

Information Technology Policy Advisory Committee (ITPAC) Meeting Summary

September 27, 2018

8:00 A.M. – 10:00 A.M.

Government Center – Conference Room 232

Committee Members:

Name	District/Organization	Present	Not Present
Edward Blum, Chairman	Providence District	X	
Michael Aschenaki	Lee District	X	
Dennis Carlton	Sully District		X
Luke Chung	Fairfax County Public Schools		X
John George	NOVA Technology Council		X
John Hanks	Federation of Citizens Association	X	
Susan Hoffman	Mason District	X	
Anne Kanter	League of Women Voters	X	
Richard Kostro	Mt. Vernon District	X	
Bhaskar Kuppusamy	Hunter Mill District		X
Steven Lam	Braddock District	X	
Nikhil Suresh Shenoy	Dranesville District		X
Kathryn Walsh	At Large Member	X	
John Yeatman	Springfield District		X
Vacant	Chamber of Commerce		X

County Staff Present:

Wanda Gibson, Chief Technology Officer (CTO)

DIT - George Coulter; Greg Scott; Michael Dent; Matt Dowd; Brian Heffern; Anita Rao; Charles Spencer; Linda Moore; Woodrow Bellamy; Hilde Kjersgard; Romy Singh; Sean Plunkett; Linda Boaz; Madesha Basavaraju; and Agne Ocampo (Admin, support)

DMB - Kim Panzer; Devi Ogden

LDS – Bill Hicks, Eric VanAmburg, Jill Hough

DTA – Jay Doshi; Erica Newsome

September 27, 2018 Meeting Agenda:



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Note: Meeting Materials were distributed at the meeting and were sent electronically to ITPAC members.

ITPAC COMMITTEE MATTERS: Today's meeting was called to order at 8:15 A.M. with the opening *Call to Order and Welcome* by Committee Chair, Edward Blum. A few brief introductory remarks were made and the minutes from the June 28, 2018 meeting were approved.

MEMBERSHIP:

- Expiring Terms in December 2018:
 - Michael Aschenaki, Lee District
 - Luke Chung, FCPS
 - Anne Kanter, League of Women Voters
 - Bhaskar Kuppusamy, Hunter Mill District
 - Kathryn Walsh, At Large Member
- Richard Kostro was appointed to ITPAC by Mt. Vernon District Supervisor Dan Storck at the Board meeting on July 31, 2018. He was introduced and gave a brief background of his experience to ITPAC.

ANNOUNCEMENTS:

Ms. Gibson briefly discussed the following:

- BOS IT Committee scheduled for 10/9/18 from 3:00 – 4:30 PM in Conference Room 11
- On 10/16/18, Board to Proclaim October 2018 as “Cyber Security Month” in Fairfax
- 13th Annual Cyber Security Day for Fairfax County Employees entitled “*The Internet of Everything!*” to be held on Friday 10/19/18 in the Government Center
- COVITS Governor’s Technology Awards were received for the Centralized FOIA Program/Office and Tracker and the Next Generation Cyber Security Program
- Public Technology Institute (PTI) 2018 Solutions Awards were received for three programs:
 - Regional GIS Data NG911 Preparation Project;
 - *Community Resiliency*: A regional, locally-managed identity management solution for public safety in the National Capital Region; and
 - Leveraging Open Source Web Content Management System (CMS) Offers Unlimited Opportunities
- NACO Digital Counties Survey: Fairfax County came in the Top 3 for 2018.

AGENDA

Update on PLUS Project – Main Presenter: Greg Scott, DIT

- Brief overview of all systems PLUS will be replacing
- Overview of FIDO/Lifeline project stabilizing current system until PLUS is ready
- Core Stakeholder agencies for this project include LDS, DPZ, Health, FRD, Code Compliance and DIT. Other collaborative/review agencies include DPWES, Parks, Water, FCPS, DOT and VDOT
- Summary of what new PLUS system will provide
 - Modern Technology Architecture
 - Customer Service Portal
 - GIS Integration
 - Mobility Platforms
 - E-Plans integration
 - Decrease process/cycle times
 - Business process transformation
 - Metrics and flexible reporting
- Current State metrics discussed
- Bill Hicks, LDS Director, discusses the concept of “Time to market” – i.e. how long from concept to occupancy. One of main goals of this effort is to speed up the processes, focusing on what the county can control. CTO Gibson notes the importance of PLUS Integration with FOCUS
- Project activities (past and future) and progress to date highlighted
- Projected timeline highlighted

