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ITC Meeting
Minutes: 1/27/2021

3:30 pm
Teams Meeting

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COUNTY *of* **VENTURA**
Information Technology Services

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Meeting called by IT Services	Type of Meeting: Information Technology Governance
Facilitator: Terry Theobald	Scribe: Mayra Campos (not present)

Attendees:	Mike Powers – County Executive Office; Mike Pettit – County Executive Office; Terry Theobald – Information Technology Services Department; Jeff Burgh – Auditor-Controller's Office; Mark Lorenzen – Fire Protection District; Rob Davidson – Sheriff's Office; Lourdes Solorzano – Board of Supervisors, District 1
Presenters/Visitors:	Tony Sheppard – Public Works Agency; Kamil Manuel – Information Technology Services Department; Ken Sewell – Information Technology Services Department; Cynthia Elliott – Information Technology Services Department; Joanne McDonald – Auditor Controller's Office; Robert Langley - General Services Agency; Leah Oliver – Ventura County Employees' Retirement Association

WELCOME:

- Meeting called to order at 3:30 p.m. by Terry Theobald. Please note that this meeting was held virtually via Microsoft Teams.
  - For future meetings, we will be adding the virtual meeting information to the ITC website.
  - Please note that we have created an inbox for public comments, itcpubliccomment@ventura.org. This information will also be posted to the ITC website.
  - Terry Theobald welcomed Supervisor LaVere. Lourdes Solorzano was present on his behalf. Welcome both.
- No public members present.
- Review of September 23, 2020 meeting minutes.

APPROVAL OF MINUTES:

- September 23, 2020 ITC meeting minutes reviewed.
  - Virtual meeting scheduled due to pandemic.
  - Update on APPSIAN.
  - Committee voted to have BTC return to review the subcommittee policies. These policies will be presented today.
  - ITC dates to be scheduled quarterly.
- Motion to approve minutes as written by Supervisor Huber, second by Jeff Burgh.
- All other members in favor, motion carries.

PUBLIC COMMENTS:

- Terry Theobald checked the public comments inbox, no public comments submitted.

COMMITTEE COMMENTS:

- No committee comments presented.

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

Terry Theobald provided an overview of the ITC projects that were recently approved by the ITC Subcommittee.

Project Name: Learning Management System (LMS):

- Agency: Health Care Agency
- Project approved on October 23, 2020
- Project Goal(s):
  The goal of this project is to achieve the following:
  - Acquire a training and certification management system to support the Ventura County Health Care Agency's mandatory training needs.
  - Retire Target Solutions legacy training application.
  - Convert existing data from Target Solutions legacy application into the new system.
  - Create interface between the new system, VCHRP and LinkedIn Learning for employee data.
  - Provide a means for employees to seamlessly access eLearning and their personal training records.
- One Time Costs: $90,000
- Annual Recurring Costs: $3,290 - $4,000 a year
- Projected Cost Savings: Not applicable
- Project Duration: 3 months

Project Name: New Land Information System Upgrade (Tyler Technologies):
- Agency: County Clerk-Recorder Office
- Project approved on January 21, 2021
- Project Goal(s):
  The new Tyler Technologies Land Information System will substantially increase workflow efficiencies with today's latest Windows 10 technology. This new system will address major deficiencies in our current system. It will reduce customer wait times and significantly increase staff production.
- The current Land Information System (AmCad) was purchased in 2003 and upgraded in 2008. In 2014 Granicus acquired AmCad, and their current Windows 7 platform is now obsolete. Tyler Technologies version 2020.3 is currently serving twenty California County Clerk and Recorder Agencies. Their full-service suite of products will deliver streamlined performance for both staff and customers utilizing the system.
- One Time Costs: $979,965
- Annual Recurring Costs: $243,632
- Project Cost Savings: The annual fiscal year estimated savings is $45,561.98.
- Project Duration: 9 months

- 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.

