Information Technology Policy Advisory Committee (ITPAC) Meeting Summary

April 25, 2024
8:00 A.M. – 10:00 A.M.
Government Center – Room 232

Committee Members:

Name	District/Organization	Present	Not Present
Edward Blum, Chairman	Providence District	X*	
Michael Aschenaki	Lee District	X*	
Carter Bates	Braddock 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*	
Mark Lay	NOVA Technology Council	X*	
Brian McMahon	Hunter Mill District		X
Sean Rastatter	Springfield District	X	
Kathryn Walsh, Vice Chair	At Large Member	X	
VACANT	Chamber of Commerce		X
VACANT	Fairfax County Public Schools		X

*These members participated remotely.

County Staff Present:
DIT – Greg Scott, (CTO); George Coulter; Nate Wentland; Rob Barr; Michelle Breckenridge; Jennifer Chen; Winzson Dang; Michael Dent; Adam Eldert; Charles Gore; Brian Heffern; Zaki Horany; Bing Li; Mike Liddle; Krishna Maddi; Phubinh Nguyen; Mike Palacios; Jeff Porter; Maura Power; Anita Rao; Charmaine Reed; Kim Satterthwaite; Randhir Singh; Sheila Wright; Velma Dessuit (Admin Support)
DMB – Kim Panzer; Mark Thomas
Health Department – Jessica Werder; Noel Clarin
Supervisor Patrick Herrity (Springfield), Meredith Martinez (Staff, Supervisor Herrity)
Deputy County Executive – Ellicia Seard-McCormick

April 25, 2024, Meeting Agenda:

ITPAC agenda April
25 final.pdf

Note: Meeting agenda was posted online at www.fairfaxcounty.gov/informationtechnology/itpac and was sent to ITPAC members via email. This document will be posted on the ITPAC website.

ITPAC COMMITTEE MATTERS: Today's meeting was called to order at 8:10 A.M.

Verifying Quorum and Members of ITPAC Participating Remotely - Audio Check
As only six members of ITPAC were onsite, an in-person quorum of members could not be established. The decision was made to go ahead with the meeting, but no official votes were taken. After roll call, the

members of ITPAC who were participating remotely - Ed Blum (personal), Michael Aschenaki (personal), Anne Cahill (medical), Rajni Goel (personal), Rich Kostro (personal) and Mark Lay (personal) were asked to do an audio check to ensure that each member's voice is clear, audible, and at an appropriate volume for all members. Each of the remote members confirmed they could hear and be heard well. The remote members participated in the meeting in full accordance with ITPAC's Remote Meeting Policy approved in July 2022.

Despite holding this meeting in-person, alternative options for participation were made available. Members participating from remote locations did so through a dedicated Zoom video conference, meeting number **847 6412 6342** and enter passcode **584926** or live audio of the meeting could be accessed by dialing: **1-877-411-9748** and entering the conference code **2909363.**

Minutes
Approval of the minutes from the 1/18/24 meeting and 3/7/24 meeting was deferred due to lack of an onsite quorum. Approval will be handled at the 7/11/24, ITPAC meeting.

Membership Matters
- o The terms of Mark Lay, John Hanks, and Sue Hoffman have expired. All can continue to serve pending Board re-authorization or other action.
- o The Chamber of Commerce and FCPS seats remain vacant. Brian Heffern mentions that the Chamber has been in contact and is working to fill their vacancy. Supervisor Herrity mentions that there is someone at FCPS that he will contact concerning their vacancy.

DISCUSSION:

The **"Issue of the Day."** segment is next on the agenda. This interactive discussion is placed on the agenda prior to any formal DIT presentations, to encourage meaningful discussion and conversation on IT topics of interest. This is an opportunity for ITPAC members to share insight into IT-related challenges and issues with which they are currently dealing and allow for discussion and/or DIT staff to ask questions.

