Information Technology Policy Advisory Committee (ITPAC) Meeting Minutes
January 25, 2018

	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.	Vacant	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 –DIT Director/CTO, George Coulter, Woodrow Bellamy, Debra Dunbar, Matt Dowd, Brian Heffern, Linda Moore, Sean Plunkett Anita Rao, Hilde Kjersgard, Felecia Pickett, Lourdes Umana. **Department of Management and Budget (DMB):** Kimberly Panzer, Devi Ogden. **Office of Public Affairs (OPA):** Greg Licamele.

ITPAC COMMITTEE MATTERS: The meeting was called to order at 8:15 a.m. Minutes from December 7, 2017 meeting notes were approved.

MEMBERSHIP: Mr. John Hanks, reappointment request from the Federation of Citizens Association was included in the Board of Supervisor's agenda for Wednesday, January 24; the Clerk's Office will inform DIT of Mr. Hank's reappointment. With Mr. Lehman's resignation from ITPAC, the Chamber of Commerce seat is currently vacant; DIT will contact that organization for nomination action. Otherwise, all members' appointments are current.

ELECTIONS: Mr. Edward Blum was re-elected as ITPAC Chairperson and Ms. Kathryn Walsh was elected as Vice-Chairperson for CY2018.

ANNOUNCEMENTS:

DIT Organization Updates

1. Wanda Gibson, noted that as part of the FY2017 Budget, the County's Archives function was moved to DIT to better align with overall document management and digitization efforts. Since that time, DIT conducted a study on contemporary Archive functions in government to include policy, integration with electronic records functions, and operations. Program modernization has continued with expansion of scanning and digitization of county records, updating the legacy Records Management Policy, issued a formal County Executive Procedural memorandum, and upgrading position classifications for competitive recruitment. Efforts continue to integrate all process of data management to record retention requirements.

2. DIT has also had to assume a larger role in coordination of Building Automation Systems (BAS) for County facilities. These systems monitor lighting, heating and air conditioning (HVAC), camera, and other building systems controls that are connected to the enterprise network. The expansion of BAS has increased demand for DIT technical resources and have new IT security concerns. DIT is monitoring BAS support requirements to assess impact on resources. ITPAC suggested

researching the possibility of public-private partnerships with specialized BAS companies that are accustomed to partnering with public entities.

3. Tisha Deegan, the newly appointed Deputy County Executive for Human Services (HS), briefly attended the ITPAC meeting for introduction in her new role, state her commitment to the strategic Human Services Integrative technology initiatives. ITPAC has been briefed on the HS projects several times; Ms. Deegan indicated that she'll return to ITPAC at a future HS project progress update.

AGENDA

Legislative Update: Brian Heffern, DIT PPA Director, is assigned the role of DIT Legislative Liaison. He presented a summary of proposed 2018 Virginia General Assembly IT related legislation and noted that to date 175 bills with some IT impact have been presented for consideration as part of the General Assembly's calendar. Some of the IT related Bills are about Freedom of Information Act (FOIA) mandates, Net Neutrality, rules on public meetings, data governance and fiscal transparency. Bills may be consolidated or dismissed by mid-February. ITPAC will be further briefed of this year's legislative developments.

PLUS Project Update: Sean Plunkett, a project plan coordination resource for the PLUS initiative, briefed ITPAC on the project's progress, challenges, accomplishments and plans. He noted that the core project team reports progress at regularly scheduled check-in meetings to a steering Committee of agency and DIT leadership/stakeholders to keep the group abreast of project developments and identification of decision points. .

The PLUS project's will replace and consolidate multiple legacy land use systems supporting zoning/development review, building permits/license issuance, code enforcement, and cashiering activities with an integrated adaptable enterprise solution and ongoing implementation and integration with e-plans review capabilities. Accomplishments highlighted are:

*   After several years of market scans and references with other governments, Accela's software solution as acquired through County cooperative contracts. Accela is an industry leader in land development systems and one of the only solutions that includes the entire environmental health requirement. Accela is acting as the prime integrator for the system; with Gartner engaged in an advisory capacity based on their engagement with the County on planning and mapping requirements and goals.
*   An on premise sandbox and hosted environment were established to provide County staff hands-on access to the software. To date, the team has conducted many training sessions and "guided tours" to familiarize County staff with system functionality and process.
*   Initial fit and gap findings identified and refined functional and technical requirements.
*   The Project team conducted initial work sessions on critical topics, and conducted process workshops with business users.
*   A hybrid agile approach to system implementation was developed based on recommendations from Accela and Gartner taking into consideration the number and type of processes and data across the stakeholder agencies, and to be able to discover up front best direction forward in replacing the multiple legacy systems.
*   A SharePoint site has been established to facilitate communication, documentation and teamwork

Wanda Gibson noted that a significant aspect of the land development modernization initiative is implementation of an e-plans solution; at this time, through a pilot program, e-plans capability is available to select staff in land development and zoning agencies, and developers. A key challenges of the PLUS project is the on-going support of the current e-plans solution and later final decision of the ultimate platform that will integrate with the Accela software. Ms. Gibson further noted that ITPAC will continue to be regularly briefed on the progress of the PLUS project and welcomes ITPAC's input and assistance. The investment/funding strategy for PLUS will be presented at the February ITPAC meeting as part of the FY 2019 IT budget.

New County Website Update: Anita Rao, DIT Director of e. Government Programs, and Greg Licamele, External Communications Director from the Office of Public Affairs (OPA) briefed ITPAC on the launch of the County's redesigned website, which was accomplished seamlessly on December 15, 2017 as planned. This major project refined the site's information architecture, implemented a new web content management (WCM) system, and improved search functionality. The project involved moving over 80,000 pieces of content (pages, documents, links, etc.) and working with 225 content publishers in 55 agencies. Content migration by county agencies is still in process.

The reaction to the new site has generally been positive. The project team noted that, as with any change, it takes time for the public and county staff to adjust to new navigation features and capabilities. As expected Google took a few days to crawl the site for indexing which triggered some early questions. The team continues to monitor and address concerns from staff and constituents while going through a post-production punch list and tackling parking lot issues. They also share a daily broken link report with agency content managers so that the links can be redirected appropriately. Given the enormous amount of content, they anticipate short term hiccups as they identify and correct concerns.

Most of the public feedback and questions have been about the library and trash/recycling sites, which are very popular web sites. The project teams works with these agencies' content owners to make the necessary adjustments for easier search and navigation. The team is also looking at heat maps to monitor the links that get more hits vs. links that need to be replaced in order to have more relevant information.

ITPAC recognized the challenges associated with this effort of major size and magnitude, and praised the County for successfully migrating to a new website and a new WCM application; they noted that this is a praise worthy achievement that deserves recognition. Members recommended that the County capture the success and document lessons learned. They also note that DIT should track the challenges and performance data graphically via a dashboard which can help demonstrate the value of technology and the significant contributions of the e-Government program to County government.

ITPAC Budget Letter to Board of Supervisors: The Committee discussed strategy for the annual letter to the Board of Supervisors supporting the FY 2019 budget process.   DIT and ITPAC noted that much of the information contained in the ITPAC FY2019 Budget letter to the CEX is useful and informative for the Board of Supervisors in the budget deliberation. ITPAC noted the letter should highlight the accomplishment of the new County web site and the e-government program achievements. ITPAC also asked that any and all input to the letter be provided early in the process. The final letter is due to DMB in late March.

The meeting was adjourned at 10:11 a.m.