Information Technology Policy Advisory Committee (ITPAC) Meeting Summary

March 11, 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	
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	
VACANT	Braddock District		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; 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 – Karla Bruce, Chief Equity Officer; Dawn Hyman, Project Manager, One Fairfax/CEX Office; Maura Power

March 11, 2021 Meeting Agenda:

ITPAC agenda March
11 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 8:05 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 Kathy Walsh 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/83373201696?pwd=SWovdE4yQUNxUnVmemErQXJzaDhkZz09

The meeting can also be accessed by entering the meeting code **833 7320 1696** and passcode **064426** or via phone.

The motion was seconded by Kathy Walsh 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 Kathy Walsh and approved unanimously.

Minutes
- A motion to approve the minutes from the 1/28/21 meeting was moved by Kathy Walsh and seconded by Anne Cahill. It was approved unanimously.

Membership Matters
- Still requiring action is the Braddock District vacancy. DIT staff have reached out to Supervisor Walkinshaw's Chief of Staff, who indicated that they are still working on identifying a candidate.

DISCUSSION:

Brian Heffern introduces as new segment for ITPAC meetings from now forward entitled **"Issue of the Day."** This interactive discussion will be placed on the agenda prior to any formal DIT presentations, to encourage meaningful discussion and conversation on IT topics of interest. Topics may include any topics of interest to ITPAC members.

Chairman Blum starts the conversation asking about the status of having the vaccination registration system translated into other languages. CTO Greg Scott mentions that significant work has taken place on this; however, several issues needed to be addressed prior to going live. The current plan is to have the system translated into Spanish by the week of 3/15/21. The discussion pivots into concern about whether the registration system is prepared to handle the large volume of individuals seeking a vaccine who will want to register when eligibility is expanded. Greg Scott responds that a lot of work and testing is currently occurring to make sure the system can accommodate the anticipated increased volume. Further discussion ensues on vaccination-related topics, including difficulties with data, if additional volunteers are required, and does the County have a plan to assist those unable to access technology. Chief Equity Officer Karla Bruce mentions working with community groups is a big part of the county strategy to assist those unable to access technology.

Dennis Carlton brings up the topic of the recent Solar Winds breach. Dennis indicates a real concern about how badly data has been compromised. He would like ITPAC to consider taking on the responsibility of developing a set of recommendations (coordinated with DIT) that is a call for action in this area. He notes three issues/questions to consider:

1) What are the best practice actions taken by similar large organizations that have recently looked at their vulnerabilities?
2) What would be the impact on the County if one of our key partners (such as Microsoft) were directly targeted with a major disruptive impact? What do we do?
3) What's next? It is important to realize that Solar Winds may not be "the big one." When it comes to data breaches. What is the County doing to position ourselves for this potential reality?

CISO Mike Dent responds at length, noting that there is not a significant amount of accountability on companies to secure all the critical data they maintain. Companies focus on the bottom line, not necessarily what is best for their customers from a security standpoint. Mike Dent continues that there needs to be a basic set of regulations and companies need to be held accountable if they are not followed. A proper foundation is necessary.

Mike pivots and mentions that one area in which the County could do better is in the retirements of legacy systems. Many are still doing critical work; however, there needs to be a further push to reduce and eventually eliminate our reliance on them. Obviously, there is a cost associated with moving this forward. Mike requests ITPAC support on that. Jeff Porter notes that reducing the amount of Access databases is another area that would improve the County's security posture.

In response to an ITPAC question, Mike Dent mentions that we the County runs a product called Cylance, which uses artificial intelligence (AI) and machine learning to help our security posture. Cylance "learned" what normal activity looks like on machines, and if something changes or is unusual, it gets quarantined. CTO Greg Scott notes to ITPAC that Mike Dent, Jeff Porter, and himself meet on these sorts of topics every week and this is an area of focus for DIT going forward.

ITPAC inquires if DIT has looked into a product called State Ramp, a relatively new product but one that is getting a lot of discussion. Mike Dent responded that he is aware of it and it is something being talked about at NACO, but these conversations are in their initial stages. Additional questions are asked by ITPAC about whether the County procures disaster recovery products as a service and what is the county doing with zero trust architecture. Mike Dent and Jeff Porter respond.

Other topics discussed include:

- o Security of data in the cloud. It is critical that the county maintain needed flexibility, redundancy and backups
- o The significant effort work on mass vaccinations is taking and the fact that it has required putting some other things on back burner
- o The transition of the rental program from state to local. Had to build a system with a partner
- o The ongoing telephony transition while all these other things are happening

Additional information on security and related topics will be shared with ITPAC and a future meeting will include the topic of a "Road Map for Security."

AGENDA:

The first formal presentation on the agenda was a discussion on **Digital Access and Literacy –** *Presenter: Chief Equity Officer Karla Bruce*

- Karla Bruce provides an overview of the topic and mentions that an equity-related video that is targeted for those serving on BACs is forthcoming.
- ITPAC notes a concern about the zip code data on Slide 3 and some of its limitations. There tends to be pockets of areas within zip codes. Getting more discreet data, such as census tract data is critical and something the Digital Access and Literacy (DAL) Workgroup focuses on. In order to drill down even further, community engagement/feet on the ground is often required, which is obviously more difficult during a pandemic.
- Definition of Digital Equity is discussed. Digital equity ensures opportunities for Fairfax County residents to participate and engage in a connected community. The ability to access, understand and use digital tools is essential for many tasks in modern life, including applying for jobs, paying bills, enjoying recreational activities, completing homework, staying informed and connecting with government/community services
- Access barriers include affordability, hardware/connections, digital literacy, technical support, awareness of resources and info due to eligibility/trust. Also important to note that digital access and literacy needs vary by population.
- County workgroup exists on topic. DNCS and FCPL are primary vehicles for public access
- ITPAC asks about access at satellite county facilities. Mike Palacios mentions that County tries to offer access in common areas where possible. ITPAC follows up with a statement about importance of working with disability groups to ensure their access requirements/needs are considered. Karla Bruce notes that is occurring through the DAL workgroup.
- ITPAC asks about data collection and efforts to map where resources have been invested to help determine the impact funds and programs are having. Karla Bruce responds that we are trying to collect results-oriented data that answers the question of…. are people better off because of this investment? There are challenges with data collection but this is a focus area going forward as there is a real need for metrics to be able to determine whether investments are having their intended impact.

A brief discussion follows on the **FY22 ITPAC Letter to the Board of Supervisors –** *Facilitator: Brian Heffern*

- Chairman Blum briefly discusses the draft that he completed that was circulated to ITPAC on 3/10/21. He indicates a preference for doing a Budget Letter so that ITPAC's positions can be formally documented and available for reference and follow up with Board members. Sue Hoffman indicates that she feels that ITPAC should take every opportunity to get the word about IT needs and thus we should do both a Letter and Public Hearing testimony.

- Kathy Walsh wants to work on Chairman Blum's draft and add a paragraph about the need to prioritize funding to allow the county to retire legacy systems (as discussed earlier in this meeting by CISO Mike Dent). Greg Scott asks Kathy if something could also be added in there about providing funds for innovation.
- Brian Heffern indicates that the Board Budget Committee meets on April 6 and that would be a good date to target for inclusion of ITPAC's letter in the package of materials to the Board for that meeting. In addition, he notes that the Budget Public Hearings are April 13-15, 2021.

The meeting adjourned at 10:07 A.M. The next regular ITPAC meeting is currently scheduled for April 22, 2021 at 8:00 A.M. It is anticipated that this meeting will be likely held remotely.