

**Summary – Board Information Technology (IT) Committee Meeting**

October 17, 2017

1:30 – 3:00 P.M.

Government Center – Conference Room 11

***Committee Members Present:***

Sharon Bulova, Chairman  
John Cook, Braddock District  
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

***Summary of Previous Meeting (May 9, 2017):***

<https://www.fairfaxcounty.gov/boardofsupervisors/sites/boardofsupervisors/files/assets/meeting%20materials/committees/2017/may09-it-summary.pdf>

***October 17, 2017 Meeting Agenda:***

<https://www.fairfaxcounty.gov/boardofsupervisors/sites/boardofsupervisors/files/assets/meeting%20materials/committees/2017/oct17-it-agenda.pdf>

***October 17, 2017 Meeting Materials:***

<https://www.fairfaxcounty.gov/boardofsupervisors/sites/boardofsupervisors/files/assets/meeting%20materials/committees/2017/oct17-it-health-and-human-services-it.pdf>

<https://www.fairfaxcounty.gov/boardofsupervisors/sites/boardofsupervisors/files/assets/meeting%20materials/committees/2017/oct17-it-video-teleconferencing.pdf>

<https://www.fairfaxcounty.gov/boardofsupervisors/sites/boardofsupervisors/files/assets/meeting%20materials/committees/2017/oct17-it-firstnet.pdf>

<https://www.fairfaxcounty.gov/boardofsupervisors/sites/boardofsupervisors/files/assets/meeting%20materials/committees/2017/oct17-it-cyber-security.pdf>

***Video Link to October 17, 2017 Meeting:***

[http://video.fairfaxcounty.gov/MediaPlayer.php?view\\_id=9&clip\\_id=850](http://video.fairfaxcounty.gov/MediaPlayer.php?view_id=9&clip_id=850)

Today's meeting was called to order at 1:50 P.M. with the opening *Call to Order and Welcome* by Committee Chair, Supervisor John Foust.

The minutes from the May 9, 2017 meeting were approved, Supervisor Foust recognized members of the Information Technology Planning and Advisory Committee (ITPAC) in attendance, and a few brief introductory remarks were made.

The first item on the agenda, *Human Services IT Initiatives*, is presented by Wanda Gibson, Chief Technology Officer (CTO), Pat Harrison, Deputy County Executive (DCE), Jessica Werder, HHS Director of Business Integration, and Debra Dunbar DIT Program Director. This presentation is the first linked presentation under *October 17, 2017 Meeting Materials*.

Highlights from the presentation included:

- Wanda Gibson, CTO provided the introduction and context of the IT Initiatives supporting the Health and Human Services agencies included in the Annual County IT Investments Plan, and introduced the initiatives sponsors and project leaders.
- DCE Harrison provided an overview of the Health and Human Services (HHS) Integrative Business model. Key benefits include improved client experience, data-informed decision making, and better outcomes.
- Jessica Werder presented the current state of the portfolio of disparate IT systems in use supporting the portfolio of programs across the HHS - over 70 state and local IT systems are used across 8 local HHS agencies, which results in both fragmentation and gaps in functionality, redundant fields and overlapping data sets, and limited ability to share data across programs for service delivery and analytics.
- CTO Gibson noted that the County's modern countywide IT infrastructure which is a foundational piece is in place on which to build on the new process and data applications supporting the Integrative Strategy roadmap work.
- A brief summary of the historical process, governance, and strategy that has been developed over the last three years was provided.
- Jessica Werder discussed the Project Roadmap on Slide 10. Significant attention has been paid to the needs of agencies and where there is functional commonality. All HHS agencies are participants in the project activities including work groups doing specific work required for developing the solution requirements.
- The Initiative includes a project for an integrated modular solution for Health Care Service Information Systems to replace existing legacy electronic health record systems to meet the needs of CSB, Health Department, other stakeholder agencies/groups and interoperability options. An RFP release is anticipated by the end of 2017.
- Discussion of challenges (social and health regulatory requirements, HIPAA, privacy issues, digitization) and opportunities (building on countywide infrastructure, county's cyber security program, new electronic digitization platforms, DIT experience with data exchange and interoperability) ensued.
- Also discussed the issue of mandatory state systems and data access and sharing. Fairfax is working with other jurisdictions to speak with one voice in working with the state on common issues and potential solutions.

## Discussion

- The Board asked about ongoing work with the State, specifically with the Secretary of Health and Human Resources, William Hazel. DCE Harrison noted they have been working with the Secretary, noting an example of a discussion about the fact that services are accessed through local agencies, with data having to also be entered into state systems. In the on-going work with the state and local agencies, Secretary Hazel requested that localities come forward with one voice to help steer the discussion and potential legislative remedies going forward.
- The Board asked about tracking results and outcomes. DCE Harrison and CTO Gibson responded that planning data analytics opportunities and supporting technology architecture is in Integrative Strategy Wave 1 and underway. Supervisors Herrity and Storck ask that if there is additional information/details on this topic, to please share that with the Board. Supervisor Herrity also commented about the need for metrics.
- The Board commented on Commonwealth commitment to this effort, given the upcoming change in Administration after the elections. DCE Harrison said this is always a concern but they have strong relationship with 90+% of agency directors in this area so she feels there is systemic buy in. Supervisor McKay stated that the county needs to be the leader in this area, but cautioned on pace alignment with the Commonwealth to avoid future compatibility issues (if any). CTO Gibson notes that technical compatibility will not be a significant concern with the state of technology, however access permissions and system integration are the challenges.
- The Board asks about opportunities for clients to manage their own information. Jessica Werder responded that client portals are part of the Integrative Strategy, but carefully designed to ensure that positive experience/better outcomes can be achieved. Many service delivery models are being explored.