Six projects on schedule and on budget (nine previously):
- Integrated Property Tax Assessment and Collection System (Assessor, Auditor-Controller's, Treasurer-Tax Collector) *This project was to have coding completed by December, now almost complete. Testing to happen in February. Currently on track to meet the go live date of July 1, 2021.*
- Enterprise Content Management (District Attorney)
- VCHRP Payroll System 9.2 Upgrade (Auditor Controller, County Executive Office, IT Services Department)
- Water and Sanitation Advanced Meeting Infrastructure (Public Works Agency)
- Enterprise Content Management (Public Defender's Office)
- CEO Finance Budget Software Upgrade (County Executive Office) *Sherpa System, scheduled to go into production in September of this year. Some interfaces are currently outstanding but are being worked on.*

Eight active projects on budget and not on schedule (nine previously):
- Automated Ambulance System Status Management System (Fire) *Additional risks with vendor completing functionality, project under control just ran behind.*
- Inmate Telephone System (Sheriff's Office)
- Library Public Access Virtual Desktops (Library)
- Northwood - Traverse– Searchable CFS Content Management (Human Services Agency)

- Sheriff's Scheduling Project (Sheriff's Office)
- Kronos Time and Attendance System (Health Care Agency) *Project delayed due to COVID.*
- Appsian PeopleSoft Security (Auditor Controller's, County Executive Office, Human Resources)
- Learning Management System (LMS) (Health Care Agency) *Project delayed due to COVID.*

One project not within budget and not on schedule (one previously):
- DataGate (Corepoint) (Health Care Agency) *Project affected by COVID. Project also had resource issues, hopeful to complete by February.*

Five projects were completed and closed (ten previously):
- Laboratory Information Management System (Sheriff's Office)
- Telematics Project (General Services Agency)
- SAS Analytics & Case Management (Sheriff's Office)
- NextGen 9-1-1 VIPER Telephone Systems (Fire)
- Granicus Land Information System (County Clerk/Recorder) *Project had issues and ended up changing direction.*
- Terry Theobald shared that there will be an addition made to the ITC Closure Report. This section will allow author to provide a more detailed description of project goals met. It will also allow discussion of how the benefits were achieved. The input given will be available as a historic record.

CIO REPORT:

Upcoming Projects for the ITC Committee:
- These projects are planned to be submitted to the ITC Subcommittee for review in the springtime.
    - Broadband: This project is to deliver three middle mile fiber runs throughout the County.
    - Ventura County Integrated Justice Information System (VCIJIS): This program is the primary justice system used between the 5 criminal justice agencies in the County. No longer supportable and it was not kept up. Currently working on a new VCIJIS plan and governance framework. At the end of process, we are expecting timelines to be available to share with all.
    - Regional Radio 700 MHz: This project provides several benefits such as reduced static, digital, has double channel capacity, better performance, longer battery life, and supports encryption. This large project will also need an upgrade to analog radios and public safety microwave.

BTC Policies:
Terry Theobald announced that there has been a change in the Business Technology Committee (BTC) representation for Chair and Cochair.
- Chair – Robert Langley
- Cochair – Leah Oliver

Tony Sheppard presented via Teams for BTC Policies (former BTC Chair).

Information below was shared at last ITC Meeting. Repeated for minute record purposes.
Password (Draft Policy) Minimum Recommendation for ITC Adoption:
- Based on review, the most recent policy found was 2006. We want to update password parameters as the current ones are:
    - 6-character length
    - 120 Day Expiration
    - Remember last 5 Passwords
- The BTC Subcommittee formed in June 2019 to develop Countywide Strategy.
- The Subcommittee developed a draft policy and then presented and approved by BTC in October 2019.
- Recommendations are based on Microsoft Best Practice:
    - 10-character length
    - Require Complexity
    - Remember last 12 Passwords
    - Set Passwords to NOT Expire
- We would emphasize training, awareness and auditing.
- Today, we are requesting ITC guidance to approve/reject/defer.
- Policy is intended to be the base, the bare minimum.

- We are implying to use a single complex password and not requiring a password change. This does coincide with best practices with Office 365.
- BTC is requesting for the ITC to review and consider.
- Mike Pettit asked if there is a plan in place to adopt a similar policy overall for password protection or would there be restrictions that will not support it. Tony Sheppard shared that the subcommittee only looked at Office 365, but that other agencies are starting to rely on ADFS for passwords. Tony to pass this consideration to BTC for further discussion.

Terry Theobald requested committee to vote to approve or deny the Password Policy:
- Supervisor Huber provided the first motion to approve.
- Second by Jeff Burgh.
- All in favor.

