

Summary – Board Information Technology (IT) Committee Meeting

May 9, 2017

Government Center – Conference Room 11

Committee Members Present:

Sharon Bulova, Chairman
Penelope Gross, Mason District (Vice Chairman)
John Foust, Dranesville District (Committee Chair)
Pat Herrity, Springfield District
Catherine Hudgins, Hunter Mill District
Jeff McKay, Lee District
Kathy Smith, Sully District
Linda Smyth, Providence District
Dan Storck, Mount Vernon District

Not Present:

John Cook, Braddock District

Summary of Previous Meeting:

NA – This is the first recent meeting of the Board IT Committee

May 9, 2017 Meeting Agenda:

<http://www.fairfaxcounty.gov/bosclerk/board-committees/meetings/2017/bos-it-committee-agenda-may-9-2017.pdf>

May 9, 2017 Meeting Materials:

<http://www.fairfaxcounty.gov/bosclerk/board-committees/meetings/2017/dit-bos-it-overview-may9-final.pdf>

<http://www.fairfaxcounty.gov/bosclerk/board-committees/meetings/2017/bos-it-may9-websitepresentation.pdf>

<http://www.fairfaxcounty.gov/bosclerk/board-committees/meetings/2017/bos-it-plus-slides-may-2017-rev-4-final-3.pdf>

Today's meeting was called to order at 10:00 A.M.

After a brief introduction and recognition of Information Technology Planning and Advisory Committee (ITPAC) members in attendance by Supervisor Foust, the first topic on the agenda, *IT Overview*, is presented by Wanda Gibson, Chief Technology Officer. This presentation is the first linked presentation under *May 9, 2017 Meeting Materials*.

Highlights from the presentation included:

- Discussed who County IT serves
- Discussed IT Delivery – What central DIT does versus what agency IT staff do
- Discussed Cost Efficiency Strategies
- Discussed the core of IT infrastructure, applications
- Chief Security Officer Mike Dent gives a brief overview of the County's cyber security program.
- A brief overview of GIS, Life Cycle experience, the IT investment Portfolio, and IT trends/challenges is provided

Discussion

- Supervisor Gross asked if the 4 million weekly emails quoted on Slide 13, include those that get stopped before coming on the county's network. Deputy Director George Coulter responds that the 4 million figure only includes those emails that go through. Those that do not are discussed as part of Mike Dent's overview on the County's cyber security program.
- Supervisor Smyth asks if there is a master list of spam. Mike Dent responded that employees are encouraged to forward a spam message to spam@fairfaxcounty.gov, then delete it. Board is also concerned about advertising "junk" emails that aren't necessarily spam, but are constantly in their inbox. Wanda Gibson discusses some other strategies to combat these types of situations. Mike Dent also discussed "spider bots" that pick up email addresses that are available online (such as the Board's). Supervisor McKay notes that he gets dramatically less spam in County email than other accounts.
- Supervisor Storck asked about audio/visual technology and its ability to potentially reduce travel costs, giving the example of Skype. Can that be used more? Wanda Gibson and Deputy County Executive Dave Molchany respond, mentioning that they are looking at expanding technology, such as that used in Conference Room 11 to more conference rooms throughout the county. Supervisor Storck encourages doing that rapidly and also mentions his desire for expanded remote testimony. Molchany agrees to meet with Storck sometime in the near future to move this issue forward.

The second item on the agenda is an update on the *County Website Redesign* project presented by Anita Rao of DIT and Greg Licamele of the Office of Public Affairs (OPA). This presentation is the second linked presentation under *May 9, 2017 Meeting Materials*.

Highlights from the presentation included:

- Four main goals of the project – refine, redesign, rethink and replace
- Project aligns with County's strategic goals. Site much be designed to be accessed through numerous different types of media (computer, tablet, phones etc.)
- Discussed what was researched and what was heard in terms of feedback. Specific examples are cited.
- Noted clearly that the primary audience of the website is the public we serve. New site is topic based not agency/silo based. Discussed example of child safety seats.
- Discusses new fresh modern look of new site. Usable from multiple devices.
- The new site will include an updated search engine and a new content management system with appropriate keywords, tags etc.
- The project will ensure the site's foundation is stable, scalable, secure, sustainable and expandable.