The third item on the agenda is an update on *Video Teleconferencing (VTC)* presented by Wanda Gibson, Chief Technology Officer (CTO), Michael Liberman, Director of the Department of Cable and Consumer Services and Matt Dowd, DIT Program Director. This presentation is the second linked presentation under October 17, 2017 Meeting Materials.

## Highlights from the presentation included:

- Matt Dowd noted that video conferencing has historically been done in pockets by county agencies, but not as an enterprise-wide capability. DIT has been working over this year to develop a set of county-wide services and he noted some of the business use cases for teleconferencing, some challenges, and summarized the current VTC architecture which leverages DIT communications and messaging platforms. The project includes enhancements such as redundancy, MS exchange integration, recording and other. Success stories, such as telepsychiatry/telemedicine, courts, and public safety were noted.
- Michael Lieberman briefed on the conference room VTC project. The 1<sup>st</sup> phase in progress is Mt. Vernon Government Center, and selected conference rooms in the Pennino and Herrity buildings, with next phases replacing the outdated equipment in the main Government Center, Board offices, the South County Government Center, Merrifield, and other locations.

## Discussion:

- After an inquiry from Supervisor Storck, Matt Dowd offered to reach out directly to the Supervisor's staff to check on issues they are experiencing and will provide any additional training/resources needed to make this work.

- Supervisor Gross asks about whether this is intended for Board Office conference rooms or for general meeting rooms. Michael Liberman responds conference rooms for now. Supervisor Gross noted some potential issues with general meeting rooms that should be considered if that is a future direction of this initiative.
- Discussion included acknowledgement that VTC enables further productivity and service efficiencies for county government.

The fourth item on the agenda is entitled *Briefing on FirstNet*, presented by presented by Wanda Gibson, Chief Technology Officer (CTO) and Michael Newburn, IT Program Manager of Communications. This presentation is the third linked presentation under *October 17, 2017 Meeting Materials*.

Highlights from the presentation included:

- Michael Newburn provided a brief summary of FirstNet, which included the national RFP process and First Net award to AT&T for the national Public Safety Broadband service. In June of this year, Virginia was the first state of 25 to opt in to this network. Ms. Gibson noted that the majority of the county's public safety mobile fleet uses the AT&T wireless network through existing County contracts, thus it is a simple process to move those agencies over to FirstNet.
- Ms. Gibson noted that DIT had been working for many years with the region that broadband for public safety was a critical requirement, and that the underlying technical concepts were close to the technology architecture developed by DIT and partner localities when the matter was under the jurisdiction of the FCC. She expressed that while the county has been providing wireless broadband capabilities through commercial contracts, that FirstNet will provide greater functionality.
- Public Safety benefits greatly from this technology, gaining priority wireless service when they need it and bandwidth that can facilitate high bandwidth consuming data including visual, maps, photos, live streaming and the expanding 'Internet-of-things' equipment rapidly coming in to use. FirstNet is also focused on sets of applications that can be easily and universally deployed, a further opportunity meeting the collective needs of public safety and first responders in the future.

Discussion:

- The Board thanked the panel for this information update.

The fifth item on the agenda, *Cyber Security Update*, was by presented by Michael Dent, Chief Information Security Officer (CISSO). This presentation is the fourth and final linked presentation under *October 17, 2017 Meeting Materials*.

Highlights from the presentation included:

- Ms. Gibson opened that this information update was a follow-on from the Cyber Security overview presented at the May 9, 2017 meeting of the Board IT Committee.
- Michael Dent briefly summarized the issue of phishing/spam email that originally came up at the May 2017 IT Committee meeting. He noted that Board members and other senior staff are often targets. The County has acquired additional technology to try and address the significant amount of activity that is occurring in this area. Mr. Dent will be reaching out to Board members and their staffs directly in the near future to discuss this issue in greater depth.

- Mr. Dent also thanked the Board for the upcoming proclamation of October as “Cyber Security Month” which will be presented at the October 24, 2017 Board meeting, and for general support of the IT Security program. He also noted the annual DIT Cyber Security Day conference which will be held on Friday October 27, 2017, and invited the Board to attend.

Discussion:

- The Board asked about the audience for this event. Mr. Dent responded that the event is primarily for county employees.

General Discussion and Potential Future Topic Areas:

Note - a summary one-page document about potential future meeting topics for the IT Committee will be circulated to the Board electronically.

The next meeting of the Information Technology Committee will be scheduled in the near future; likely in the Spring 2018 timeframe.

The meeting adjourned at 3:05 P.M.