The City of Universal City has a technology framework in place that includes a myriad of software programs, in-person and online payment systems, onsite and remote facility security systems, and cyber security mechanisms. The City regularly monitors the end of life for phones, desktops, laptops and tablets, and servers. Data storage and data management is a mix of onsite, off site, and cloud storage. The goal of the technology review is to identify any gaps or shortcomings and make recommendations for improvement.

The City utilizes malware programs and filters, VPN and MFA, and conducts annual and monthly cyber-security training and random phishing trials. Communication components include traditional email, websites, and social media pages. More sophisticated communication technologies include a SCADA system, CAD, GIS, radios, First Net cellphones, and Unified Communications for desktop phones. Camera and access control systems are in place at most city-owned facilities. Regular PCI Compliance scans are utilized for payment systems. Computer back up occur regularly and as well as monthly disaster recovery tests.