

Cybersecurity Municipal Framework

CGI



Executive summary

Municipalities today operate critical digital systems—from water and wastewater services to transportation, emergency response, and citizen portals—while facing increasingly sophisticated cyber threats that jeopardize essential operations, sensitive citizen data, and public trust.

According to the 2025 CIRA Cybersecurity Survey, 43% of Municipalities, Universities, School boards, and Hospitals (MUSH) have been targeted by cyber attacks, and when the attack was ransomware, 74% paid to recover their data, resulting in financial loss and reputational damage for local governments.

With over five decades of experience in Canadian municipal and public sector environments, CGI is a full-lifecycle cybersecurity partner helping municipalities reduce risk across IT and OT, protect essential services, strengthen resilience, and modernize securely. We collaborate with municipal leaders, including mayors, councilors, and IT teams, to build comprehensive security postures and defend communities against evolving threats.



CGI's Cybersecurity Municipal Framework is purpose-built for municipal operations, combining deep local expertise, global threat intelligence, and leading technology partners to deliver end-to-end protection across the full security lifecycle—from risk assessment and continuous monitoring to rapid incident response, staff training, and Zero Trust implementation.

With a vendor-agnostic approach and Canadian-based delivery teams, we help municipalities secure essential services, reduce operational risk, and advance digital transformation, resulting in a more resilient, future-ready municipality capable of protecting citizens, preserving public trust, and enabling digital sovereignty.

CGI is a proud member of the Municipal Information Systems Association (MISA).



We help our clients address these challenges and concerns regarding the management of their security operations

- 1 Modern threats** are increasingly difficult to detect and can cause irreparable damage to municipal IT and OT infrastructure.
- 2 Integrating and managing** a multi-vendor security service stack is a significant concern for municipalities.
- 3 Escalating costs** of staffing a Security Operations Center (SOC) is a major challenge to municipalities.
- 4** Organizations lack an **intelligence driven, AI-based approach** to detecting, responding, and remediating threats at machine speed.
- 5 Inadequate reporting and metrics** hinder visibility into the organization's security service performance.

With Bill 194 introducing the new Enhancing Digital Security and Trust Act, 2024 (EDSTA) and significant amendments to the Freedom of Information and Protection of Privacy Act (FIPPA), Ontarian municipalities must include formal cybersecurity programs, executive accountability, rapid incident reporting, AI transparency, and strengthened privacy protections in their strategy.

We offer a comprehensive set of services

CGI Cybersecurity Municipal Framework



Municipal Threat
Assessment &
Cyber Posture
Review



Managed
Detection &
Response (MDR)



Exposure
Management
(Patch & Vulnerability
Management)



Cyber
Awareness &
Council Training



Zero Trust
Fundamentals

Available in a shared service model for multiple municipalities

Delivering real value to municipal leadership

1 **Municipal Threat Assessment & Cyber Posture Review**

- Clear baseline of current risks
- Prioritized actions aligned with municipal mission
- Enables informed investment decisions and budgeting
- Strengthens compliance and stakeholder confidence

2 **Managed Detection & Response (MDR)**

- Reduced time to detect and respond (MTTD/MTTR)
- Improved service continuity and reduced impact of cyber events
- Municipal leadership gains actionable insights
- Allows IT staff to focus on operations while security is managed

3 **Exposure Management (Patch & Vulnerability Management)**

- Fewer exploitable vulnerabilities and reduced attack surface
- Optimized patch cycles with minimal service interruptions
- Better transparency and ability to justify budgets/investments
- Greater alignment between IT/security and service-delivery teams

4 **Cyber Awareness & Council Training**

- Reduced human-error and improved security posture
- Enhanced leadership understanding and accountability of cyber risk
- Stronger security culture aligning IT, service delivery and governance
- Improved communication and coordination in incident scenarios

5 **Zero Trust Fundamentals**

- Strengthened resilience against sophisticated threats and lateral movement
- Modernized architecture supporting smart city, IoT and hybrid cloud
- Improved alignment between IT/security architecture and municipal mission
- Foundation for future security service delivery and digital transformation

CGI's Cybersecurity Municipal Framework is a feature-rich offering built for end-to-end protection



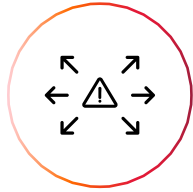
Municipal Threat Assessment & Cyber Posture Review

- Asset discovery & inventory (IT + OT + IoT)
- Vulnerability scanning and threat landscape mapping
- Cyber posture benchmark (maturity scoring)
- Risk heatmap and prioritized remediation roadmap
- Executive-friendly report
- Governance review – policies, roles, responsibilities



Managed Detection & Response (MDR)

- 24x7 SOC with hybrid human + AI analytics
- Endpoint, network, cloud, OT/IoT monitoring
- Threat-hunting, anomaly detection, incident triage
- Incident playbook and escalation to municipal leadership
- Monthly/quarterly trend reporting and executive dashboards
- Integration with exposure data for holistic view



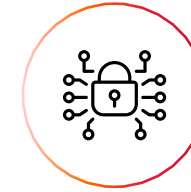
Exposure Management (Patch & Vulnerability Management)

- Asset discovery and classification (IT/OT/IoT)
- Vulnerability scanning and risk rating
- Patch scheduling and deployment .
- Integration with MDR data for threat context prioritization
- Reporting on open vulnerabilities, remediation trends
- Regulatory and compliance alignment (provincial/federal frameworks)



