Information Technology Policy Advisory Committee (ITPAC) Meeting Summary

November 7, 2019
8:00 A.M. – 10:00 A.M.
Government Center – Conference Room 232

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	
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
Nikhil Suresh Shenoy	Dranesville District		X
Kathryn Walsh	At Large Member	X	
John Yeatman	Springfield District	X	

County Staff Present:
DIT – Greg Scott, Chief Technology Officer (CTO); George Coulter; Mike Dent; Matt Dowd; Debra Dunbar; Anita Rao; Linda Moore; Adam Eldert; Brian Heffern; Simran Dhami; Kim Satterthwaite; Mike Palacios; Hilde Kjersgard; Velma Dessuit (admin support)
DMB – Kim Panzer

November 7, 2019 Meeting Agenda:

ITPAC agenda
November 7 2019 dr

Note: Meeting Materials were distributed at the meeting and were sent electronically to ITPAC members.

ITPAC COMMITTEE MATTERS: Today's meeting was called to order at 8:10 A.M. Minutes from the 9/26/19 meeting were approved.

MEMBERSHIP:

- Brian Heffern reminded ITPAC that four member terms expire on 12/31/2019: Dennis Carlton (Sully); Richard Kostro (Mt. Vernon); Nikhil Shenoy (Dranesville); Mark Lay (NoVA Technology Council). Brian reiterated that the Board approved a policy in January 2019 states that no BAC reappointments would occur during November and December 2019. The County's "Holdover Policy" states that BAC members remain in position until they choose to end service or are replaced by their nominating entity. ITPAC agreed at its last meeting that it would revisit reappointments for the four members noted above in January 2020.

- After a brief discussion, the proposed 2020 ITPAC meeting calendar was approved.

ANNOUNCEMENTS:

- 14th Annual Cyber Security Day for Fairfax County Employees entitled *"Security Matters"* was held on Friday 10/25/19 in the Government Center. A brief summary of the event was provided by Charlie Gore, IT Security Program Director. He summarized some the many topics that were discussed with county employees at the event. Approximately 175 employees attended.
- Dennis Carlton asks about new and emerging threats. CISO Mike Dent replies that much of the recent threat focus was on the recent elections. He noted that another emerging trend is phishing emails designed to look like a subpoena. Another area of concern are breaches in cloud services/providers as they sometimes don't meet the high security standards set by Fairfax County.

AGENDA:

- **Overview of Director's Priorities:** *CTO Greg Scott:*

  o CTO Scott started by summarizing what DIT does well. This includes a solid IT Foundation, security, legacy modernization, and the ability to react/pivot to issues quickly
  o He noted some areas in which he feels DIT can do better:
     - Be more proactive: Engage, support and be a trusted partner
     - Be more effective: Respond, focus (biztech operations), improve communications
     - Be more strategic: Improve digital services, elevate organization agility; move from project-oriented to product-oriented development; move from defensive to offensive, be a force for positive disruption
     - Be more innovative: use technology to achieve civic outcomes, deliver business value, partner with others to co-create solutions and services, employ adaptive security
  o Progress since July 2019 – DIT Strategic Plan (Focus Areas - Digital Transformation, Data, Cloud, Security), Data Analytics Framework, Workforce Planning, FY21 Budget Planning
  o Moving forward – re-shape organization culture, build digitally empowered workforce, re-think budgeting for a digital government
  o ITPAC Feedback included: John Yeatman notes that this is a great blueprint for the future. He encourages using the skills and talents of those in the agencies to assist with implementing DIT's broad goals. CTO Scott responds that is exactly the idea with BizTech operations. He believes in creating partnerships and doing better communicating with our partner agencies about the value DIT can bring.
  o Anne Cahill notes the difficulty of getting the desired skills at the county pay rates.
  o Kathy Walsh talks about the importance of workforce planning and the identifying a budget to allow for the "positive disruption" noted above. CTO Scott talks about the importance of showing the value DIT can bring and linking this to the county strategic plan and the DIT strategic plan. Further, he notes that he is aiming to have an Executive Summary of the DIT Strategic Plan that can be shared in with ITPAC in early CY 2020.
  o Andie Powell notes the importance of DIT developing its own strategic plan. CTO Scott notes that part of this process is engaging with agencies and making sure that DITs plan is consistent with the needs and identified priorities in agency plans. His goal is to meet with all agencies, and he recently has started the process with public safety agencies.
  o Dennis Carlton applauds the big picture approach, and offers three ideas to consider:
     - Weave in the dimension of resilience
     - Develop a "single master graphic" showing how investments depend on one another
     - Counsels against handing off systems engineering to cloud providers
  o Chairman Blum notes that with a new Board being sworn in shortly, this is an excellent opportunity to educate new Board members/staff with a presentation similar to this.

- o Mark Lay added that consideration should be given to adding an overview to include a core set of threats and opportunities (such as rapid changes in technology and the significant number of retirements looming for the Department) to the presentation. This would be especially useful for those who are not as technology savvy.
- o CTO Scott concludes by stating DIT is looking to change the way we do business. We are looking at technology to help move things forward, not for the sake of just doing something. He notes there are lots of good themes here for inclusion in the ITPAC letter to the County Executive.

