ITC Meeting Minutes 9/23/2020:	2:30 pm CEO Channel Islands Room HOA	COUNTY OF VENTURA **INFORMATION TECHNOLOGY** SERVICES DEPARTMENT

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

Attendees:	Supervisor Bob Huber, Mike Pettit – County Executive Office; Terry Theobald – Information Technology Services Department; Kim Prillhart – Resource Management Agency; Jeff Burgh – Auditor/Controller; Melissa Livingston – Human Services Agency; Mark Lorenzen – Fire Department; Steve Offerman – Board of Supervisor's 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, Robert Bravo – County Executive Office, Joanne McDonald – Auditor Controller's Office

WELCOME:
- Meeting called to order at 2:32 by Terry Theobald. Please note that this meeting was held virtually. We had members present and members participated via telephone conference.
- No public members present
- Review of December 18, 2019 Minutes

APPROVAL OF MINUTES:
- December 18, 2019 ITC Meeting Minutes reviewed
- Motion to approve by Mike Pettit, seconded by Jeff Burgh
- Supervisor Huber abstained from voting, all other members are in favor, motion carries.

PUBLIC COMMENTS:
- None at this time

COMMITTEE COMMENTS
- Terry Theobald discussed the possibility of having this meeting be available via teleconference or online option (Zoom) to the community members as this meeting is under the Brown's Act.
- All in favor, no objections.

RECEIVE AND FILE REPORT ON NEW PROJECT(S) REVIEWED/APPROVED BY ITC SUBCOMMITTEE:
Discussion: Terry Theobald provided an overview of the newer ITC projects that were approved by the ITC Subcommittee:

Fire's Next Generation 911 Telephone System VIPER (FIRE)
- Project was approved on 6/8/2020
- Project Goal is to upgrade the Legacy Emergency (E9-1-1) Telephone System to the Next Generation (NG9-1-1) Telephone System at the backup Secondary Public Safety Answering Point (SPSAP). This is an adjunct project to a much larger state project to upgrade the Legacy E9-1-1 Telephone System to the NG9-1-1 telephone system at the primary SPSAP.
- One Time Costs: $149,440
- Annual Recurring Costs: None
- Projected Cost Savings: Not applicable
- Project Duration: 12 months

Granicus Land Information System Upgrade (County Clerk/Recorder's Office)
- Project was approved on 6/24/2020

- Project goal with this new Land Information System Upgrade with current vendor Granicus will substantially increase workflow efficiencies with today's latest technology which will reduce customer wait times and increase staff production. Granicus has a new system upgrade which will address some issues with running the Windows 10 platform and it will be upgrading to their new Granicus Recorder Works and ClerkDocs.NET System which will be configured to comply with business needs requirements.
- One Time Costs: $485,119
- Annual Recurring Costs: $10K annual increase, first year $262,322
- Projected Cost Savings: 173,556.46
- Project Duration: 11 months

CEO Finance Budget Software Upgrade (County Executive Office)
- Project approved on 7/8/2020
- Project Goal: The County's current Budget Preparation System requires a version replacement comparable to the full replacement of the application. An RFP was issued to ensure the new system would satisfy the following requirements:
    - Reduce the query/computation time required to generate projections, forecasts and reports
    - Reduce the IT footprint required to operate the current budget system
    - Implement features available in current technology to increase efficiency and reduce costs (e.g., web and mobile access, self-sufficient report creation)
- One Time Costs: $1,261,395
- Annual Recurring Costs: $132,909 - $141,003
- Project Duration: 12 months

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

- None for this quarter

STATUS OF OPEN PROJECTS:

Discussion: Terry Theobald provided a synopsis of the current ITC projects:

Nine projects on schedule and on budget (seven previously)
- Telematics Project (General Services Agency)
- 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)
- APPSIAN People Soft Security (Auditor Controller's, County Executive Office, Human Resources)
- SAS Analytics & Case Management (Sheriff's)
- Fire Next Generation 911 telephone System VIPER (Fire)
- CEO Finance Budget Software Upgrade (County Executive Office)

The committee shared that APPSIAN has had a delay in the original go live date of July 2020. Mayra Campos to request and updated version of report.
Updated Report received on 10/5/2020:
Phase 1 of the APPSIAN implementation is scheduled for this Friday, October 9th. The Go-No Go decision will be made on Wednesday. Phase 2 is planned to be implemented in February of 2021.

Nine active projects on budget and not on schedule (ten as of previous meeting)
- Integrated Property Tax Assessment and Collection System PTACS (Assessor, Auditor-Controller's, Treasurer-Tax Collector)
- Laboratory Information Management System LIMS (Sheriff's)
- Automated Ambulance System Status Management System (Fire)
- Inmate Telephone System (Sheriff's)
- Library Public Access Virtual Desktops (Library)
- Northwood – Searchable CFS Content Management
- Kronos Time and Attendance System
- Sheriff's Scheduling Project (Sheriff)
- Granicus Finance Land Information System (County Clerk/Recorder)

One project not within budget and not on schedule (one previously)
▪ DataGate (Corepoint) (Health Care Agency)

This project, DataGate is an old system and it's in the process of upgrading. Still some financial issues, and extra 20 thousand dollars was requested to support and move project along.

One Project has not started implementation (one previously)
▪ Innovation Management Solution (Information Technology Services Department)

Team has looked at BrightIdea and IdeaScale, planning on reviewing options. This project received impact due to COVID-19, we will be going back to revisit, we have started conversation with CEO's office to move forward.

