winters Classification System. The resulting classification is an exempt grade 6 with a corresponding salary range \$50,963 to \$83,546. Creation of this position will result in an addition to headcount funded by BED, with no salary impact to the general fund.

We respectfully recommend your approval of the General Manager of Burlington Electric Department's request to create a Cyber Security and Compliance Officer position.

This position will become effective following City Council approval.

Thank you.



MEMORANDUM

TO: Board of Finance (BOF)
FROM: Barbara L. Grimes, General Manager
DATE: September 13, 2012
SUBJECT: **B.E.D.'s Cyber Security and Compliance Officer (CSACO) Position**

Recommendation:

That the Board of Finance authorize the Burlington Electric Department to create a new full-time position entitled *Cyber Security and Compliance Officer* (see attached Job Description).

Discussion:

With the ever increasing demands of cyber security and mandatory compliance standards and regulations (including and related to the Smart Grid Project, DOE, NERC, FERC, NPCC, CIP, etc.), many areas and personnel at the Burlington Electric Department are spending an exorbitant amount of time on researching, preparing for and complying with these standards and regulations. It is important to understand that these demands will not sunset anytime soon, but will present a continued requirement and responsibility for the foreseeable future.

Potential Costs

- Opportunity lost costs to participate in conference calls, meetings, seminars, filings, etc.
- Cost to process, develop and the implement a corporate information security system
- Internal resources to manage, document, oversee, and execute related projects
- Researching and reviewing numerous documents and white papers (often over 100 pages in length)
- Responding to forms, surveys audits, participatory projects, etc.
- Travel costs for conferences, seminars or training classes
- Cost for magazines, books, webinars, etc., on cyber security and compliance
- Development or acquisition of supporting tools or products, such as a training software

Furthermore, the May 2012 APPA Public Power Magazine (p.17) cover story on "The Reliable Grid" had a section titled "*The Price of Compliance*" under which it states:

Personnel: As the number and complexity of the standards have grown, so has the utility staff needed to deal with them. Many public power utilities have added staff - anywhere from two to eight people - to stay on top of applicable standards and ensure adequate documentation of practice and procedures required for compliance.

I feel strongly there is no feasible way my staff can perform their current duties and these new duties at the same time, and that by creating and filling the **CSACO** position, we will greatly increase our efficiency and productivity here at BED, as well as being more cost effective. The price of failing or missing a deadline for just one audit or regulatory standard can be substantial and would more than justify the cost of creating this new position.

Impact on Budget:

This is an unscheduled FY'13 budget expense for which the current job description was scored via the HR committee at a Level 6.0, (FT, Exempt, Non-union position) with a annual salary range of \$50,963 to \$83,546.

Respectfully submitted,

Barbara L. Grimes
Manager of Burlington Electric Department

**City of Burlington
Job Description**

Position Title: Cyber Security & Compliance Officer

Department: Burlington Electric Department

Reports to: Manager of Risk Management & Governmental Affairs

Pay Grade: Level XXX

Job Code: XXX

Exempt/Non-Exempt: Exempt

Union: Non-Union

General Purpose: The Cyber Security & Compliance Officer shall be responsible for the overall planning, response, adherence to and control of Cyber Security and NERC/FERC/NPCC regulatory compliance for the Burlington Electric Department. This position will: support operational personnel in analysis of current and emerging cyber threats directed at corporate and industrial network infrastructure from external and internal sources; participate in incident response activities for security events; provide information security engineering assistance in support of vulnerability assessment, cyber-modeling and simulation and other cyber security projects and polices; conduct research to implement and develop real-world solutions to the challenging and unique problems of current and emerging threats directed at network (IT, SCADA, etc.) infrastructure targets. This position is also responsible for ensuring that BED remains continuously compliant with NERC, FERC, NIST, NPCC and ISO-NE regulatory requirements.

Essential Job Functions: (This section outlines the fundamental job functions that must be performed in this position. The "Qualifications/Basic Job Requirements" and the "Physical and Mental/Reasoning Requirements and Work Environment" state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position.)

- Identify, detect, analyze and respond to advanced and emerging cyber threats and integration security plans. Develop counter-strategies, and implement innovative solutions.
- Assist the organization in improving their security posture and incident response capability by researching technical threat areas; developing information security assessment methods and techniques; and providing information, solutions and training for preventing, detecting, and responding to illicit activity.
- Participate in the development and execution of security assessment methodologies, including innovative methods for conducting operational threat assessments, risk and vulnerability assessments, penetration and intrusion testing/team exercises, and incident responses.
- Develop and apply data-driven research methods and models to solve complex problems in the cyber security domain including best practices.
- Produce cyber and compliance documentation, evidence collection, self reports, certifications, policies, mitigation plans, audit preparations, investigations, spot checks and follow-up.
- Develop professional cyber standards and training; mentor other staff on threat analysis and

mitigate solutions.

