

## Information Technology Policy Advisory Committee (ITPAC) Meeting Minutes June 22, 2017

	ITPAC Member	District /Organization	Present	Not Present
1.	Aschenaki, Michael	Lee District	✓	
2.	Blum, Edward	Providence District		✓
3.	Carlton, Dennis	Sully District		✓
4.	Chung, Luke	Fairfax County Schools		✓
5.	George, John	NOVA Tech Council		✓
6.	Grams II, Richard	Mount Vernon District	✓	
7.	Hanks, John	Federation of Citizens Assoc.		✓
8.	Hoffman, Susan	Mason District	✓	
9.	Kanter, Anne	League of Women Voters	✓	
10.	Kuppusamy, Bhaskar	Hunter Mill District		✓
11.	Lam, Steven	Braddock District		✓
12.	Lehman, Robert	Chamber of Commerce		✓
13.	Shenoy, Nikhil Suresh	Dranesville District	✓	
14.	Walsh, Kathryn M.	At Large	✓	
15.	Yeatman, John M.	Springfield District		✓

**County Staff Present: Department of Information Technology (DIT):** Wanda Gibson –Director, Greg Scott, Matt Dowd, Debra Dunbar, Linda Moore, Gunter Neumann, Mike Newburn, Melanie Quinn, Afsaneh Tibbs, Mike Franks, Hilde Kjersgard, Lourdes Umana. **Department of Budget Management (DMB):** Brian Heffern. **Public:** William Kogler from the Human Services Council attended the meeting as a guest.

**ITPAC COMMITTEE MATTERS:** The meeting was called to order at 8:13 a.m. Minutes from March 23, 2017 meeting were approved.

**Announcements:** Ms. Gibson thanked the committee members who attended the May 9, 2017 Board of Supervisors IT Committee Meeting, the presentation included a General overview of DIT and presentations on two major initiatives: the Website Redesign and Land Development Modernization Project/PLUS project. The presentations were well received and a discussion of technology issues followed. The next Board of Supervisors IT Subcommittee meeting is scheduled for October 17<sup>th</sup>, 1:00 pm to 3:00 pm. With the initiation of the BOS IT subcommittee meetings, the ITPAC meeting schedule may be modified.

### AGENDA

**IT Infrastructure Updates:** Jeff Porter, Infrastructure Division Director, presented ITPAC with an update of DIT's infrastructure initiatives including:

- **Server Virtualization:** a strategic project that consolidated down to 40 physical servers hosting 1137 virtualized servers reducing the need for physical space and total cost of ownership.
- **Office 365 Migration from Exchange:** the email migrations is transparent for the users, currently 16 out of 54 agencies were transitioned at the time of this meeting.
- **Operating System Upgrade:** Windows 10 upgrade and SAP system HP UX to LINUX.
- **Database Upgrade:** standardizing all SQL databases
- **Upgrade of Mobile Device Management Solution to AirWatch.**
- **Replacement of existing Service Desk with new highly rated Enterprise Platform (ServiceNow)**
- **Addressing data storage, retention requirements and policies, and archiving are among other DIT infrastructure and records management initiatives.**

**IT Security Update:** Michael Dent, Chief Information Security Officer, discussed challenges DIT faces in safeguarding the County's systems and data from growing and sophisticated cyber-attacks. He

reviewed a list of cyber security tools and solutions designed to improve visibility, reporting, asset and inventory management, vulnerability assessments, configuration compliance, cloud services analytics and discovery, and improved firewalls. The County's cyber security include network architecture/security improvements, Cloud security, improved incident response and reports and audits. Mr. Dent noted that Fairfax County has successfully avoided cyber-attacks in the past 16 years, including the "WannaCry" ransomware attack in May 2017.

Committee member suggested engaging a company to test employees by sending mock phishing emails and re-educating the employees who click on the possible attack. Ms. Gibson noted that employees take mandated on-line IT Security training, and that DIT's annual IT Security Day is specifically designed to educate employees and heighten awareness of potential cyber threats, both at work and at home.

Mr. Dent also discussed the challenge of a near 300% increase in FOIA requests and associated workload for the IT Security Office. DIT is currently developing a FOIA tracking application to assist the County with tracking and monitoring FOIA requests.

**Library System (FC & FCPS):** Ms. Gibson, informed the committee of the joint Fairfax County Public Schools and Fairfax County Government project to replace their respective legacy library systems. The County and Schools are jointly working on an RFP that will be released later this summer. The plan is to have a contract awarded by early Fall 2017. Mr. Greg Scott, DIT Deputy Director is a member of the Selection Advisory Committee (SAC).