- **Telecomm Modernization:** *Greg Scott, Adam Eldert*

  - o After an introduction by CTO Scott, Adam Eldert, Director of Wireless Technologies, summarizes the current state of Telecomm, with emphasis on the minimal features of the current system to promote a mobile workforce.
  - o He then summarized the benefits of modernization, including a reduced footprint, modern network infrastructure, software resiliency, increased mobility options, seamless handoff between devices, more accurate location of employees, more flexible workspace options, Improved COOP communications, increased productivity.
  - o Other benefits –
    - Subscription-based service – pay for what we use, reduced technology costs for system upgrades, reduced need for spares, reduced duplication of devices, more streamlined support paradigm.
    - Another benefit is greater flexibility of phone options depending on job responsibilities. County has not implemented BYOD and is not looking in that direction.
    - Another benefit of the modernization is that it will greatly improve data/reporting capabilities to allow for more accurate telecom billbacks to agencies.
  - o There will be increased costs during implementation (FY21-22), primarily due to having two systems up during migration. A Third quarter request to DMB is anticipated. Total conversion cost in 1.0-1.4M range, however this can be funded piecemeal if necessary
  - o Matt Dowd makes sure to note that there are no internal charges to call inside the county network. The telecom modernization is essentially a conversion to IP phones…i.e. mini-computers. John Hanks concurs about the importance of getting people to understand that these are really mini-computers - including getting desktop support staff to understand this change in dichotomy.
  - o Mark Lay discusses some of the first-hand experience he has had in this area. It is no longer just voice, but voice and video. He noted several technical challenges he encountered in his company during a similar transition. One technical challenge he noted was having to deal with 911 locator service. He said training and educating staff will be another important challenge. To consider. CTO Scott notes that it will also be necessary to apply Kerry's law, namely allowing for a direct dial of 911 to a dispatcher despite location (no 9-911 etc.).
  - o A discussion of 911 capabilities ensues. Including both locator services and text capabilities. This is a topic that will be discussed in further detail at a future ITPAC meeting. Leaders from the County's Department of Public Safety Communications will be invited to attend.

- **Update on DIT Role in Tech Support for Election Day:** *Greg Scott, Matt Dowd, Kim Satterthwaite*

  - o Kim Satterthwaite began the summary by noting it was a long but successful day. The process of getting information back from the precincts took longer than anticipated due to several factors. A lesson learned was that people were looking for county information/results on the County website but information was being entered on the state system. Needs to be on county website as well as the State's in the future.

- Absentee vote finally came in about 1:55 AM. As noted above, returns came in slower than anticipated, but this was not a technology issue.
- Already have begun planning for next year's Presidential election. Some legislative changes such as no excuse early voting will need to be accommodated as well as the much higher turnout that occurs in Presidential years.
- Matt Dowd noted that from a Network and Security perspective----it was a good day. There were no irregularities.
- Mark Lay – asks about general election-related security issues. CISO Mike Dent responded about the dire situations, especially in some smaller jurisdictions. He mentioned that we have it very good here in Fairfax County.
- Fairfax has been advocating on behalf of smaller localities with the State as the State has been keeping funds dedicated to election security to fund their office.

- **Initial Discussion of ITPAC Letter to the County Executive:** *Brian Heffern*

  - As mentioned at previous meeting, November is generally the timeframe of the initial discussion of ITPAC's letter to the County Executive. A copy of last year's letter was sent to ITPAC members electronically on November 1.
  - An overview of the budget process and the goal of the letter is provided with input from Brian, CTO Scott, Chairman Blum and other members of ITPAC.
  - A discussion begins about some general themes that should be included in the FY21 letter, including:
    - Innovation
    - Making sure to tie IT requirements to the nine strategic planning priority areas
    - Showing the value of IT with specific examples. For example, under "innovation", show tangible example such as AI, IoT, Machine Learning and Predictive Analytics
    - Incorporating Equitable Access to Technology. It is noted that "Digital Access" was one of the elements of DIT's Equity Impact Plan for CY 2020 that was recently submitted.
    - Citizen expectations continue to accelerate
    - Investments in technology, though costly often save more in the future through cost avoidance, etc.
    - Make sure to note importance of working with agencies from the very beginning of a project
    - Provide examples of recent/ongoing successes such as the move of the data center from the Government Center to an offsite location in Ashburn.
  - Brian summarizes that all feedback received will be compiled and sent back out to ITPAC in mid-November.
  - The compilation will be broken into several sections, including an introduction, major themes with tangible examples, connection to the nine priority areas in the County's strategic plan, and any specific FY21 budget recommendations.
  - This will allow ITPAC two weeks before the meeting on December 5th to provide any proposed edits and/or comments. Some time at the December 5th meeting will be set aside for further discussion and finalizing the letter.
  - A discussion ensued on whether Virginia's Open Meeting Laws applies to ITPAC. Brian and CTO Scott say they will research the issue and send out information by the end of the day on November 7th in an email to ITPAC. (This was completed).

The meeting adjourned at 10:00 A.M. The next regular ITPAC meeting is currently scheduled for December 5, 2019 at 8:00 A.M. in Room 232.