- Assist on compliance validation teams which entail conducting on-site assessments, preparation of technical reports and briefings to Management, employees, government agencies, vendors, etc.
- Participate in conferences and meetings, industry task forces and working groups and contribute to customer presentations and technology transfer activities.
- Consults with, and provide direction to, operating personnel regarding NERC, FERC, NPCC, NIST and ISO-NE regulatory requirements and audits.
- Responsible for researching, developing and implementing Critical Infrastructure Protection (CIP) compliance, including reliability standard audit worksheets (RSAW's).

Non-Essential Job Functions:

- Performs other duties as required.

Qualifications/Basic Job Requirements:

- Bachelors Degree or higher in Computer Science, Electrical or Software engineering, Information Systems, or a related technical field.
- Must possess or be willing to obtain a cyber or security certification in one of the following: CISSP, CISM, CISA, CEH, CCNA, SSCP, GCI, GCIH, or other GIAC certification.
- Minimum of 3 years cyber or IT security experience, preferably in an electrical or power generation utility, with substations and/or SCADA systems knowledge.
- Experience with performing cyber security assessments and familiarity with industry cyber security tools network security and leading cross-functional teams.
- Preferred working knowledge of NERC CIP regulatory standards.
- Sound understanding of FERC, NERC, NPCC reliability standards and compliance programs.
- Demonstrated ability to prepare papers and presentations for technical/non-technical audiences.
- Must have demonstrated strong organizational and time management skills, and communicate clearly and concisely, both written and oral.
- Strong problem-solving skills; ability to work independently and meet deadlines with limited supervision, willingness/ability to travel to occasional meetings and training seminars.
- Interact diplomatically and successfully with employees, customers, Commissioners, City Councilors, other City Departments, legal counsel, and regulatory agencies.
- Proficient computer skills in the use of word processing, spreadsheet, presentation and database software management systems, preferably Microsoft Office Suite.
- Track record of successful team leadership, and dealing appropriately with confidential and sensitive information.
- Ability to obtain and maintain a valid Vermont State driver's license within three months of date hired.

Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

seeing ability to move distances ___ lifting (specify)
 color perception within and between ___ pounds

- | | | |
|-------------------------------------------------------------|-----------------------------------------------------------|------------------------------------------------------------|
| (red, green, amber) | warehouses/offices | <input type="checkbox"/> carrying (specify) |
| <input checked="" type="checkbox"/> hearing/listening | <input checked="" type="checkbox"/> climbing | <input type="checkbox"/> pounds |
| <input checked="" type="checkbox"/> clear speech | <input type="checkbox"/> ability to mount and | <input checked="" type="checkbox"/> driving (local/over |
| <input checked="" type="checkbox"/> touching | dismount forklift/truck | the road) |
| <input checked="" type="checkbox"/> dexterity | <input type="checkbox"/> pushing/pulling | |
| <input checked="" type="checkbox"/> hand | | |
| <input checked="" type="checkbox"/> finger | | |
| <input type="checkbox"/> reading - basic | <input type="checkbox"/> math skills - basic | <input checked="" type="checkbox"/> analysis/comprehension |
| <input checked="" type="checkbox"/> reading - complex | <input checked="" type="checkbox"/> math skills - complex | <input checked="" type="checkbox"/> judgment/decision |
| <input type="checkbox"/> writing - basic | <input checked="" type="checkbox"/> clerical | making |
| <input checked="" type="checkbox"/> writing - complex | | |
| <input type="checkbox"/> shift work | <input checked="" type="checkbox"/> outside | <input type="checkbox"/> pressurized equipment |
| <input checked="" type="checkbox"/> works alone | <input checked="" type="checkbox"/> extreme heat | <input type="checkbox"/> moving objects |
| <input checked="" type="checkbox"/> works with others | <input checked="" type="checkbox"/> extreme cold | <input checked="" type="checkbox"/> high places |
| <input checked="" type="checkbox"/> verbal contact w/others | <input checked="" type="checkbox"/> noise | <input checked="" type="checkbox"/> fumes/odors |
| <input checked="" type="checkbox"/> face-to-face contact | <input checked="" type="checkbox"/> mechanical equipment | <input checked="" type="checkbox"/> hazardous materials |
| <input checked="" type="checkbox"/> inside | <input checked="" type="checkbox"/> electrical equipment | <input checked="" type="checkbox"/> dirt/dust |