- Noted the question on everyone’s mind – namely, when is it going live? Response is the target is to launch late in 2017. Work still to be done includes the making of training videos, developing new policies and procedures, and updating content.
- Greg Licamele leads a walk-through of the new website

Discussion:

- General Board consensus that they are pleased with the new site.
- Multiple Board members ask about the search functionality of the new site. Anita Rao says it will work a lot like Google where the most relevant result pops up first.
- Supervisor McKay discussed financial transactions via the web. He seeks a uniform conformity in the way credit card payments are done for county services. Wanda Gibson responded that there are some mitigating issues, for example there are some statutory limitations on how credit cards may be handled for some county programs. Supervisor McKay notes that if statutory issues exist, the Board should be informed. CFO Joe Mondoro also discussed the issues in this area and noted that it should be discussed further at a future IT or budget committee meeting. Supervisor Gross asks for exploration of federal rules on credit cards. Wants to make sure we are not exposed as a “merchant.”
- Supervisor Smyth asked how do our offices interact with what is happening with the website redesign? She noted that clear responsibilities need to be laid out. Anita Rao notes that “My neighborhood” will still be on the new site. She also states that central content will need to be updated and in some cases created and that the Office of Public Affairs will be working with Board offices on their page content.
- The Board is also interested in making it easier to get tax map information with just a single/few clicks as part of the redesign.

The third item on the agenda is entitled *Land Development Systems Modernization*, presented by Deputy County Executive Rob Stalzer and Gordon Jarrett of DIT. This presentation is the third linked presentation under *May 9, 2017 Meeting Materials*.

Highlights from the presentation included:

- DCE Stalzer discussed some of the key outcomes of the Planning Land Use System (PLUS) project:
 - Customer Service Portal for Developers/Industry Partners and Citizens
 - GIS integration
 - Modernized mobility platforms (phone, tablet, desktop)
 - e-plan integration
 - Predictable business process that decreases process/cycle times
- Gordon Jarratt summarized current systems supporting the land use processes, and that the county is going with the PLUS project. The PLUS project is to replace the current aging system. Summarizes core systems to be replaced:
 - Land Development System (LDS) which includes the Zoning Application and Planning System (ZAPS), and the Plans and Waivers System (PAWS), and the LDS internet portal (LDSnet)
 - Fairfax Inspections Database Online (FIDO)
 - Associated programs such as e-plans and multiple ancillary systems
- Noted that there are significant IT integration points with other supporting systems and that the PLUS project will be the third largest IT project the county has undertaken in recently
- Discusses the overall IT Project approach

- Refine functional requirements from 13 business areas
- Acquire solution which needs to be modern and configurable
- Implement
- Discussed projected timeline, which is predicated on acquisition process.

Discussion:

- Supervisor Storck asks about the timeframe. Wanda Gibson notes that the county has a good track record of delivering on large projects of this nature. She noted that 18-24 months is generally a good target for the core system, as long as there are no new, unanticipated requirements. She also noted that there are viable solutions and contractors in this market. Gibson's confidence on a 2020 delivery is termed "fair."
- Supervisor McKay asks at the end of this project replacement – will someone be able to be in West Virginia and review plans. Land Development Services Director Bill Hicks responds that they are actively working towards this reality with e-plans. He noted that moving from paper to electronic is a huge transition both in terms of technology and in terms of workforce change management. Supervisor McKay noted that this is a big tool for future recruiting.
- Supervisor Herrity noted that it is important to do this right. Gordon Jarret – responds that the agencies involved are very involved and looking to move this technology/process substantially forward. Discussion of e-plan pilot ensues. Including ability to monitor progress etc.
- Supervisor Gross asks if we are ahead or behind our comparator jurisdictions in this area. Wanda Gibson noted that Fairfax will be gaining advanced capabilities with this project that will put us in the top tier. She stated that Fairfax is different from other localities in certain roles and responsibilities required; however, generally we are in the forefront in this area.
- Supervisor Storck asks about how the actual project process is progressing. Response is that the Executive leadership committee as well as business function groups meeting regularly and are moving forward. Hicks mentions recent meetings with external stakeholder groups and gaining their input about focus areas for the project. They are telling the County what they need in terms of the process and then county leadership is working to implement.

General Discussion and Potential Future Topic Areas:

- Supervisor Foust noted that future IT Committee meeting topics will be discussed with the Board
- Chairman Bulova notes the larger IT plan provided to the Board in hard copy and states that it includes a wealth of information of interest. She also thanks ITPAC for their efforts and their annual budget letter.

The next meeting of the Information Technology Committee will be scheduled in the near future.

The meeting adjourned at 12:16 P.M.