Information Technology Policy Advisory Committee (ITPAC) Meeting Summary

March 23, 2023
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
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

*Anne Cahill (medical), and Richard Kostro (work commitment) participated in the meeting remotely, in full accordance with ITPAC's approved Remote Meeting Policy approved in July 2022.

County Staff Present:
DIT – Greg Scott, (CTO); George Coulter; Nate Wentland; Mike Dent; Rob Barr; Michelle Breckenridge Amante Bustamante; Adam Eldert; Charlie Gore; Brian Heffern; Kyle Kinzer; Mike Liddle; Fara Maslaki; Linda Moore; Mike Palacios; Jeff Porter; Maura Power; Charmaine Reed; Anita Rao; Kim Satterthwaite; Diego Veizaga Salazar (Technical Support); Velma Dessuit (Admin Support)
DMB – Mark Thomas
OPA/FOIA - Amanda Kastl

March 23, 2023 Meeting Agenda:

ITPAC agenda March 23 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 8:03 A.M.

Verifying Quorum and Members of ITPAC Participating Remotely / Audio Check
After verifying that a quorum of members is participating onsite, the two members of ITPAC who were participating remotely (Anne Cahill (medical), and Richard Kostro (work commitment)) were asked to do an audio check to ensure that each member's voice is clear, audible, and at an appropriate volume for all members. Each of the two remote members confirmed they could hear and be heard well. The remote

members participated in the meeting in full accordance with ITPAC's approved Remote Meeting Policy approved in July 2022.

Despite holding this meeting in-person, a dedicated Zoom video conference was made available to allow remote participation. The meeting number was **830 0558 9143** and enter passcode **759635** or live audio of the meeting could be accessed by dialing: **1-877-411-9748** and entering the conference code **2909363**.

Minutes

- A motion to approve the minutes from the 1/12/23 meeting was moved by Kathy Walsh and seconded by John Hanks, 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.
- Mark Lay (NoVA Technology Council) still requires reappointment. He is continuing to serve in the interim until a resolution is reached.

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, it is 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.
- Initial conversation on Chat GPT and AI. Clients are asking about it. One example is looking to utilize AI to help build a better RFP tool.
- Another area of focus is data, especially with government clients. There are lots of tools on the market to help with data; however, there is still the problem with how people collect (or don't collect) the right data. It's noted that many issues with data aren't really data issues, it is people issues. Data engineering is really a major issue too, and it will be necessary to hire a significant number of data engineers to do this work and that is a potential bottleneck.
- Chat GPT is not really a new technology, it's been around since at least 2014. Should be treated as a writing tool for now. An analogy of a self-driving car is shared - "You still have to keep your hand on the wheel of those cars" and that is the same as Chat GPT right now. It will make mistakes and it can only draw upon what is out there (which isn't always accurate) and can sometimes make up answers. In 2023, most useful for things like HR reports RFPs and other routine tasks.
- Responsible AI / Ethics review is important. Fairfax County should consider some sort of ethics review board for responsible use of AI. Just because we can solve the problem, we need to ask the question "Should we?"
- ITPAC said there would be real value in developing a policy document of appropriate and efficient uses of Chat GPT/AI. After additional discussion, ITPAC will draft a proposal requesting that the County consider forming a governance subcommittee to review these sorts of issues and develop some of the policies being discussed. Sean Rastatter and Rajni Goel to take the lead.
- Question about new security risks. More of the same, however sophistication is much greater. State-sponsored. Seeing it in places you wouldn't expect. An example is that even very small businesses are being targeted. In addition, they are often much more patient than in the past. They'll sit in network for a long time and then spring an attack. You should always assume they are in your network. Even two factor authentication is not entirely safe anymore, so some companies are now using three-character codes that their employees need to type in.

- New area - One person interviews and another shows up at work. This is a developing business model.
- Vendors are also being hacked and that is impactful. This has the potential to impact not only the County itself but businesses inside the county. It is getting so bad that in some cases, it may be necessary to actually shut businesses down because it may not be recoverable. It also flows downstream as businesses rely on one another and if one is infected it can impact others as well.
- Question is also asked of ITPAC if they are aware of any technology out there that the County can use to help prevent data loss, beyond the DLP (Data loss prevention) tools currently being used. After discussion, ITPAC recommends a move towards an enterprise platform for Chat GPT and similar technologies as it is now the wild west, and thus a security concern. In the interim, some sort of awareness training on proper use is appropriate. Incorporate this into security training.
- Charlie Gore, IT Security Program Director, is introduced to ITPAC.
- Extended discussion on FOIA requirements as it pertains to working on the ITPAC proposal that the County consider forming a governance subcommittee on appropriate and responsible uses of Chat GPT/AI. After input from numerous speakers, including County FOIA Coordinator Amanda Kastl, the recommendation is for Sean Rastatter to draft the proposal, share it with Chairman Blum and Brian Heffern as ITPAC staff liaison, and set aside 30 minutes at the next ITPAC meeting to go over the proposal in a public meeting, including a vote if necessary.