Supervision:

Directly Supervises: 0

Indirectly Supervises: 0

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Approvals:

Department Head: _____

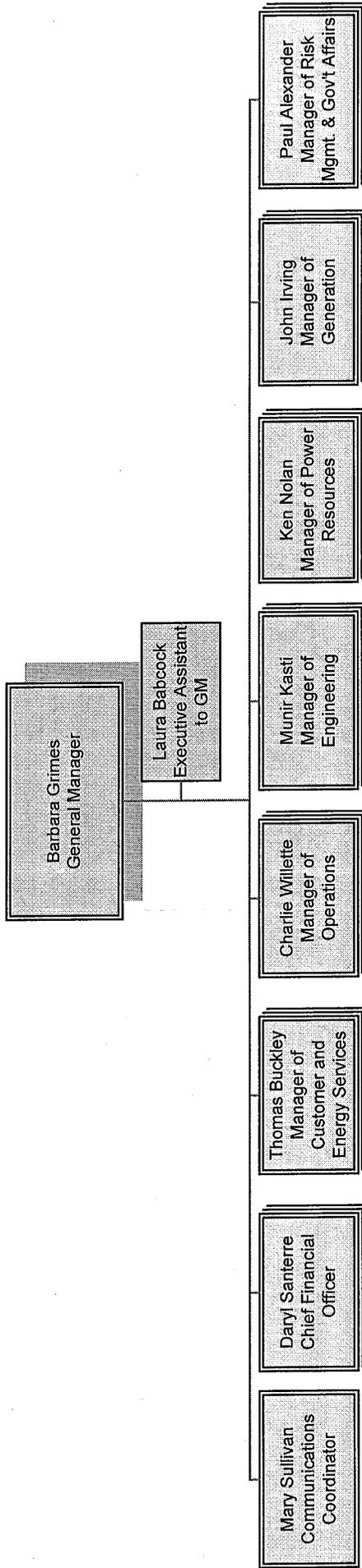
Date: _____

Human Resources: _____

Date: _____

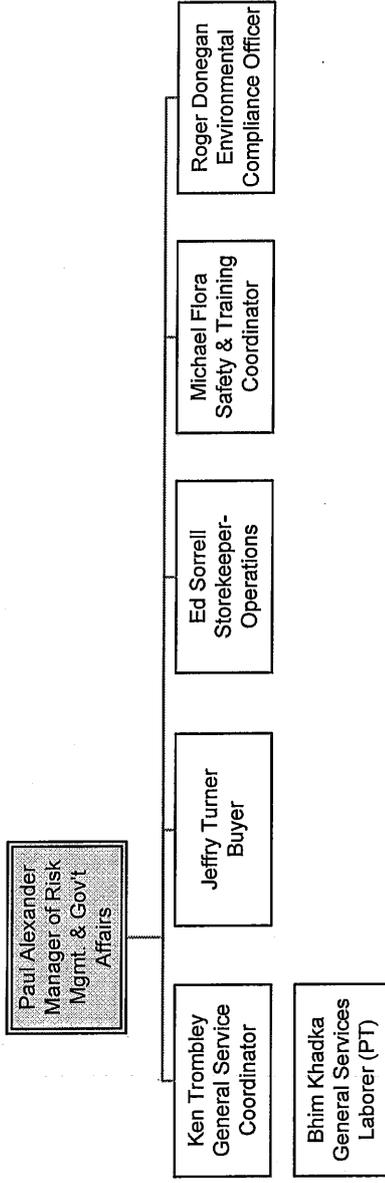
Burlington Electric Department

City of Burlington, Vermont
Organizational Chart
May 2012



Risk Management & Government Affairs

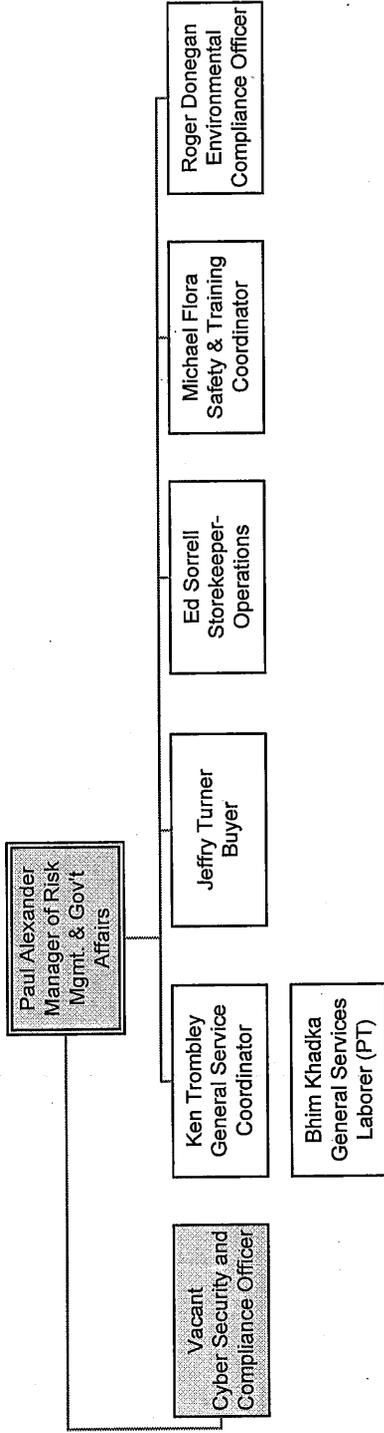
Burlington Electric Department



Existing
September
2012

Risk Management & Government Affairs

Burlington Electric Department



Proposed October
2012

**BURLINGTON ELECTRIC DEPARTMENT
DESCRIPTION OF EXEMPT POSITION COMPENSATION FACTORS**

Exempt Position Classification Form

Position Title: Cyber Security & Compliance Officer
 Supervisor/Manager: Paul Alexander
 Person(s) Performing Classification: Ben Pacy & Daryl Gauferre
 Date of Classification: 9-6-2012
 Reason For Classification: Revision to Existing Position _____ New Position Other (Explain): _____

Instructions:

First, assign a numerical and alphabetical designation (1A, 3C, etc.) for each compensation factor to which the position description & requirements most closely matches. Then assign a point value to each degree from the Exempt Compensation Factor Point Value sheet. Total the points to determine the classification level.

Compensation Factor.....	Numeric & Alphabetic Value	Points
1. Knowledge & Skill.....	<u>4B</u>	<u>110</u>
2. Latitude & Position Impact	<u>2D</u>	<u>225</u>
Supervision & Leadership	<u>1A</u>	<u>0</u>
4. Complexity/Innovation.....	<u>C3</u>	<u>250</u>
5. Working Conditions.....	<u>1</u>	<u>10</u>
Total Points		<u>595</u>
Classification Level.....		<u>6</u>

Internal Equity Review:

YES NO

- Are there positions in BED with similar responsibilities and qualifications as this one? _____
