

Information Technology Policy Advisory Committee (ITPAC) Meeting Summary

January 28, 2021

8:00 A.M. – 10:00 A.M.

Remote Video Conference Meeting During Governor's COVID-19 Emergency Declaration

Committee Members:

Name	District/Organization	Present	Not Present
Edward Blum, Chairman	Providence District	X	
Sadaqat Ahmad	Hunter Mill District		X
Michael Aschenaki	Lee District		X
Anne Cahill	League of Women Voters	X	
Dennis Carlton	Sully District	X	
Rajni Goel	Dranesville District	X	
John Hanks	Federation of Citizens Association	X	
Susan Hoffman	Mason District	X	
Richard Kostro	Mt. Vernon District	X	
Steven Lam	Braddock District		X
Mark Lay	NOVA Technology Council	X	
Andie Powell	Fairfax County Public Schools	X	
Matthew Ragan	Chamber of Commerce		X
Sean Rastatter	Springfield District	X	
Kathryn Walsh	At Large Member	X	

County Staff Present:

DIT – Greg Scott, Chief Technology Officer (CTO); George Coulter; Nate Wentland; Mike Dent (CISO); Michelle Breckenridge; Simran Dhami; Debra Dunbar; Adam Eldert; Brian Heffern; Hilde Kjersgard; Linda Moore; Mike Palacios; Jeff Porter; Anita Rao; Kim Satterthwaite; Randhir Singh; Afsaneh Tibbs; Velma Dessuit (admin support)

DMB – Kim Panzer; Mark Thomas

Other County – Maura Power

January 28, 2021 Meeting Agenda:



ITPAC agenda
January 28 final.pdf

Note: Meeting materials were posted online at www.fairfaxcounty.gov/informationtechnology/itpac and were sent to ITPAC members via email. An audio recording of this meeting will be posted on the ITPAC website and www.soundcloud.com/fairfaxcounty

ITPAC COMMITTEE MATTERS: Today's meeting was called to order at 08:05 A.M.

Brian Heffern read through a detailed script required to hold a meeting electronically. In order to conduct this meeting wholly electronically and to effectuate the emergency procedures authorized by FOIA, ITPAC needed to make certain findings and determinations for the record.

Audibility of Members' Voices

First, because each member of ITPAC is participating in this meeting from a separate location, it was necessary to verify that a quorum of members is participating, and that each member's voice is clear, audible, and at an appropriate volume for all of the other members. Accordingly, a roll call was conducted, and each ITPAC member participating in this meeting was asked to state their name and the district/group they represent. Chairman Blum then made the following motion:

"I move that each member's voice may be adequately heard by every other member of ITPAC on the call." The motion was seconded by Anne Cahill and approved unanimously.

Need for an Electronic Meeting

The next step was to establish the nature of the emergency that compels these emergency procedures, the fact that ITPAC is meeting electronically, what type of electronic communication is being used, and how we have arranged for public access to this meeting.

Chairman Blum moved the following: "the State of Emergency caused by the COVID-19 pandemic makes it unsafe for ITPAC to physically assemble and unsafe for the public to physically attend such a meeting, and that as such, FOIA's usual procedures, which require the physical assembly of ITPAC and the physical presence of the public, cannot be implemented safely or practically....and further moved that ITPAC is conducting this meeting electronically through a dedicated Zoom video conference, and that the public may access this meeting by following this link:

<https://us02web.zoom.us/j/88278045577?pwd=d25FNVdUcE5DNDNJSyIUNhZQTThTQT09>

The meeting can also be accessed by entering the meeting code **882 7804 5577** and passcode **275034** or via phone.

The motion was seconded by Anne Cahill and approved unanimously.

Need to Dispense with FOIA's Usual Procedures to Assure Continuity in Govt./Continue Operations

Finally, Chairman Blum moved the following: "It is required that all of the matters addressed on today's agenda address the Emergency itself, are necessary for continuity in Fairfax County government, and/or are statutorily required or necessary to continue operations and the discharge of ITPAC's lawful purposes, duties, and responsibilities." The motion was seconded by Anne Cahill and approved unanimously.

Membership Matters

- New Appointments – Three Year Terms:
 - Sean Rastatter, Springfield District, on 11/17/20 - Replacing John Yeatman
- Reappointments – Three Year Terms:
 - Sue Hoffman, Mason District, on 11/17/20
 - Ed Blum, Providence District, on 12/1/20
 - John Hanks, Federation of Citizens, on 1/26/21
 - Matt Ragan, Chamber of Commerce, on 1/26/21
- Still Requiring Action – Braddock District; Seat Currently Held by Steve Lam

Minutes

A motion to approve the minutes from the 12/3/20 meeting was moved by Kathy Walsh and seconded by Anne Cahill. It was approved unanimously.

Nominations and Vote on 2021 ITPAC Chair and Vice-Chair

Motions nominating Edward Blum as Chair and Kathy Walsh as Vice Chair for 2021 were made and multiply seconded. Both were approved unanimously.