**Human Services – Commonwealth of VA Meeting:** In early 2017, Fairfax County along with several localities met with the Secretary of Health and Human Resources (HHR) to discuss challenges with data access, use and sharing between the Commonwealth and local Health and Human Services agencies. Following that meeting, a small work group was formed to identify challenges and areas of interest. Having received formal endorsement of additional work from both Secretary Hazel and senior HHR staff, the work group has identified several distinct "projects" moving forward. Several small work groups are now forming to look at identified issues, interests and solutions. Work groups will include local agency representatives and commonwealth staff. Issues include, among many: the identification of common data elements needed from state-mandated systems; opportunities to streamline mandated reporting; and how localities can best endorse state efforts to create an HHR master client index and harmonize data access policies across HHR agencies.

**PLUS Project Update:** Ms. Gibson informed ITPAC that the County has identified a top tier product that will meet the needs and address the complex and overlapping requirements of the land development agencies. This solution is available to the County via an existing County contract thus removing a lengthy RFP process and enabling the agencies and DIT to initiate project work. The procurement/contract will be coordinated through the County's Department of Procurement and Materials Management.

**Public Safety Technologies Status Updates:** Linda Moore, DIT Public Safety Division Director, Matt Dowd, Network Services Director, and Mike Newburn, Telecommunications Technology Manager, briefed ITPAC on the status of multiple public safety projects:

- **Web RMS** - A necessary upgrade to the original Intergraph I/LEADS Records Management System (RMS) for the Police Department was accomplished in December of 2015 with training and transition to over 2500 end users. The current project replaces I/LEADS with a new Intergraph platform – WEB RMS, which will move into the implementation phase with cutover scheduled for early 2018. The scope includes Field Based Reporting (FBR) which integrates with Police RMS and CAD thereby eliminating duplicate data entry and decreasing reporting turnaround times.
- **Computer Aided Dispatch (CAD) Update** - Staff from the Department of Public Safety Communications, public safety agencies' stakeholders, DIT and advisory experts have

researched the issues associated with sustaining 9-1-1 Center performance, best practices for hardware replacements, security and resilience, state of the industry and readiness to operationalize and integrate next generation 9-1-1 needs. The proposed project plan addresses the replacement for the components and related software versioning processes with activities including identification, purchase, installation, software license obligations, and ultimate transition to the upgraded version of the County's Intergraph CAD solution. The project timeline will be coordinated with the stakeholder user agencies to ensure minimal impact on other Public Safety projects that may be occurring around the same timeframe.

- **Body Worn Camera (BWC):** The Police Department is embarked on planning a pilot for BWC. A RFP was developed with a goal to award to two vendors to pilot the technology, operational use and storage costs over 6 month pilot, and to project costs for a full deployment, should the County pursue that effort post pilot. The pilot status and results will be reported to the BOS Public Safety subcommittee.
- **Sheriff's Electronic Health Records (EHR):** The Sheriff's Office has determined a compliant solution to automate health records for the County Detention Center, and worked with the Department of Purchasing and Materiel Management (DPMM) to use a Pr. William County contract for the hosted HER solution with the unique requirements of a detention setting. The project will kick-off in August 2017. The Sheriff is also part of the HCSIS (Health Care Services Information System) initiative and will work with HCSIS project team on the implementation status and integration planning to ensure interoperability between the Sheriff's EHR, the Health Department, and the CSB where they share clients.
- **Next Gen 9-1-1** – this multi-phase effort will transition the County's core 911 system architecture to a new platform with more robust functionality and ability to facilitate future requirements. Work continues on technical specification and requirements for transition from Verizon legacy tandem to the new NG911 ESInet (Emergency Services Internet Protocol Network) for 911 call routing. The new ESInet will replace Verizon provided 911 call routing networks, other Northern VA jurisdictions plan to use the Fairfax County contract to also switch.
- **FirstNet:** Michael Newburn, DIT Communications Manager, updated ITPAC on the status of FirstNet. RFP has been awarded by the FirstNet Authority to AT&T for a 25 year contract, and Virginia was the first state to 'opt-in'. By the end of the fall, Virginia will move forward with having ATT building out FirstNet. Counties may use opt to deploy FirstNet or other wireless carrier options given the availability of preemption.

**Audio Visual Follow Up:** Matt Dowd briefed the committee on audio visual initiatives underway in the County. At the request of Supervisor Dan Stork (Mount Vernon) DIT is working with his staff to set up video conferencing capabilities for his office for remote meetings and interaction with his constituents; this includes Skype for Business which was previously implemented. DIT also is looking at A/V capabilities throughout the county, building by building, for agency conference rooms, and working with the Department of Cable Communications (DCCS) to replace and modernize A/V capabilities for a number of key conference center rooms in the GC campus and MPSTOC. In addition to the Human Services agencies have been successfully using teleconferencing capabilities for many years; Community Services Board (CSB) and DIT successfully collaborated on implementing a tele-psychiatry project which expands the delivery of specialty and general psychiatry services to Fairfax County via remote capabilities.

*The meeting was adjourned at 10:10 a.m.*