

Information Technology Policy Advisory Committee (ITPAC) Meeting Summary

May 19, 2022

8:00 A.M. – 10:00 A.M.

Remote Video Conference Meeting During Local COVID-19 Emergency Declaration

Committee Members:

Name	District/Organization	Present	Not Present
Edward Blum, Chairman	Providence District	X	
Michael Aschenaki	Lee 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	At Large Member	X	
VACANT	Braddock District		X
VACANT	Fairfax County Public Schools		X

County Staff Present:

DIT – Greg Scott, (CTO); Mike Dent, (CISO); Nate Wentland; Lindsey Culin; Simran Dhami; Debra Dunbar; Adam Eldert; Charles Gore; Brian Heffern; Mike Palacios; Maura Power; Anita Rao; Charmaine Reed; Kim Satterthwaite; Randhir Singh; Elliott Stroud; Afsaneh Tibbs; Velma Dessuit (Admin Support)

DMB – Kim Panzer, Mark Thomas

DCEX – Ellicia Seard-McCormick

OPA – Greg Licamele, Amanda Kastl

May 19, 2022 Meeting Agenda:



ITPAC agenda May
19.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.

Brian Heffern read through a detailed script required to hold a meeting electronically. In order to conduct this meeting wholly electronically and to effectuate the emergency procedures authorized by FOIA, ITPAC needed to make certain findings and determinations for the record.

Audibility of Members' Voices

First, 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 of the other 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.

Chairman Blum then made the following motion: "I move that each member's voice may be adequately heard by every other member of ITPAC on the call." The motion was seconded by John Hanks and approved unanimously.

Need for an Electronic Meeting

The next step was to establish the nature of the emergency that compels these emergency procedures, the fact that ITPAC is meeting electronically, what type of electronic communication is being used, and how we have arranged for public access to this meeting.

Chairman Blum moved the following: "the State of Emergency caused by the COVID-19 pandemic makes it impractical for ITPAC to physically assemble and for the public to physically attend such a meeting, and that as such, FOIA's usual procedures, which require the physical assembly of ITPAC and the physical presence of the public, cannot be implemented practically....and further moved that ITPAC is conducting this meeting electronically through a dedicated Zoom video conference, and that the public may access this meeting by following this link:

<https://us06web.zoom.us/j/84604194955?pwd=U0dlMFExRWFKNjFLbzJJaWdkUE9hZz09>

The meeting can also be accessed by entering the meeting code **846 0419 4955** and passcode **512116**. In addition, live audio of the meeting may be accessed by dialing: **1-877-411-9748** and entering the conference code: **2909363**.

The motion was seconded by John Hanks and approved unanimously.

Need to Dispense with FOIA's Usual Procedures to Assure Continuity in Govt./Continue Operations

Finally, Chairman Blum moved the following: "It is required that all of the matters addressed on today's agenda address the Emergency itself, are necessary for continuity in Fairfax County government, and/or are statutorily required or necessary to continue operations and the discharge of ITPAC's lawful purposes, duties, and responsibilities." The motion was seconded by John Hanks and approved unanimously.

Minutes

- A motion to approve the minutes from the 3/24/22 meeting was moved by Kathy Walsh and seconded by multiple ITPAC members, and approved unanimously.

Membership Matters

- Since the last ITPAC meeting on 3/24/22:
 - There are two remaining vacant ITPAC seats, Braddock District and the Fairfax County Public School Board. Just this week, Braddock District has identified Carter Bates, who works for Customer Values Partners (CVP), a large federal consulting firm providing IT, management and communication services, as its candidate. It is expected he will be confirmed at an upcoming Board meeting and will be in place by the next ITPAC meeting in July.

Update on HB 444 from the 2022 Legislative Session:

- HB444, which passed the General Assembly during the 2022 session has been signed into law by Governor Youngkin. This law allows public bodies (with the exception of local governing bodies, local school boards, planning commissions, architectural review boards, zoning appeals boards, and boards with the authority to deny, revoke, or suspend a professional or occupational license) to conduct wholly virtual public meetings where all the members who participate do so remotely and that the public may access through electronic communications means. Definitions, procedural requirements, and limitations for all-virtual public meetings are set forth in the bill, along with technical amendments.