- If yes, what are the positions (you need to list only one or two)?

- Do the total points and classification for this position equal the classification for the positions listed above? _____
- If the answer to question #3 is "Yes", then the classification process is complete. If the answer is "No" then review the classification factors for this position in conjunction with factors for comparable positions and make changes where appropriate.
- Is this position union _____ or non-union ? If non-union, what criteria were used to determine its non-union status? -----> Supervisory _____; Confidential ; Professional

Final Approvals:	
Area Manager: _____	Date: _____
General Manager: _____	Date: _____
Human Resources: _____	Date: _____

CREATION OF REGULAR FULL TIME CYBER SECURITY & COMPLIANCE OFFICER –
BURLINGTON ELECTRIC DEPARTMENT

In the year Two Thousand eleven.....
Resolved by the City Council of the City of Burlington, as follows:

That WHEREAS, the General Manager of the Burlington Electric Department has recommended creation of a Cyber Security and Compliance Officer Position due to the increased demands of the State and Federal Regulatory Agencies including the Department of Energy, Federal Electric Regulatory Commission; and

WHEREAS, Human Resources Director has used a combination of the Winters Classification Plan and the Willis Classification Plan to determine a recommended pay scale for this position; and

WHEREAS, this request has been approved by the Human Resources Director and Finance Board; and

NOW THEREFORE, BE IT RESOLVED that the creation of a classified, regular, full-time position of Cyber Security & Compliance Officer Position for the Burlington Electric Department approved and shall be placed at a Non-Union Salary Grade 6 within the Burlington Electric Salary Table. The position shall be created upon date of City Council approval