



CASE STUDY

How Mount Isa City Council Strengthened their Approach to Cyber Security and Governance



About the Mount Isa City Council

Located in the heart of Queensland's outback, Mount Isa is a vibrant city of approximately 19,000 citizens, known for its rich mining heritage, unique cultural events and community pride. As the major service centre for the region, Mount Isa City Council is responsible for managing a wide range of services and supporting residents.

Despite having basic security measures in place, the Council recognised the need for formal cyber security and governance frameworks to support compliance with upcoming legislative changes for local governments. The Council was focused on improving protection for their systems and strengthening their overall security posture to lay the foundation for safer, more secure and resilient operations.



THE CHALLENGE

Laying the Foundation for Stronger Security

To protect its systems and support staff, the Council identified key objectives for its cyber security upgrade.

OBJECTIVE 1:

Enhance Security Posture

Mount Isa City Council had basic security measures in place, but lacked a formal, structured framework. The Council recognised the need for a comprehensive approach to secure its systems and address vulnerabilities and gaps in their cyber security posture.

The Council recognised the need for a comprehensive security approach to secure its systems, address vulnerabilities, and provide a strong foundation for compliance and ongoing governance.

OBJECTIVE 2:

Support Compliance with Upcoming Regulations

Like many smaller councils, Mount Isa City Council faces unique challenges compared to larger cities or state and federal bodies. With fewer resources and less foundational support, they are largely responsible for their own IT infrastructure and security, despite holding significant amounts of sensitive personal data. This makes it harder to align with the higher cyber security standards set by higher levels of government. With legislative changes on the horizon, the Council needed a solution that could bridge these resource gaps, and provide a strong foundation for aligning with compliance requirements and ongoing governance.

OBJECTIVE 3:

Improve Operational Efficiency

The Council's ideal solution would enable staff to focus on their day-to-day without adding IT complexity or administrative burden. To achieve stronger security and governance, they needed an approach that would be seamless, practical and cost-effective.

THE SOLUTION

From Gaps to Governance

ADITS onboarded Mount Isa City Council to CyberShield, giving them a structured framework to work towards their goal of achieving SMB1001 Silver certification. We supported them step by step with controls, policies and training to strengthen their security and governance, and align with compliance expectations, without disrupting core services.



TECHNOLOGY MANAGEMENT

ADITS began by addressing the Council's core technology environment and activating CyberShield protections, including:

- cleaning up servers, removing old service accounts and unused programs, and reviewing vendor access
- enabling patch management and rolling out multi-factor authentication (MFA) across the organisation
- deploying managed detection and response (MDR) on endpoints and enforcing email threat policies to reduce spam and phishing risk
- centralising monitoring and alerting through CyberShield so incidents and vulnerabilities are visible and actionable.



POLICIES & PROCESSES

ADITS worked with Mount Isa City Council to strengthen governance by introducing structured processes and updating IT policies. This included refining email use policies, implementing new security registers and enabling threat policies to reduce risks such as spam and phishing.



ACCESS & PASSWORD MANAGEMENT

We implemented a password management tool, Keeper, enabling Council staff to store passwords securely, and replaced shared credentials with individual accounts and role-based access. This included additional protections for privileged accounts.



EDUCATION & TRAINING

To support adoption, ADITS provided short, practical Keeper training videos tailored to Council workflows, which are included in onboarding pack for new starters. The training focused on everyday password best practices, secure sharing and using the Keeper vault, so staff could adopt good processes quickly.



CyberShield includes mandatory and regular cyber awareness training via a Human Risk Management platform to ensure staff are equipped with the knowledge to identify cyber threats.

THE RESULTS

Building Resilience for the Future

Addressing Vulnerabilities and Strengthening Compliance

With CyberShield and supporting measures in place, Mount Isa City Council advanced their security posture with structured governance and stronger protections. The Council conducted a penetration test to validate these improvements and reduce their overall risk exposure. These steps also supported compliance with the Privacy Act and prepared the Council for upcoming legislative changes.

Supporting Staff and Streamlining Operations

CyberShield improvements gave Mount Isa City Council confidence that security risks were being actively managed. Staff could focus on their day-to-day responsibilities without disruption, supported by clearer processes and more secure systems. These changes reduced risk while making security a natural part of the Council's operations.

LOOKING AHEAD

Preparing for the Next Stage of Maturity

This project was a powerful first step in the Council's longer-term cyber security strategy. Achieving SMB 1001 Silver certification gave Mount Isa City Council the confidence and momentum to continue building on this progress and achieve their Gold certification. Their next focus is aligning with the Essential Eight maturity model, which is set to become mandatory for Australian local councils. With CyberShield as a strong foundation, the Council is well positioned to take these next steps.



"The ADITS team are extremely responsive – whenever we had questions or queries they were always available to answer. Partnering with ADITS to implement SMB1001 security framework was a transformative step for our organisation. Their experience and hands-on approach helped us strengthen our cyber security posture, streamline compliance and reduce risk across our operations. The framework has provided clear, actionable guidelines tailored to Mount Isa City Council. Thanks to their support, we now have peace of mind knowing that our systems are protected."

Hugh Hunter
Manager IT, Mount Isa City Council



Take the next step towards
stronger cyber security for
your organisation.

Find out more about CyberShield

Experience all-around protection
and transform your business today.

TALK TO OUR FRIENDLY TEAM

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