- Today's discussion began with an introduction of today's special guest - Supervisor Pat Herrity (Springfield), new chair of the Board IT Committee. During Supervisor Herrity's opening remarks, he mentions his previous service on ITPAC as the Northern Virginia Technology Council representative in the 1990s.
- Supervisor Herrity thanks ITPAC members for their service and the importance of that.
- He shared has thoughts on numerous IT-related topics, including:
    - o The importance of staying on top of Artificial Intelligence (AI) and cybersecurity
    - o Mentions concern about recent PLUS outage
    - o The importance of being customer service focused
    - o Mentions telework as an area of interest, with specific concern on the limit on where someone can live and work for Fairfax County
    - o He is very interested in starting an open line of communication with ITPAC and DIT
    - o Interested in having ITPAC at the table when the Board holds IT Committee meetings
- Discussion ensued on the topics raised by Supervisor Herrity
    - o Kathy Walsh thanks him for attending the meeting and notes he will observe a lot of positive interaction between DIT staff and ITPAC members
    - o Dennis Carlton asks about the impact of the ITPAC letters, specifically the one to the Board of Supervisors. Wants to maximize the impact of the letters and is looking for feedback. Supervisor Herrity notes that the Board gets a lot of letters, especially during budget season, and encourages more direct interactions, possibly through a presentation and discussion of key topics with the Board at IT committee meetings as another option.

- Sean Rastatter mentions the constraints of open meeting laws that make it difficult for ITPAC or any BAC to interact and prepare for presentations like the one discussed above. One idea considered is setting up a subcommittee to discuss and work on a specific topic area. It is noted that open meeting requirements would still exist, including the taking of minutes.
- Issue of the day discussion – teleworking policy is discussed. CTO Greg Scott notes the current county policy is a maximum of 60% of time can be teleworking, and that is the policy DIT follows. He mentions the additional productivity he has observed from staff reducing the amount of time they are traveling to and from work. Deputy County Executive Ellicia Seard-McCormick mentions that there can be exceptions to the 40-60 policy, but it is important to remember that this is public sector work and that often involves direct customer interactions. Some positions, by the nature of their work, need to be onsite, so there is a constant need to try and balance these multiple realities. Supervisor Herrity notes that it is often difficult to strike the right balance for teleworking in the public sector especially when compared to the private sector. He says that teleworking works best when you have the right type of job, with the right type of individual, and the right type of supervisor who can manage by output. Even then, you lose out on some of the social aspects of work.
- Dennis Carlton mentions that the ITPAC letter has noted the rapidly aging of DIT staff and ITPAC is always looking for ways to incentivize and promote working for local government and telework is one tool that needs to be considered.

AGENDA:

The first presentation is an **Update on County Artificial Intelligence (AI) Policies and Procedures**; *Main Presenter - Maura Power, Program Manager, DIT.*

- This work began after discussions at previous ITPAC meetings and incorporated significant feedback from ITPAC and other stakeholders.
- Generative AI guidelines for employee use were developed by a multi-agency team and released to county employees in March 2024. The guidelines note potential use cases, give high level guidelines for use, and note several potential risk factors that should be considered.
- Maura provides a high-level overview of the guidelines that were approved and sent to county staff in March 2024. Initial feedback from IT staff in the agencies is that the guidance has been useful and well received.
- An AI policy guidance committee and AI communications group have been established and are continuing the focus on user education using FairfaxNet and other means.
- County staff are participating in numerous industry forums including the Public Technology Institute (PTI), George Mason University, Leadership Fairfax, GovAI, and others. Continuous monitoring and evaluation is planned.
- Several deployments and initiatives, including use by DIT's eGov team, enhanced use of data analytics, and enhancing employee efficiency with internal chat capabilities in a closed and secure manner are highlighted.

<u>Discussion</u>
- Sean Rastatter mentions the impressive work to date. Very excited about the work being conducted as it pertains to data analytics. Also commends the decision to go promote the use of AI in a closed and secure manner, to protect important county data such as HIPAA and PII. There is a lot of space for specific use cases, and he is excited to see where the county applies the use of AI to increase efficiency and effectiveness. Greg Scott mentions a recent Fire episode where some AI-generated data may have been useful to the on-site commander.
- Dennis Carlton asks if AI-related tools are being used to enhance county security. Security Coordinator Charlie Gore mentions that several tools utilizing AI are already deployed, and he anticipates this will be expanded further. Nate Wentland and Maura Power note that security has

been at the forefront of the team's mind with implementing AI technologies, and there is constant need to validate the output and make modifications and changes as required.