Ten projects were completed and closed (four previously)
▪ VCFMS Debt Management (Auditor Controller's Office)
▪ Strategic Facilities Management (General Services agency)
▪ Electronic Citation – Collision Management Project (Sheriff's)
▪ FairChild/Maestro DR Plans (Information Technology Services Department)
▪ Sheriff PTDF Camera Project (Sheriff's)
▪ Cerner Upgrade 2018 (project completed November 2019)
▪ HSA FileNet P8 Workplace XT Migration to Content Navigator (project completed May 2019)
▪ Sheriff's AFIS Upgrade (project completed May 2019)
▪ Clerk-Recorder Voting System Ballot Counting (project completed May 2019)
▪ HCA Electronic Prescription of Controlled Substances EPCS (project completed April 2019)

CIO REPORT:

Terry Theobald introduced Tony Sheppard from Public Works Agency. Mr. Sheppard is also the Chair to the Business Technology Committee (BTC). He will be sharing two draft policies from BTC, requesting review and approval from ITC.

BTC Policies – Tony Sheppard

The BTC has discussed what could be brought to ITC, to provide action and make change. The BTC has established 2 sub-committees; The Password Policy Subcommittee and the Digital Signature Subcommittee

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
• BTC recognized disparity in Password Policies
• The BTC Subcommittee was then 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, 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.
• Mike Pettit brought up a concern regarding one-time password, would this be across all different applications. **NO** – the one-time password would only be for active directory office 365.

- BTC is requesting for the ITC to review and consider.
- The Committee voted for BTC to bring this back to the ITC at next meeting. In the meantime, Mr. Sheppard will send ITC members more information to review such as timelines and costs.

Mike Pettit asked about the complexity of password, Mr. Sheppard shared that the complexity would be uppercase, lower case, special character – the parameters to this is that we could control as to how many are needed and the password should not be a passphrase.

Digital Signature (Draft Policy) Minimum Recommendation for ITC Adoption
- The BTC discussed growing needs within Agencies to understand and utilized digital signatures
- All Agencies represented at BTC agreed that the county could benefit from 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. Comparable 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
- Cost: While technologies and vendors were identified in this policy, there is no cost component. This is due to the fluidity of pricing and the uncertainty of departmental participation.
- The BTC is requesting from ITC to Review, Discuss and Approve/Reject/Defer the policy.
- Question from Kim Prillhart regarding timing and cost. Tony Sheppard shared that although this is not the biggest project, perhaps weeks to a couple of months, without workflows. The cost depends on licensing models, document authors - depending on the vendors, authors are those creating forms and adding signature lines and sending out the document. Those who sign the document do not need to be licensed. Different vendors offer different costs and services.
- The Committee voted for BTC to bring this back to the ITC at next meeting. In the meantime, Mr. Sheppard will send ITC members more information to review such as timelines and costs.

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

Cyber Security Updated – Kamil Manuel

- 80% of attacks globally used some form of credential theft or brute force, stealing log in information or guessing.
- 2/3 of attacks are done at state level
- All are results of phishing attacks. Employees click on attached link on email or they download the attachment.
- Despite advances in security there are 10 malicious emails getting through a month (001%)
- This year's monthly average email incoming is 8 million, we use to average about 5 million
- Monthly average malicious email is 7 million, we use to be at 3 million
- Emails have doubled due to COVID-19
- Components consist of 75% malicious emails while 13% is graymail/Spam email such as marketing emails
- Reputation Filtering, Virus, Malware, Content Filter
- Systems do a great job filtering from county employees.
- Out of the 1 million emails that do come in clean, there are some malicious emails that are coming in at about 10 a month
- To cover the gap, we are taking measures, such as industry best practices:
    - Encouraging agencies to enroll all their employees to take training
    - Phishing testing, it is necessary although most don't like it
    - Duo Two Factor Authentication.
- Duo Two Factor Authentication is to confirm who you are – you enter your password, you then receive a push to a device, or a phone call to confirm it's you who is in fact requesting access.
    - It will impact you if you are not on county network.

- It is important to get this to the county, especially due to the sensitive information agencies do have to work with.

Mike Pettit shared that the ITC has previously discussed implementing Two Factor Authentication. Since then Duo has been selected as the solution. This is the direction that the County should be moving towards due to recent uptake in cyber-security and social engineering during COVID times. Some departments have started using Duo and we want to continue to set the expectation for all our businesses.

REVIEW OF ACTION ITEMS:

- Mayra Campos will include future meeting details on agenda to be posted at the HOA glass window for community members to be able to join web meeting or via phone conference, this is due to the Browns Act.
- Mayra Campos to request updated APPIAN project report information *(this has been updated and noted on the minutes in bold font)*
- Tony Sheppard to email both Password and Digital Signature draft policies to the ITC Committee. Tony will create a timeline and will provide quotes/costs for both policies. Both policy items are tabled for next ITC meeting.
- The ITC members are to review both Password Policy and Digital Signature Policy prior to the next scheduled ITC Meeting.

CLOSING COMMENTS/AGENDA ITEMS FOR NEXT MEETING:

Meeting adjourn at 3:18pm, motioned by Mike Pettit, seconded by Jeff Burgh, all in favor.

Next Meeting is scheduled for 12/2/2020 at 2:30pm - HOA Channel Islands Conference Room