

Information Technology Policy Advisory Committee (ITPAC) Meeting Summary

January 12, 2023
8:00 A.M. – 10:00 A.M.
Remote Video Conference Meeting

Committee Members:

Name	District/Organization	Present	Not Present
Edward Blum, Chairman	Providence District	X	
Michael Aschenaki	Lee District		X
Carter Bates	Braddock District	X	
Anne Cahill	League of Women Voters	X	
Dennis Carlton	Sully District	X	
Rajni Goel	Dranesville District	X	
John Hanks	Federation of Citizens Association	X	
Susan Hoffman	Mason District	X	
Kendall Holbrook	Chamber of Commerce	X	
Richard Kostro	Mt. Vernon District	X*	
Mark Lay	NOVA Technology Council	X	
Brian McMahon	Hunter Mill District		X
Sean Rastatter	Springfield District	X	
Kathryn Walsh, Vice Chair	At Large Member	X	
VACANT	Fairfax County Public Schools		X

*Rich Kostro missed the roll call at the start but provided notification that he was online at approximately 8:20

County Staff Present:

DIT – Greg Scott, (CTO); George Coulter; Nate Wentland; Mike Dent; Mubashir Ahmed; Adam Eldert; Brian Heffern; Linda Moore; Mike Palacios; Maura Power; Anita Rao; Kim Satterthwaite; Randhir Singh; Velma Dessuit (Admin Support)

DMB – Mark Thomas

OPA/FOIA - Amanda Kastl

January 12, 2023 Meeting Agenda:



ITPAC agenda
January 12 final.pdf

Note: Meeting materials were posted online at www.fairfaxcounty.gov/informationtechnology/itpac and were sent to ITPAC members via email. This document will be posted on the ITPAC website.

ITPAC COMMITTEE MATTERS: Today's meeting was called to order at 8:02 A.M.

Verifying a Quorum and Clear Audio

Because each member of ITPAC is participating in this meeting from a separate location, it was necessary to verify that a quorum of members is participating, and that each member's voice is clear, audible, and at an appropriate volume for all members. Accordingly, a roll call was conducted, and each ITPAC member participating in this meeting was asked to state their name and the district/group they represent. It was confirmed that a quorum was present, and that each member's voice could be adequately heard by every other member of ITPAC on the call.

Electronic Meeting

Brian Heffern confirmed that today's meeting was one of the two annual ITPAC meetings allowed to be held remotely under current Virginia law. To fully conform, ITPAC is required to note in the minutes what type of electronic communication is being used, and how we have arranged for public access to this meeting. ITPAC is conducting this meeting electronically through a dedicated Zoom video conference, and that the public may access this meeting by using meeting number **833 4847 9861** and enter passcode **948323** or live audio of the meeting may be accessed by dialing: **1-877-411-9748** and entering the conference code **2909363**.

Minutes

- A motion to approve the minutes from the 12/1/22 meeting was moved by Kathy Walsh, multiply seconded, and approved unanimously.

Membership Matters

- There was no additional update on the vacant Fairfax County Public School Board ITPAC seat. The FCPS staff liaison continues to work with leadership to identify a candidate.
- Dennis Carlton (Sully), Rajni Goel (Dranesville) and Rich Kostro (Mt. Vernon) have all been reappointed to new 3-year terms in late 2022.
- Mark Lay (NoVA Technology Council) still requires reappointment. Mark has reached out to Brian Heffern and explained the situation. A resolution is anticipated shortly.

DISCUSSION:

The "**Issue of the Day.**" segment is next on the agenda. This interactive discussion is placed on the agenda prior to any formal DIT presentations, to encourage meaningful discussion and conversation on IT topics of interest.

- Prior to discussion, Kathy Walsh noted that this part of the agenda is an excellent opportunity for ITPAC members to share insight into IT-related challenges and issues with which they are currently dealing to allow for discussion and for DIT staff to ask questions of ITPAC.
- The recent FAA situation, where a system crash resulted in the grounding of flights in North America for about two hours earlier this week is discussed. It is linked back to Fairfax by an inquiry about the concern for "single points of failure" in our infrastructure/network. CTO Greg Scott responds that we continue to build out backup capability and provides an example about work being done in the courts. CISO Mike Dent notes that we do penetration testing regularly and are working on expanding our capabilities in this area significantly in the near term. After a comment from ITPAC that FAA technology was outdated years ago - Mike Dent concurs that older legacy systems are an ongoing security concern/risk and that sometimes patches are not available. Along with system user concerns, this is one area that requires significant attention.
- The topic of increasing licensing costs is discussed, especially with vendors who exploit this once they know they have you hooked in. This is especially concerning with cloud services. Greg Scott noted that educating our end users on this is important, as Fairfax has systems both in cloud and on premises. Sean Rastatter recommends utilizing a multi-cloud strategy.
- The next topic of discussion is the expanding media recognition of the many uses and applications of AI, especially the use of Chat GPT. This has been getting a lot of discussion in the media recently and the question is from the public/government perspective - have there been any discussion of ethics review for AI. Mike Dent notes that there hasn't been a business case brought forward for Chat GPT use for the county, yet. That would have to be analyzed on a security, cost level, etc. The County does use AI technology in other areas such as chat bot assistants on our web page. This is an area that requires additional review and discussion.