- Bill Hicks talks about role of Development Process Advisory Committee in response to a question from ITPAC about role of industry in this process. They seek to provide data their customers want in the form users want and need to see it
- ITPAC asks if there are security concerns with new system. Setting up proper roles and responsibilities is an important element of the project. Security is at the forefront of discussions as this system is being designed and implemented, not as a “bolt-on” at the end
- In response to an ITPAC question, Bill Hicks provides info on how much of their business is commercial versus residential
- CTO Gibson notes that proffer automation is an important part of this. Being able to track them has always been of interest to the Board
- PLUS project integration points are noted, as well as several mandated changes

Diversion First – Main Presenter: Romy Singh, DIT

- Overriding goal of Diversion First is to divert individuals who are mentally ill to treatment in lieu of incarceration
- Stakeholder meeting last Monday. Chairman Bulova and Supervisor Cook in attendance. Program update well received by those in attendance
- Summary of the current system provided and contrasted with how things are being designed to work under Diversion First. Primarily reliant upon manual processes to capture data in legacy framework, but under Diversion First goal is to capture data electronically and make it readily available to review, analyze and report upon through creation and use of a Diversion First Data Warehouse in a SQL database
- In response to an ITPAC question, further discussion ensues about how individuals are being tracked through the system. The team is working through integration issues with data in many disparate systems and working to streamline and improve ability to manage data and improve outcomes
- Linda Moore also noted that ADC recently went live with an electronic health records system. One of many goals is to improve delivery of care to those incarcerated in ADC

Update on Tax Modernization Project – Main Presenter: Charles Spencer, DIT

- Overview and background of project is provided by Charles Spencer. Timeframe to go live in early 2019
- This project is replacing the Personal Property, BPOL, Delinquent Collections/Account Action Tracking and multiple ancillary systems, internal databases and spreadsheets
- The project will provide additional e-service functions for citizen management of all tax types and enhance integration with state and local government systems as well as the county financial system
- Includes a “Taxpayer Service Portal” featuring real-time data, functionalities, and enhanced transparency. Also includes modernized mobility platforms with meaningful metrics and reporting features
- ITPAC inquires about ability to use credit cards to pay taxes. This system accommodates credit cards as well as e-checks; however, there is a 2.5% surcharge for using a credit card.
- ITPAC asks about the vehicle registration fee. Jay Doshi notes that this fee essentially replaced the old decal fee. A discussion also ensues on how vehicles are valued and that occasionally vehicle values can go up from one year to next based on NADA data, although that is rare.
- ITPAC asks about tracking of Uber/Lyft vehicles. Mr. Doshi provides a detailed response about how those vehicles are classified, taxed and monitored.

Overview of Offsite Data Center Concept – Main Presenter: George Coulter, DIT

- An overview of the rationale and benefits of moving the data center offsite to Ashburn and Richmond is provided.
- Why now? Efficiency and opportunity. Timing is right, current configuration requires high maintenance costs. Move is intended to be cost neutral on a recurring basis.
- A main push behind this is to free up space to move other agencies in leased space back to the Government Center. The vision is to consolidate DIT staff currently on both the 1st and 3rd floor to reconfigured and modern office space on the first floor (including the current space used by the existing data center) and free up its space on the 3rd floor for other agencies to use
- ITPAC raises a concern about having the two data centers in close proximity. George Coulter notes that this has been discussed; however, there were potential legal concerns about housing Fairfax data outside of state borders. DIT is monitoring legislation and if this changes, consideration can be given to moving one of the data centers further away.

CTO Gibson made final remarks including significant work being done on new PCI requirements, the pipe bursting in the courts data center, the focus on efficiencies in the County Executive's budget letter, the retirement of Tom Conry in GIS, the eventual updating of the technology in Room 232, and the potential impact of UASI grant funds being redirected to other purposes.

Matt Dowd presents a quick update on CAD to CAD, Prince William and Loudoun County joining the network. He also provides a brief update on 911 and further discussion ensued.

The meeting adjourned at 10:05 A.M. The next regular ITPAC meeting is currently scheduled for November 8, 2018 at 8:00 A.M. in Room 232.