ITC Meeting Minutes: 05/13/2021

3:30 pm
Zoom Meeting

COUNTY *of* VENTURA
Information Technology Services

Meeting called by IT Services	Type of Meeting: Information Technology Governance
Facilitator: Terry Theobald	Scribe: Mayra Campos

Attendees:	Mike Powers – County Executive Office; Mike Pettit – County Executive Office; Terry Theobald – Information Technology Services Department; Jeff Burgh – Auditor-Controller's Office; Chad Cook – Fire Protection District; Lourdes Solorzano – Board of Supervisors, District 1; Jeremy Paris – Sheriff's Office; Jennie Pittman – Human Services Agency; Jennifer Orozco – Resource Management Agency, Christine Renshaw – County Counsel
Presenters/Visitors:	Joanne McDonald – Auditor Controller's Office; Cynthia Elliott – Information Technology Services Department; Athena Lazos - Information Technology Services Department

WELCOME:

- Meeting called to order at 3:33 p.m. by Terry Theobald. This meeting was held virtually via Zoom.
  - Reminder that ITC Meetings will be held virtually.
  - Please note that I.T Services has created an inbox for public comments, itcpubliccomment@ventura.org. This information will also be posted to the ITC website. Deadline to submit public comments will be 5:00pm day before scheduled ITC Meeting.
- IT Services has acquired the Zoom webinar meeting option to allow the ITC meeting to be conducted in a manner similar to the Board of Supervisors meetings. The next ITC will be presented via Zoom webinar.
- Review of current active committee members and proxies. It was noted Tiffany North was added as the ITC member for County Counsel and delegated Christine Renshaw as her proxy for regular attendance at these meetings.
- Review of Agenda.

APPROVAL OF MINUTES:

- January 27th, 2021 ITC meeting minutes reviewed.
- Minutes sent out for committee review and comments. Highlights from previous meeting included BTC Signature Policy and Password Policy, both approved by ITC. Action items from previous meeting included review of older ITC Projects and review of APAQ documents.
- Motion to approve minutes as written by Chad Cook and second by Mike Powers.
- All other members in favor, motion carries.

PUBLIC COMMENTS:

- No public comments were submitted to the public comments email address.
- No public members present.

COMMITTEE COMMENTS:

- No committee comments presented.

RECEIVE AND FILE REPORT ON NEW PROJECT(S) REVIEWED/APPROVED BY ITC SUBCOMMITTEE:

Terry Theobald and Jeff Burgh (Cash Projection System) provided an overview of the ITC projects that were recently approved by the ITC Subcommittee.

Project Name: Cash Projection System
- Agency: Auditor Controller's Office
- Project approved on May 10th, 2021
- Project Goal(s):
  The goal of this project is to achieve the following:
    - To facilitate the creation of baseline and final cash projections.
    - To manage multiple projection versions based on different input values for "What if" scenarios, store historical values, and use both percentage and dollar amount for adjustments.
    - To import aggregate and detailed level data, calculate based on defined formulas, handle monthly update of actuals, compare actuals with corresponding cash projection, and export aggregate and details of cash projections into spreadsheets.
    - To import annual data from the County budget system to be used in calculating future year budgeted cash flow.
    - To import VCFMS monthly actuals. The system must have the ability to adjust imported data. Actual historical data will be used to project future years budgeted cash flow.
    - Provide reporting ability for: projections, actuals, and cash flow variance.
    - To convert and retain three (3) years of historical actual data from the existing system.
- One Time Costs: $101,706
- Annual Recurring Costs: $44,775
- Projected Cost Savings: Not applicable / replacement project
- Project Duration: 6 weeks

Project Name: Visionlink Disaster Recovery and Response Management System
- Agency: Human Services Agency
- Project approved on May 10th, 2021
- Project Goal(s):
    - QR/Bar codes will be used for data entry of services, providing access to customers for shelter information and the ability to print identification cards/wristbands for shelter residents during the emergency.
    - Integration with Active Directory Federated Services (ADFS) for authentication and user maintenance.
    - Integration with Family Watchdog for automated checking of California Sex Offender Registry upon shelter entry.
    - The ability to send ad hoc email and text to volunteers, clients, and shelter operators directly from Visionlink
- One Time Costs: $107,255
- Annual Recurring Costs: $25,452
- Project Cost Savings: Not applicable
- Project Duration: 1 year

- Committee had no questions or comments regarding the discussed projects.

NEW PROJECTS FOR REVIEW AND APPROVAL BY THE INFORMATION TECHNOLOGY COMMITTEE:

- There are no new projects for committee to review this quarter.

STATUS OF OPEN PROJECTS:

Terry Theobald provided a synopsis of the current ITC projects.