What this bill means for ITPAC is it allows ITPAC to hold up to two non-consecutive fully remote meetings per year even when there is no local or state declared State of Emergency (with certain limitations). This law becomes effective on September 1, 2022.

A separate section of the bill also sets some revised standards for remote call-in to *in-person* meetings. The major changes are that if an individual resides more than 60 miles from the meeting location, that is now considered a legitimate reason for call-in (in addition to illness, family illness, or personal reason (up to 2 times per year). Second, written pre-approval must be obtained prior to calling-in to an in-person meeting. Brian Heffern clarifies that the best way to handle this will be to send an email to Chairman Blum (eblum@blumandco.com, copying Brian Heffern (brian.heffern@fairfaxcounty.gov) providing the reason for needing to call in.

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.

- The initial topic discussed in this part of the meeting was a question about the security of Fairfax County systems given recent world events, including what should we all be scanning the horizon for? CISO Mike Dent noted that the biggest threats continue to be through email attacks such as phishing. He also noted concern about securing critical infrastructure such as wastewater and election systems. It is also important to ensure that perimeters are secure and that we do all we can to strengthen disaster recovery capabilities.
- It is also noted that Security Director Charlie Gore will be serving on a work group resulting from the passage of HB 1290/SB764, which directs the State’s Chief Information Officer to convene a work group to review current cybersecurity reporting and information sharing practices and report any legislative recommendations to the Governor and the Chairmen of the Senate Committee on General Laws and Technology and the House Committee on Communications, Technology and Innovation by 11/15/22.
- Kendall Holbrook noted that the U.S. Cybersecurity & Infrastructure Agency (CISA) has issued a “shields up” warning regarding cybersecurity attacks, saying that every organization, of every size, should be prepared to respond to disruptive cyber activity. Specifically, the warning states:
 - “While there are no specific or credible cyber threats to the U.S. homeland at this time, Russia’s unprovoked attack on Ukraine, which has involved cyber-attacks on Ukrainian government and critical infrastructure organizations, may impact organizations both within and beyond the region, particularly in the wake of sanctions imposed by the USA and our allies. Every organization - large and small - must be prepared to respond to disruptive cyber activity.” Additional information is available here: <https://www.cisa.gov/shields-up>

- CTO Greg Scott noted that the Internet Explorer (IE) 11 desktop application is being retired on June 15, 2022 and will be out of support after that date. After this date, the IE11 desktop app will be disabled and will redirect to Microsoft Edge if a user tries to access it. If a user encounters a broken website that requires IE11, they will need to open it in IE mode. This is creating an issue with certain vendors and has also required considerable coordination with State and other county partners.
- Further discussion ensued about the merits of hiring a Chief Data Officer (CDO) position in the County, and specifically what action(s) ITPAC wants to take on this matter. Brian Heffern circulated detailed notes on the discussion held at the March 24, 2022 meeting. CTO Greg Scott and Deputy County Executive Ellicia Seard-McCormick provided an update about where the CDO concept stands and how it would fit into Fairfax structure. DCEX Seard-McCormick noted that there is still considerable work to be done but that the feedback from groups such as ITPAC on this matter have been heard and have been very useful in discussions with the County Executive. ITPAC inquires about whether it would be useful to provide additional structured suggestions/input at this time or would it be better to let the process play out. DCEX Seard-McCormick states that enough input has been provided to start the process, but that they will be doing additional rounds of discussion on this matter and will reach back out to ITPAC for further input at the appropriate time in the process. This won't be the last conversation.

AGENDA:

The primary presentation of today's meeting is entitled "**Upcoming County Web Enhancements.**" *The main presenters are Anita Rao, DIT and Greg Licamele, OPA.*

Overview:

- The website refresh will introduce a new color palette, while improving and updating the look and feel of the entire county website.
- The Fairfax County homepage will be redesigned with a continued focus on services. The new design will improve the organization and presentation of information while simultaneously updating the overall aesthetic appeal.
- New widgets/modules will be added to assist with content presentation and enhance functional capabilities such as event registration and blog features.
- Virtual Assistant Enhancements will include adding multiple languages to the virtual assistant, starting with Spanish, enhancing and piloting live chat capability, and compatibility with voice assistant devices such as Amazon and Google home assistants. Anita Rao and Greg Licamele provide a preview of the newly designed website and virtual assistant.
- A major focus on outreach will commence in early summer 2022. This will include soliciting input from Fairfax staff, leadership, the public and interested stakeholders such as ITPAC.
- The timeline calls for finalizing website designs and beginning development in the late summer 2022 with go-live projected for Fall 2022.