AGENDA:

The first main agenda topic was a discussion on **Mass Vaccinations Registration System and Associated IT Assistance** – *Presenters: CTO Greg Scott, Nate Wentland, Anita Rao*

- Greg Scott summarizes issues that have been experienced in the initial phases of rolling out a registration system for COVID-19 vaccinations. Call center was stood up in one day. Volume was extremely high.
- Quick response was required and a lot of technical, behind the scenes work took place. Had to do a lot of “on the fly” modifications in a live environment.
- Conversation ensues with Anne Cahill raising some issues and concerns that she has heard from seniors using the system. Nate Wentland acknowledges the difficulties and notes that the next slide of the presentation discusses upcoming work that is being done to improve the customer experience. He also notes that DIT is having to work on the existing county system while concurrently prepping for potentially having to transition to a state system.
- A future focus will be working with Health Department on leveraging technology to improve their business processes
- Sue Hoffman discusses her personal experience with the system and Anne Cahill shares other experiences she has heard about to make DIT aware. Greg Scott notes that their experiences were not unique and that DIT and other county agencies are working hard to learn from the initial rollout and make improvements going forward; however, there is concern about the volume of the next phase (1C).
- Rajni Goel asks about whether a “last minute availability” process has been considered so vaccine doesn’t get wasted. Greg Scott says he will bring that up with proper individuals. He notes that the amount of vaccine distributed is controlled by VDH.
- Greg Scott then summarizes upcoming work including moving from “call centers” to “contact centers” using Anywhere 365 technology.
- Goal is to use online, web-based forms, chatbot, and FAQs to help lower call volume and also enhance the common message communications strategy.
- Several concerns still exist, including additional Federal or State changes and preparing for the next (larger) group of individuals (1C) who will be eligible to register.

The second main agenda topic was **IT Initiatives 2021 and Beyond – Deeper Dive** – *Main Presenters: CTO Greg Scott, Nate Wentland and Mike Dent*

- Focus remains on four key areas – Cloud, Security, Data/Analytics, Digital Transformation
- Under the broad category of “Cloud” – Greg Scott notes a primary focus on establishing express route connections and moving the County data center to an offsite location in Ashburn.
- Under the category of “Security” – Mike Dent briefs on the impact to the County of the Solar Winds breach. Substantial work was done to minimize and mitigate.
- Nate Wentland notes that a primary focus under “Data” is putting policies in place to make sure data is not misused and properly archived. Establishing countywide data governance policy is key.
- The County is pursuing the establishment of a Data Advisory Board, which will look to ensure consistency and increase awareness and understanding of existing data. Nate defines and discusses *sentiment analysis*. Uses example of redistricting and how data analytics can assist in that effort.

- In addition, the county is looking to create a data distribution architecture that can share data across agencies with multiple layers.
- Under “Digital Transformation” – Greg Scott focuses on the development of new capabilities that improve efficiencies through automation. Examples: DIT piloting TEAMS phone system; Daily Health Check app developed by DIT. DIT is looking to position itself as a “non-touch service provider.”
- Greg Scott also mentions discussions with Fire Chief and his concern about communication still being done with Brick radios.
- After a brief discussion and in response to ITPAC inquiry - the Verizon outage issue on Tuesday 1/26 is discussed. Improved internal communications is noted as DIT is seeking to send out timely alerts in real time to keep stakeholders informed.

The third main agenda topic was a **Legislative Update** - *Main Presenter: Brian Heffern*

- Brian Heffern notes that the 2021 session started on January 13, 2021 and the current 30-day calendar has it ending February 11, 2021 although it is likely to be extended.
- Volume of bills is slightly lower than past years due primarily to strict limit of seven bills per delegate and 12 bills per senator. DIT has been asked to review approximately 50 bills to date
- While it is early in the session, several bills of IT interest are already moving forward. There are a lot of consolidations and revisions to occur in the following weeks
- Several specific bills are noted; however, the three IT-related bills that DIT supports have passed their initial chamber, including:
 - **HB1931** – Clarifies that a BAC member may attend a meeting of a public body remotely due to a medical condition of themselves or a family member up to two times per year or 25 percent of the meetings held that calendar year, whichever is greater
 - **SB1242** – Expands use of personal appearance by two-way electronic video and audio communication in courts
 - **SB1271** – Clarifies how and when public meetings can be held through electronic communication means. Also of note, this bill does not require a recording to be posted online, which has resulted in staff time/fiscal expense to DIT under the current structure
- Kathy Walsh asks about the process by which the Board is made aware of bills of interest, and Brian explains that he is responsible for notifying the legislative team and explains the process for doing so. Bills are then placed on the weekly agenda for the Board Legislative Committee.

The fourth main agenda topic was a **Discussion on whether ITPAC wants to present testimony at the FY22 Budget Public Hearings being held April 13-15, 2021 or go back to preparing a FY22 Budget Letter to the Board**

- ITPAC provided feedback on topics to be included in whichever format is eventually chosen, including:
 - The importance of linking agency business processes with IT
 - The importance of IT flexibility/being able to pivot in order to keep things operating during the pandemic
 - Remote systems are the new normal (tax payments, etc.) and additional investments will be needed as people are not going to want to return to the old way.
 - Look to identify gaps in existing systems and processes and seek additional funding where necessary and appropriate
- Brian Heffern will coordinate sending out bullets to ITPAC for incorporation into testimony and/or a letter. Will further discuss best format for success at next meeting in March

The meeting adjourned at 10:05 A.M. The next regular ITPAC meeting is currently scheduled for March 11, 2021 at 8:00 A.M. It is anticipated that this meeting will be likely held remotely.