

Information Technology Policy Advisory Committee (ITPAC) Meeting Summary

May 14, 2026
8:00 A.M. – 10:00 A.M.
Remote Meeting

Committee Members:

Name	District/Organization	Present	Not Present
Sean Rastatter, Chairman	Springfield District	X	
Kathryn Walsh, Vice Chair	At Large Member		X
Michael Aschenaki	Franconia District		X
Carter Bates	Braddock District	X	
Dennis Carlton	Sully District	X*	
Rajni Goel	Dranesville District	X*	
Carrie Hane	League of Women Voters	X	
John Hanks	Federation of Citizens Association	X	
John Janek	Chamber of Commerce	X	
Richard Kostro	Mt. Vernon District		X
Mark Lay	NOVA Technology Council	X	
Jephthe Martinez	Mason District		X
Nitin Pradhan	Hunter Mill District		X
Guy Swope	Fairfax County Public Schools	X	
VACANT	Providence District		

County Staff Present:

DIT - Maura Power (CTO); Charles Gore (CISO); Katelin Adams; Rob Barr; George Coulter; Brittany Cramer; Adam Eldert; Brian Heffern; Zaki Horany; Erika Jones; Krishna Maddi; Sam Nandi; Crispin Netto; Mike Palacios; Eric Perlas; Jeff Porter; Timo Puranen; Charmaine Reed; Tina Rong, Kim Satterthwaite; Ellicia Seard-McCormick, Randhir Singh; Dennis Talbert, Mckisa Tate
DMB – Kim Panzer; Brian Kincaid

May 14, 2026, Meeting Agenda

Note: Meeting agenda was posted online at www.fairfaxcounty.gov/informationtechnology/itpac and was 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 rollcall was conducted, and each ITPAC member participating in this meeting was asked to state their name, the district/group they represent. It was confirmed that a quorum was present, and that each member's voice could be adequately heard by all other members of ITPAC.

Electronic Meeting

Brian Heffern confirmed that today's meeting is 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 conducted this meeting electronically through a dedicated Microsoft Teams video conference, and the public could access this meeting by using meeting number **232 415 711 274 094** and enter passcode **Pt2yu2vL** or live audio of the meeting may be accessed by dialing: **1-571-429-6328** and entering the conference code **824 133 592#**.

Minutes

A motion to approve the minutes from the 1/22/2026 and 3/12/2026 meetings were multiply moved, seconded, and approved unanimously.

Membership Matters

- The term of Mark Lay has expired; however, he continues to serve pending re- authorization or other action.
- The Providence District seat remains vacant. Supervisor Palchik's office is aware and working to identify a candidate.
- Memberships expiring on 12/31/26: Sean Rastatter (Springfield), Jephthe Martinez (Mason), and Carter Bates (Braddock).

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. This is an opportunity for ITPAC members to share insight into IT-related challenges and issues with which they are currently dealing and allow for discussion and/or DIT staff to ask questions.

- Discussion begins with the success of the budget going through as proposed, securing DIT with additional baseline supporting innovation and related. Sean Rastatter's presentation to the Board of Supervisors at the March 24, 2026 meeting was a key part in getting the funding, as well as ITPAC's consistent support of DIT and what it plans to do in the areas of innovation, elevating customer experience, AI/ML modernization, data analytics, streamlining network cloud architecture, and promoting agile transformation. DIT also received funding for inflationary increases and staff augmentation. The Budget Guidance for next year was also mentioned, and going into the FY28 budget, ITPAC should consider focusing on infrastructure updates, and asset management and retention – working to sustain innovation and modernizing environment with tools available.
- Conversation transitions to Joint IT Committee with Fairfax County Public Schools (FCPS) updates from the CTO. Teams from FCPS and DIT met over several months, and continue to meet, to discuss cost savings opportunities and cost avoidance in the future because both entities are dealing with the same issues around rising technology costs around maintaining infrastructure and modernizing systems. Data centers and network equipment are larger issues that will take longer strategic planning. Overall, the partnership has been a success and will continue to work together to look for mutual benefit. Highlighting again the positive impact of having the leaders of DIT and the FCPS-IT come together.
- Topic segues into workforce challenges. Aging workforce, and how to maintain current skills sets while motivating workforce to curate new skills that leverage the rapid environmental changes centered around AI. DIT CIO is committed to making sure DIT staff is spending time on training and developing employees as technology grows.

IT PRESENTATIONS

The first presentation is titled **Overview of Customer Experience-Related Initiatives - Main Presenter: Mckisa Tate, Director of Customer Experience, DIT**

- Mckisa Tate outlined ongoing efforts to standardize operational processes across customer-facing service areas, focusing on improving visibility into queue management, response time, call answer rates, and overall service reliability.
- She emphasized the department's major investment in strengthening knowledge management through a comprehensive update of the ServiceNow knowledge base. This includes converting staff expertise into accessible documentation, archiving critical information, and creating high-quality "how-to" guidance to support automation and frontline staff.
- Mckisa described new initiatives to build automation capabilities—such as chatbots and autonomous

AI—to independently resolve level-zero and level-one service requests, reducing wait times and freeing staff for higher-value tasks.

- She presented a planned shift to a resilient, team-based VIP support model, reducing reliance on single individuals and implementing dynamic routing based on intake data to minimize delays and ensure consistent, high-quality support.
- Early impact indicators were shared, including maintaining a 100 percent call answer rate over the past six weeks, improved queue hygiene, enhanced leadership engagement through skip-level meetings, and strengthened change-management practices aimed at supporting a more customer-centric culture and building the foundation for future AI-driven service enhancements.

The next presentation is a **Strategy Roadmap for Innovation** - *Main Presenter: Erika Jones, Director of Innovation, DIT*

- Erika presented an emerging framework for evaluating, deploying, and governing AI technologies across the county, with an emphasis on fairness, safety, transparent decision-making, and appropriate oversight. She discussed the need for consistent guidelines to ensure responsible implementation.
- She highlighted the foundational role of county-wide data maturity—specifically enterprise data cataloging, stewardship structures, and data-sharing agreements—stressing that effective AI depends on well-defined, high-quality underlying data.
- Erika also described how the innovation team will support agencies by offering specialized skills in data analytics, GIS, process automation, visualization, emerging technologies, and AI. This will be formalized through a structured service catalog describing available tools, services, and engagement models.
- She outlined plans to develop and maintain enterprise-level platforms—including shared analytics workspaces, sandbox environments, and data warehouses—to allow agencies to test ideas, explore new technologies, and prototype innovative solutions safely and efficiently.
- Finally, she explained that this framework marks the first year of a long-term strategy to harmonize innovation efforts across the county. She emphasized collaboration with cybersecurity, DMB, and other partners to accelerate modernization and standardize tools and practices, positioning the county for scalable growth in AI and emerging technologies.

CONCLUSION:

The meeting adjourned at 9:35 A.M.

The next regular ITPAC meeting is scheduled for July 16, 2026, at 8:00 A.M. It will be an in-person meeting held in Room 232 of the Fairfax County Government Center, featuring the annual summer intern engagement session. Members were encouraged to attend in person to support interactive discussions and networking