Unrecoverable and Impacted Applications
Based on the Best Information as of June 10, 2024

System Name	Current Status of Application	Impact and Mitigation Measures
Permit Applications and Licensing	Unrecoverable	**Internal/External:** Internal and External **Description:** The City is currently relying on manual processes; processes may be delayed.
Fire Department Records Management	Unrecoverable	**Internal/External:** Internal **Description:** At end of life and was to be replaced. The Fire Department is fully functional though currently relying on manual processes.
Asset Management	Project Impacted	**Internal / External:** Internal **Description:** The cybersecurity incident has impacted the Project through the loss of access to completed work product and existing data.
Public Health Inspection Application	Unrecoverable	**Internal / External:** Internal and External **Description:** The City is currently reliant on manual processes.
Traffic Signal System Management	Unrecoverable	**Internal / External:** External **Description:** The system is sustainable in its current form and traffic lights are fully functional through manual intervention at each traffic signal.
Business Management Application Suite	Unrecoverable (Finance / Procurement) End of Life (Human Resources)	**Internal / External:** Internal **Description:** The City has established manual processes or interim solutions to limit impacts.
Museum Collections Management Application	Unrecoverable	**Internal / External:** Internal and External **Description:** Data is unrecoverable. The application can be restored.
Utility Locate Application	Unrecoverable	**Internal / External:** Internal and External **Description:** Delays in service. All incoming tickets are being forwarded to a contractor as an interim solution.
Fire Department Paging and Alert System	End of Life	**Internal / External: I**nternal **Description:** Currently relying on manual processes which is not sustainable.
Corporate Customer Relationship Management (CRM) Platform	End of Life	**Internal / External:** Internal and External **Description:** Limited direct access to City employees through telephone. Mitigation in place for public to interact with City staff through CCC and email.
Facility Management Application	End of Life	**Internal / External:** Internal **Description:** System has been restored but is currently at end-of-life and requires upgrading to align to the new cyber standard.
Point of Sale (POS) System	End of Life	**Internal / External:** Internal and External **Description:** The City of Hamilton uses multiple solutions to process payments, including this end-of-life software.