Discussion/Feedback:

- Anita Rao confirms that machine translation will be available for Asian languages as there is a large Korean community. Initial implementation will be as a bi-lingual chatbot starting with Spanish and other languages will be included in phases.
- ITPAC notes the difficulty some people have with knowing what level of government does what (federal, state, local) and encourages coordination and integration with our partner governments.
- ITPAC notes that sometimes people can't find what they are looking for. Example given is in Fairfax County there is the Department of Neighborhood and Community Services (NCS) and the Park Authority. In most places that is a single Department of Parks and Recreation. Another example is a recent property dispute – it was difficult to find who to talk to.
- A suggestion is given to consider hiring someone to watch average citizens try to navigate the site.

- Greg Licamele notes that a lot of work has gone in to making the Fairfax County website a more topic-oriented site (examples such as “snow” and “invasive species.” There are still some who want to go through an agency-based search. It’s a balancing act. Trying to constantly tag things accurately is critical, so it will come up in searches.
- Suggestion to set up a trial for ITPAC to do some “test driving” to provide targeted feedback.
- “Customer journey mapping” is a tool that has been used by some IT departments when tackling these sorts of issues. Greg Licamele notes that OPA continuously works with agencies on this, but it does take significant time. This is an area for potential follow up.
- ITPAC asks “How do we keep the energy up on this?” Response is that many agency users/content managers are passionate about this. The County has been constantly doing small updates and that it is time for a significant refresh given that the last major update was late 2017.
- Another idea was to have an “on call capacity” for typical citizen issues to allow quick resolution.

The final discussion at today’s meeting was **Updates from CTO Greg Scott.**

- CTO Scott noted that the County has entered into an agreement with a consultant to deliver a broadband digital equity assessment and environment scan. Significant work has been undertaken and is ongoing. Results of this work will be reported to the Board on June 14, 2022.
 - The consultant has significant insight and experience in this field and will be assisting us in positioning Fairfax to receive available Federal funds; however, CTO Scott notes that the vast majority of these funds are going through the State, so we will need to work through them. A significant concern is urban areas are not getting enough of the funding.
- In underserved communities – affordability is main barrier. Work continues on identifying specific county actions. Coordinating with Housing. Recommendations will be made to BOS on June 14, 2022.
- CTO Scott also notes that the County is collaborating with carriers in the region on this issue. ITPAC notes the difficulty some have with applying due to language barriers etc. This is an area for potential government process improvements.
- CTO Scott notes that 311 is a non-emergency phone number that people can call in many cities to find information about services, make complaints, or report problems like graffiti or road damage. In a recent Board Matter, the BOS indicated a strong interest in this technology and directed DIT and partner agencies to investigate. Several discussions have taken place and are ongoing. In addition, discussions about a 988 mental health hotline are another aspect of this initiative. Project plan being developed. The hope with 988 is that those who are in a mental health crisis will be able to be receive fast and safe help. For additional information on this topic see here: <https://www.fcc.gov/sites/default/files/988-fact-sheet.pdf>
- CTO Scott notes that the final phase of PLUS implementation is close. Configuration is projected to be complete in the next month. Migration and final testing will occur during the summer and early fall for an October go-live target.

Before adjourning, a brief discussion on whether to hold the upcoming July 21, 2022 ITPAC meeting in person or remotely was undertaken. Brian Heffern noted that the County is still under a locally declared State of Emergency; therefore, ITPAC is authorized to continue meeting remotely as long as it wishes during the declared State of Emergency. After further discussion including multiple ITPAC members, it was decided to hold the July 21, 2022 meeting remotely unless the locally-declared State of Emergency is rescinded. It will likely be necessary to continue having these discussions at each meeting so that the most up-to-date information can be considered when decided in what format to hold the next meeting.

The meeting adjourned at 9:52 A.M. The next regular ITPAC meeting is currently scheduled for July 21, 2022 at 8:00 A.M. Unless the locally-declared State of Emergency is lifted before this date, ITPAC will hold this meeting remotely. Future 2022 ITPAC meeting dates are September 22 and December 1. The BOS IT Committee dates are June 14 and October 18.