- Discussion of use cases ensues. DIT is doing a few initial test cases and anticipates expanding significantly. There is a lot of interest in agencies throughout the county using this technology; however, DIT wants to be very strategic and measured in rolling it out. Issues concerning governance and validation also need to be considered.
- Supervisor Herrity commends the presentation and says this would be an excellent topic for the June 4 Board IT Committee meeting. He feels the Board would benefit from an introduction to this topic and will be interested in where it is heading, so providing a few specific use cases would be beneficial.

The next presentation is **Health and Human Services Initiatives**; *Presenters include Sheila Wright, Program Director, DIT; Jennifer Chen, DIT-HHS; Jessica Werder, Deputy Director, Health Department; and Noel Clarin, IT Program Manager, Health Department.*

- DIT-HHS branch supports six agencies, Family Services, Neighborhood and Community Services, Health Department, Community Services Board, Housing, and Juvenile and Domestic Relations District Court.
- Investments in the Human Services IT area align with both the county's strategic goals and key county drivers as well as DIT's strategic goals.
- DIT HHS Branch Guiding Principles include:
  - Serve the County, DIT, and the HHS Customer agencies developing and maintaining solutions that meet strategic goals,
  - Develop applications with a strategic approach leveraging enterprise platform investments,
  - Provide highly accessible solutions meeting an ease-of-use standard,
  - Develop and maintain solutions offering effective support of HHS business operations,
  - Identify and implement efficiency improvements for daily and routine tasks performed by County staff,
  - Promote solutions providing quality data for reporting on outcomes, and
  - View each proposed solution through the lens of equity, risk management, and information security.
- Currently 12 active projects are in process. Team provides direct project management for DIT-funded projects and support for agency-funded projects as well as vendor management.
- Kathy Walsh asks about progress being made with regards to segmented data and users having to enter data in multiple systems/formats. Jess Werder notes this is a significant challenge across the Health and Human Services arena, but progress is being made with improving business processes to allow for better client interactions and data sharing. There are often nuanced federal guidelines about how program data can be shared. This will be an ongoing challenge, but some work is being done at the state level to look for potential overlaps to allow for targeted outreach to at-risk clients. The hope is this will eventually trickle down to the local level.
- DIT HHS provides HHS application and maintenance support for over 35 solutions. Several examples in multiple agencies are highlighted, including Health Department Electronic Health Records (EHR). Jess Werder and Noel Clarin discuss the positive impact of IT investments in EHR, including:
  - Improved security and transition away from obsolete Avatar practice management system
  - Transition away from paper - Electronic health documentation and CPOE (Computerized Provider Order Entry) system.
  - Phase 1 supports accessible, easily managed patient care services, such as:
    - Administrative check-in, billing, immunization, lab orders, medication, and ancillary orders, maternal child health, etc.

- - Clinical staff can manage patient appointments, clinical documentation, and other health assessment needs efficiently within the system.
  - Allows for data collection to meet clinical, state, federal, and other health reporting requirements. Provides the agency with the ability to capture critical information and make operational and clinical decisions in real-time.
  - Additionally, the reporting capability is also available to other divisions within the Health Department, e.g., Communicable Disease to improve the collaboration between our clinical staff and the epidemiologists in managing and treating transmitted diseases within our county's population.
- Jess Werder notes the critical support and partnership with DIT and looks forward to continuing this relationship as it has tangible benefits.
- Jennifer Chen provides an example of a Health and Human Service-related enterprise-wide investment and the impact on ease-of-use access to HHS applications.
- In summary, the DIT HHS team works to be stewards of HHS-IT investments and appreciates the advocacy for IT investment championed by ITPAC.

At the end of the meeting, a brief update on the success of a revised Legislative Monitoring Tool was provided by Maura Power and a brief update on the end of the 2024 legislative session was provided by Brian Heffern. Of note, the final state budget has still not been approved, so DIT and the county continue to monitor.

CONCLUSION:

The meeting was adjourned at 9:59 A.M.

The next regular ITPAC meeting is scheduled for July 11, 2024, at 8:00 A.M. It is scheduled to be an in-person meeting held in Room 232 of the Fairfax County Government Center.