Five projects on schedule and on budget (six previously):
- New Land Information System Upgrade (Tyler Technologies) – County Clerk-Recorder
- Budget Software System – CEO Finance
- Enterprise Content Management – Public Defender's Office
- Water and Sanitation Advanced Metering Infrastructure – Public Works Agency
- VCHRP Payroll System 9.2 Upgrade – Auditor-Controller/CEO HR

Ten active projects on budget and not on schedule (eight previously):

- Enterprise Content Manager – District Attorney's Office
- FPD Automated Ambulance System Status Management - Fire
- Sheriff Scheduling Project – Sheriff's Office
- Inmate Telephone System, Tablets, and Video Visitation – Sheriff's Office. *Project incurred vendor issues, tablets have been received and tablet applications will be tested. Tablet deployment to occur in the next months.*
- Public Access Virtual Desktops – Library
- Integrated Property Tax Assessment and Collection System – Assessor/AuditorController/Treasurer-Tax Collector. *Project incurred vendor issues; new plan being presented to the Steering Committee.*
- Traverse Northwoods – Human Services Agency
- APPSIAN PeopleSoft Security – Auditor-Controller's Office/ CEO – HR
- Learning Management Solution – Health Care Agency A
- Kronos Time and Attendance System – Health Care Agency. *Delayed due to COVID.*

No projects not within budget and not on schedule (one previously):
- None currently.

One project was completed and closed (five previously):
- DataGate Corepoint Replacement – Health Care Agency.

- Committee had no questions or comments regarding the discussed projects.

CIO REPORT:

Action Items from Previous Meeting:
- Terry Theobald introduced Athena Lazos, Summer Intern for Information Technologies. Athena has put in significant work to put together today's ITC Meeting documentation.
- Terry Theobald reviewed the older project list (below) which lists open projects from 2016.

Project Name	Start Date	Status	Expected Closure Date
Sheriff Scheduling Project	4/2/2019	Standstill – Vendor Issues	Not available
Enterprise Content Management (Public Defender)	11/23/2018	In Progress	June 30, 2021
Traverse Northwoods	9/7/2018	In Progress	September 30, 2021
DataGate Corepoint	8/13/2018	Completed	Closed
Library Public Access Virtual Desktops	5/25/2018	In Progress	June 2021
Water and Sanitation Advanced Metering Infrastructure	4/12/2018	In Progress	July 2021
Inmate Telephone System	2/22/2018	In Progress	June 30, 2021
Innovation Management Solution	10/19/2017	Standstill	Rebuilding organization to restart
VCHRP Payroll System 9.2 Upgrade	10/19/2017	In Progress	12/31/2021
Automated Ambulance System Status Management (SSM)	4/20/2017	In Progress	8/2/2021
Enterprise Content Management (DAO)	4/20/2017	In Progress	Not available
Property Tax System (PTACS)	2/24/2016	In Progress	December 2021

- Terry Theobald reviewed the updated draft ITC forms for committee review.
  - These updates were undertaken to make the following general improvements/updates to the forms.
    - To add more focus to business outcomes and measures.
    - Keep instructions separate from form.
    - More direction on risk definition and assessment.
    - Format modernization
  - Examples of some of the updates:

- APAQ: Recommending renaming to I.T Project Assessment Questionnaire (IPAQ). Instruction sheet included to aid with filling out the report.
- Status Report: Asking more pointed questions, specifically when project is not on schedule. Budget widget included to aid.
- Closure Report: Project Closure report is also used in the Project Leadership Academy. New to the form is the measurable outcomes section.

Cyber Security Updates:

Incoming Emails

- From January to March the County received 7 to 8 million emails each month, 86% of the emails are identified as malicious or spam and are being blocked prior to making it to an employee's inbox. 80% are malicious and 6% are spam.
- The County continues to receive many phishing emails and continues to monitor. From January to April, the County had a total of 60 phishing incidents that were sent to a total of 437 inboxes, 29 users clicked the link and 2 accounts were compromised.

Data Loss Prevention (DLP)

- DLP is a software product that scans outbound emails and looks for patterns, such as text that looks like social security numbers, licenses, MRN #s.
- IT Services recently turned on a module for HIPPA data for select departments. HCA was not included due to the large potential impacts. One challenge noted was when COVID emails are sent out, the email will be flagged and "secured". Further analysis and experimentation is needed before further roll out.

REVIEW OF ACTION ITEMS:
- Committee to review updated ITC documents: IPAQ, Status Report and Closure Report. Any suggestions or comments to be sent to Terry Theobald or Mayra Campos. Documents to be reviewed and voted on for approval at the next ITC meeting.

CLOSING COMMENTS/AGENDA ITEMS FOR NEXT MEETING:
Closing Comments:
- Mike Powers asked about Kronos being used countywide. Terry Theobald stated once nursing goes live, this topic can be revisited.

Agenda Items for Next Meeting:
- Terry Theobald to provide an update on the County's Broadband Digital Divide efforts at the next ITC meeting.

- Meeting adjourn at 4:30 pm, motioned by Jeff Burgh and second by Chad Cook, all in favor.
- Next Meeting is scheduled for 7/29/2021 at 3:30pm – via Zoom.