Information below was shared at last ITC Meeting. Repeated for minute record purposes.
Digital Signature (Draft Policy) Minimum Recommendation for ITC Adoption:
- The BTC discussed the growing needs within agencies to understand and utilize digital signatures.
- All Agencies represented at BTC agreed that the County could benefit from an approved direction that would provide Agencies with appropriate guidance from which to make their decision.
- Subcommittee was formed in June 2019 and draft policy was presented at BTC and approved in July 2020.
- The Subcommittee took a year to interview agencies, talk to other jurisdictions, understand regulatory guidance from the State, and met with vendors.
- The Subcommittee provided a draft policy with includes the following:
    - Definition of an Electronic Signature: An encrypted signature secured by a third-party certificate, such as DocuSign, Adobe Sign and compatibility to a Notary.
    - Definition of a Digital Signature: A Stamp or electronic rendering of a signature or signature block. Also called a self-signed certificate.
    - Significant review of Federal and California Laws and Codes documenting the appropriate use of signatures, specifically defining the need that a signature be unique and capable of verification.
    - Acknowledgement of improved business processes and workflows.
    - Guidance on when to use signatures and what types of signatures should be used.
    - A list of Digital Signature Providers certified by the California Secretary of State.

- Tony Sheppard provided clarification on the cost estimate questions that were brought up at last meeting.
    - Cost Estimates: Estimates for Adobe, DocuSign or manual processing based on 10,000 signatures per year.
    - Manual processing was calculated at 10 minutes of time for an Office Assistant I.

	Cost Per Document	Additional Fees (SMS authentication/signing)	Total Annual Cost
Adobe Sign	$2.35	$.75	$31,000
DocuSign	$3.94	22%	$48,068
Human/Ink*	$6.91	n/a	$69,100

    - There could be considerable efficiency cost savings and gains by utilizing a standard platform, workflows and paperless processing.
- Looking for ITC guidance to approve/reject/defer this proposed Digital Signature Policy.
- Jeff Burgh advised that previous concerns have been answered and agrees that this policy is well suited for the County.

Terry Theobald requested committee to vote to approve the Digital Signature Policy:
- Jeff Burgh provided the first motion to approve.
- Second by Rob Davidson.
- All in favor.

Cyber Security Updates– Kamil Manuel

Terry Theobald introduced Kamil Manuel, Information Technology Services Department, Chief Information Security Officer.

Incoming Emails

- Each month 88% of the emails are identified as malicious or spam and are being blocked prior to making it to an employee's inbox. 75% are malicious and 13% are spam.
- Phishing emails do come in and we take measures when employees report a possible malicious email. Precautions are taken to block compromised sender, IP address, and websites. We continue to monitor to ensure that vendor or sender has taken the necessary precautions to allow email to be sent.
- We are planning to do a phishing attack to bring awareness and education to all employees.

Duo

- When an employee enters their password, the system will require a second identification measure such as a token, land line call or cell call.
- A timeline was provided to the committee to show importance and need of implementing Duo Countywide.
    - Communication was completed in December.
    - Enrollment started at the beginning of January.
    - We are at the point where we have received the green light to start enforcing Duo as of January 28th.
    - When this occurs, IT support and Desktop personnel will be ready to provide support.
- Authentication is enforced when trying to remote into County services.
- Those employees that have not enrolled will be prompted to do so.
- There will be an 11-hour reauthentication (VPN).
- As of January 26, we have 10,419 enrolled users and 4,946 successfully enrolled a device.

Windows 7

- As of this January 2021, Windows 7 has reached end of life and it is no longer supported by Microsoft, except if one has a license.
- We have taken a lot of measures to reachout to various agencies to migrate to the Windows 10 version or acquiring the needed Windows licenses to keep Windows 7.
- As of November 2020, there was 809 Window 7 devices identified.
- 257 workstations migrated to Windows 10 or deemed out of scope as of November 2020.
- 552 workstations identified as of January 26, 2021 of which 13% are migrating, 17% are pending response, 17% are retiring and 53% have renewed ESU.
- Two Windows XP machines remain in use. We are following up to find an alternative measure.
- Terry Theobald shared that the goal this year is to retire the remaining Windows 7 machines and move to Windows 10. Duo will be a huge security step forward for Ventura County.

REVIEW OF ACTION ITEMS:
- Under the open projects item section in agenda, Terry Theobald noted that some of the current open projects have been listed under opened status for some time now. Terry will find out if these are to remain open or if they could possibly close. He will report back to committee.
- Tony Sheppard will be reaching out BTC for a possible presentation on password policy having a more global approach.

CLOSING COMMENTS/AGENDA ITEMS FOR NEXT MEETING:
- Kamil Manuel shared with committee that there is current discussion and planning to bring more policies to BTC for future ITC review.
- Meeting adjourn at 4:35 pm, motioned by Jeff Burgh and second by Supervisor Huber, all in favor.
- Next Meeting is scheduled for 4/29/2021 at 3:30pm – via Teams.