- Another topic raised is formal governance for IT. How do you make decisions about what goes where? All vendors will tell you their product is the best (and only) option. Greg Scott notes that this is an area where DIT is taking a more prominent role, as DIT has been directed to have more central control and work up front with agencies when new technology is sought. Mr. Scott further notes that the County has recently updated its procedural memorandum on that covers governance and many other topics in this area. He also mentions the ongoing DIT strategic planning discussions and that governance has come up throughout these discussions, as it is key in everything we do.
- ITPAC inquires if there are ways IT can help mitigate the shortage of positions in the Police Department. Deputy Director Nate Wentland discusses several of the technology solutions and related IT support provided for police, to include the recent hand-held radio upgrade. There is a constant discussion with public safety about the need to balance comfort/familiarity with expanded technological capabilities, and at what cost. ITPAC notes that adversaries are using the most recent technology. Mike Dent notes that the Police Department has an IT leadership position which has been vacant for a while, and that it is critical that they fill that vacancy as soon as possible. Greg Scott notes that communication with public safety agencies has improved considerably, due in part to regular meetings he is having with DCEX for Public Safety, Tom Arnold. Mr. Arnold wants DIT to be directly involved in public safety technology-related matters early and regularly throughout the process.
- ITPAC inquired about the status of hiring – are more people coming to the County? Greg Scott responds that he hasn't really seen evidence of that. As an example, he mentions the recent process to fill the Court Director position which is being vacated by the retirement of David Bartee. While there were good options, both internal and external, there were only a few strong options. He believes it is still an issue in that county doesn't offer 100% telework and has issues competing financially against private sector competitors.
- ITPAC inquires about how their letter to the County Executive was received. Mark Thomas from the Department of Management and Budget (DMB) responded that the letter was discussed in a recent FY2024 budget meeting and noted that the letter provides both a good summary of achievements over the recent past, but also does a good job of highlighting areas of concern and upcoming needs which can be considered as part of the budget process.

AGENDA:

The first presentation is on the **New Central BAC Webpage**. *The main presenter is Kim Satterthwaite*

- Chairman McKay presented a Board Matter in February 2022, that requested among other things that the County's central Boards, Authorities and Commissions (BAC) web page to be modernized and provide a uniform landing page for information on BACs, to include contact information, encourage engagement, and provide an easy way to get in touch with each group.
- The new web page <https://www.fairfaxcounty.gov/bacs> is easy to access from the public website
- New landing page created. Clerk's office owns this page and wanted to keep it simple and straightforward.
- Features include a complete list of all 80+ BACs with access to members, the county staff liaison/contact, by-laws and minutes. For those BACs that already had a robust web presence (such as ITPAC), it provides a link to that site. The central BAC web page also provides a location to store documents and content required by FOIA guidelines
- Other features include the ability to incorporate photos of BACs, A virtual library of past Board summaries, a search capability on BAC and Board summaries and a link to the public meeting calendar. A future enhancement: an application process to encourage engagement.
- Kim provides a demonstration of the new central BAC webpage.
- ITPAC asks about whether there is a concern about duplicative data on both the central webpage and the agency-specific webpage. Response is that we are not trying to keep the minutes, bylaws

etc. in two different locations. If any agency/BAC has that on their individual webpage, that is where that information will be. In those cases, the central webpage serves as a high-level entry point with membership information and a link to the agency/BAC specific page for the rest of information.

The next presentation is on **Future Network Upgrades**. *The main presenter is Mike Palacios*

- Mike Palacios goes through a presentation that includes the following a summary of the status of the County network. The majority of the County's network routers and switches are past of nearing end-of-life. Replacement has been prioritized and is ongoing but supply chain delays have been substantial and has presented challenges.
- Deliveries are taking anywhere from 6-18 months and costs have increased by up to 20%. Some one-time funds have been identified to assist; however, annual network baseline funding is an ongoing challenge that will have to be addressed going forward.
- Another challenge is recruiting and retaining skilled network staff, especially when competing with other entities offering 100% telework.
- Additional deployments and upgrades are ongoing with detailed descriptions and anticipated timelines highlighted.

The final discussion is on the ITPAC FY24 Letter to the Board of Supervisors. *The discussion is coordinated by Brian Heffern*

- Brian Heffern goes through the calendar for the FY24 budget process, indicating that there is a Budget Committee meeting on Tuesday, March 28. Ideally, the ITPAC letter will be posted as part of the materials for that meeting no later than Friday, March 24, 2023.
- The target is to work on the letter in a similar manner to the recently completed letter to the County Executive but to bring the final draft back to ITPAC for additional discussion and confirmation at the March 23, 2023 meeting.
- Discussion ensues on the overall goal of the letter to the Board with Chairman Blum providing an overview and Dennis Carlton providing context on the rationale for doing two letters, one to the County Executive in December and one to the Board the following March. While the themes are generally similar, the Board letter is directed to a different audience and an additional three months will have passed so it may require some freshening based on new information.

CONCLUSION:

The meeting adjourned at 9:43 A.M.

The next regular ITPAC meeting is scheduled for March 23, 2023, at 8:00 A.M. It will be held in Room 232 of the Fairfax County Government Center.