AGENDA:

The first presentation is a **Review/Discussion on the Mobile Device/App Update and the DIT Strategic Update 2023-2025 presentations from the Board IT Committee Meeting on 2/28/23.** *The main presenters are Greg Scott, Nate Wentland, Mike Dent, and Charlie Gore*

- Mobile Device/App Update presentation was result of Board interest resulting from current events.
- Charlie Gore gives a brief overview focusing on technology capabilities in areas such as Data Loss Prevention, App Management (blacklisting/whitelisting); updated policies; and zero-trust data access. Nate Wentland discusses the multiple layers in place to protect data, including the application layer, the device layer, etc. Controlling the data is the point that was highlighted to the Board.
- After an inquiry from ITPAC, Nate Wentland discusses the Architectural Review Board (ARB) process prior to IT purchase. There are some issues with that (pcard etc.) that still require additional work. What we call "shadow IT" (agencies going outside the ARB process) is an area of focus for DIT going forward. Greg Scott discusses the expectation from senior leadership that all IT in the County comes through DIT in some manner. Policies have been updated to reflect this.
- Greg Scott discusses the presentation on IT's strategic direction for the next three years, with specific focus on:
    - (Slide 4) Current State Analysis conducted by Info Tech Research Group. Some contexts on the numbers and Board reaction is provided
    - (Slide 5) Targeted Improvement to Best support County Goals
    - (Slide 8) The DIT Management Team Developed Five Strategic Goals to Enable Success. Discussion focused on the Workforce Optimization piece. Greg discusses the NVCC partnership as well as the High School intern program. Question asked about considering supporting NVCC students through college in return for working with the County. Building a sense of commitment. Greg Scott is working with the County Executive on this topic.

The next presentation is on **Agency Share Modernization and Five Strategic Goals Alignment.** *The main presenter is Kyle Kinzer*

- Kyle Kinzer notes that Agency Share Modernization (ASM) is a project proposal that modernizes the technology of agency file shares, while developing and applying modern governance practices. Technology updates and information governance (IG) need to go hand in hand.
- The ASM project idea links up well with the five strategic goals developed by the DIT management team to enable success.
- ASM leverages the latest in cloud-based collaboration to not only digitally transform current information practices but expand with innovation. ASM associated applications employ cloud, security, and classification tools that can empower policies and procedures with automation.
- In the Security area, ASM is designed around the practice of "The right data, to the right people, at the right time." ASM design uses security groups dedicated to each TEAM site or Base Folder.
- ASMs primary driver is to enable collaboration and simplify multi-device access using the TEAMS and OneDrive cloud applications while leveraging TEAMS/OneDrive to liberate device and network dependency.
- The ASM project represents the most significant uplift in the way we handle data since transitioning from paper to file servers.

The third topic is discussion and approval of the ITPAC FY24 Letter to the Board of Supervisors. *The discussion is coordinated by Brian Heffern*

- Brian Heffern reminds ITPAC about where we are in the timeline of the FY24 budget process. There is a BOS Budget Committee meeting on Tuesday, March 28, 2023 and in order to meet posting deadlines, the ITPAC letter must be completed and forwarded to DMB as soon as possible but no later than Friday, March 24, 2023.
- Work on the letter was conducted in a similar manner to the recently completed letter to the County Executive and is being brought before ITPAC to allow discussion and confirmation at this meeting.
- Chairman Blum asks if ITPAC members have any additional edits or suggestions. A brief discussion ensues, centering on the DIT internship program and the oxford comma. A few revisions to ensure consistency were recommended. After additional discussion, a motion was made to approve the letter (as amended) by Kendall Holbrook and seconded by Sean Rastatter. It was approved unanimously.

The fourth topic is a **Legislative Update.** *The main presenter is Brian Heffern*

- Brian Heffern briefly highlights HB2050 and SB1351 that would have allowed, with certain exceptions, local and regional public bodies to convene as many all-virtual public meetings as each such public body deems acceptable. Current law limits all-virtual public meetings to no more than two times per calendar year or 25 percent of the meetings held per calendar year rounded up to the next whole number, whichever is greater, and prohibits any such meeting from being held consecutively with another all-virtual public meeting. The bills were both defeated in the House General Laws Committee.

CONCLUSION:

The meeting adjourned at 10:05 A.M.

The scheduled ITPAC meeting for May 18, 2023, was cancelled. The next scheduled ITPAC meeting is July 13, 2023, at 8:00 A.M. It will be held in Conference Room 11 of the Fairfax County Government Center.