Cyber Awareness & Council Training

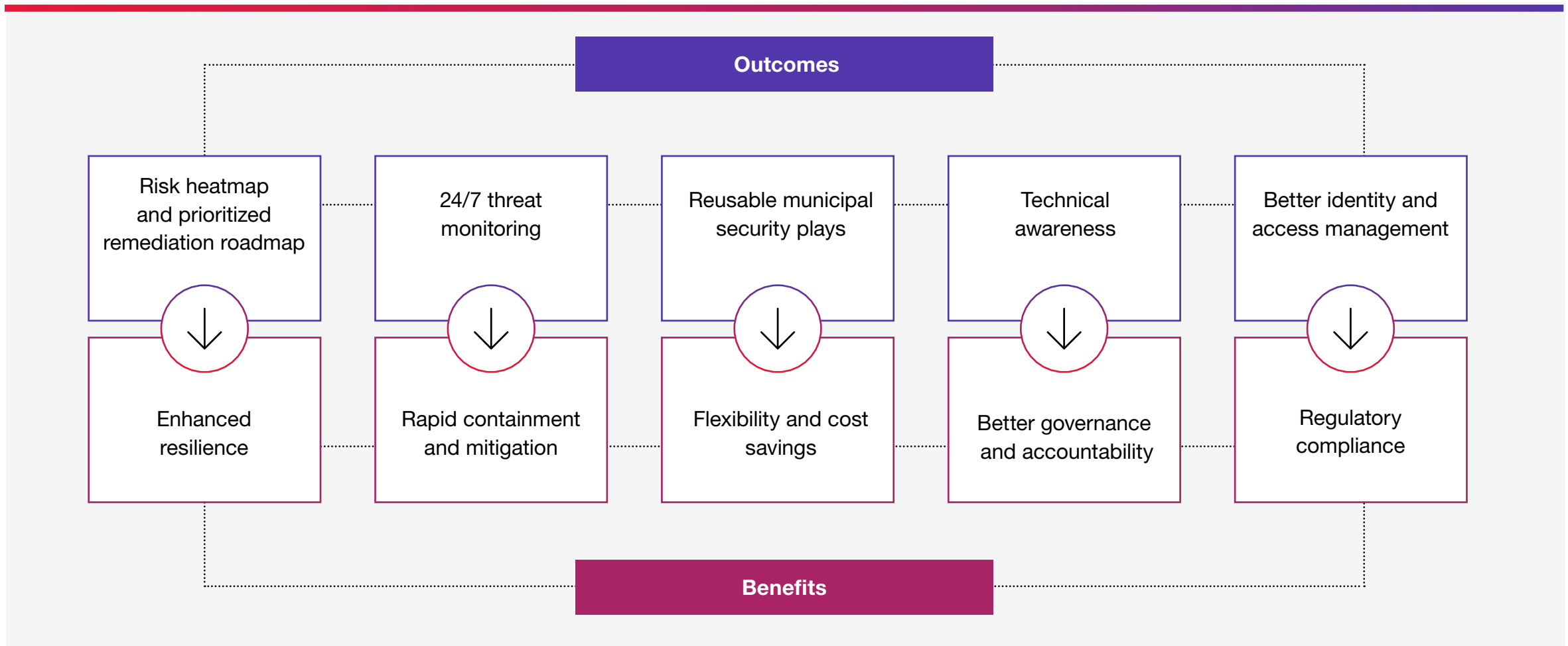
- Role-based awareness modules (front-line staff, IT teams, senior leadership)
- Phishing simulation campaigns and attack-vector awareness
- Council workshops: risk overview, incident-response responsibilities
- Custom content for municipal service lines (e.g., utilities, smart city, citizen services)
- Reporting dashboards: training completion, behavior change, phishing click rates



Zero Trust Fundamentals

- Assessment of current identity, device, access and network models
- Definition of Zero Trust roadmap: MFA, device posture, network micro-segmentation, least privilege
- Pilot implementation: Identity and Access Management (IAM), network segmentation for critical services
- Alignment with Cybersecurity and Infrastructure security Agency (CISA) framework
- Leadership and governance advisory for Zero Trust rollout

Overall outcomes and benefits for your municipality





We are part of a Canadian and global ecosystem, enabling cost-efficient and high-impact results for your municipality

Backed by a network of 150+ technology partners and global alliances, CGI integrates leading tools, platforms, and best practices to deliver tailored cybersecurity solutions for legacy, cloud, and hybrid IT/OT environments.

Our vendor-agnostic model enables us to assemble end-to-end architectures—from risk assessment and patching to 24/7 MDR and Zero Trust—within a unified framework, supported by continuous awareness of emerging threats, evolving regulations, and security innovations. While our alliances provide global reach and technical depth, delivery remains local, with consultants who understand municipal infrastructure, compliance needs, and budget constraints, ensuring unbiased, optimized architectures aligned with each municipality's unique challenges.



Why local governments partner with CGI

Proximity model

Our consultants are aware of your provincial and municipal realities and backed by global expertise.

Public sector experience

CGI has proven track of record securing government operations and critical infrastructure.

Strong partner ecosystem

Close connections with vendors allow us to unlock more of their benefits for municipalities.

Flexible pricing

With pooled/shared services, multiple municipalities can benefit from the same level of security.

End-to-end cyber capabilities

From strategy to operations to incident response, we are set to help you succeed.



Contact us today for a free consultation

Email us at

bdservices.gta@cgi.com

Or learn more on

cgi.com

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-focused to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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