County of Ventura
Information Technology Committee Meeting

July 28, 2022

Notice of Virtual Meeting

Due to the closure of the Government Center to public access, the Information Technology Committee meeting now offers virtual meeting access via Zoom.

https://us06web.zoom.us/j/85221664284?pwd=QWN6ZWFkSmxTVDQrRDVVV3B4OUd6dz09
Meeting ID: 852 2166 4284
Passcode: 328309

Public comments or questions may be submitted to the following County email address, which will be monitored prior to the public comments section of the agenda.

ITCPublicComment@ventura.org

Agenda

- Welcome

- Approval of Minutes

- Public Comments

- Committee Comments

- Agenda Review

- AB 361 Resolution 4

- Receive, Ratify, and File Report on New Projects Reviewed / Approved by the ITC Subcommittee

- New Projects for Review and Approval by The Information Technology Committee

- Receive, Ratify, and File Report On Status of ITC Projects

- IT Policies for Review/Approval

- CIO Report

- Review of Action Items

- Closing Comments/Agenda Items for Next Meeting

- Adjourn

AB 361

RESOLUTION NO. 4

RESOLUTION OF THE VENTURA COUNTY INFORMATION TECHNOLOGY COMMITTEE RE-AUTHORIZING REMOTE TELECONFERENCE MEETINGS OF THE INFORMATION TECHNOLOGY COMMITTEE MEETINGS FOR A 30-DAY PERIOD PURSUANT TO GOVERNMENT CODE SECTION 54953, SUBDIVISION (e), OF THE RALPH M. BROWN ACT

WHEREAS, the County of Ventura ("County") is committed to preserving and nurturing public access and participation in meetings of the Ventura County Information Technology Committee ("Committee");

WHEREAS, Government Code section 54953, subdivision (e), of the Ralph M. Brown Act, authorizes the legislative body of a local agency to use remote teleconferencing in meetings by members of a legislative body, without compliance with the requirements of Government Code section 54953, subdivision (b)(3), subject to the existence of certain conditions;

WHEREAS, a required condition is that a state of emergency is declared by the Governor pursuant to Government Code section 8625, proclaiming the existence of conditions of disaster or of extreme peril to the safety of persons and property within the state caused by conditions as described in Government Code section 8558;

WHEREAS, it is further required that state or local officials have imposed or recommended measures to promote social distancing;

WHEREAS, the Committee previously adopted a Resolution on April 28, 2022, finding that the required conditions set forth in Government Code section 54953, subdivision (e), to conduct remote teleconference meetings without compliance with Government Code section 54953, subdivision (b)(3) exist;

WHEREAS, as a condition of extending the use of remote teleconference meetings pursuant to Government Code section 54953, subdivision (e), the Committee must reconsider the circumstances of the state of emergency that exists, and the Committee has done so;

WHEREAS, emergency conditions persist in Ventura County, specifically, Governor Gavin Newsom declared a state of emergency in response to the COVID-19 pandemic on March 4, 2020 ("State of Emergency");

WHEREAS, on September 21, 2021, Dr. Robert Levin, Ventura County Health Officer, issued a recommendation to continue practicing social distancing measures throughout Ventura County communities, including to continue to implement 100 percent remote meetings of all legislative bodies in Ventura County, to prevent and minimize the spread of COVID-19 ("Recommendation to Promote Social Distancing");

WHEREAS, the Committee does hereby find that it has reconsidered the circumstances of the State of Emergency, the State of Emergency remains active and continues to directly impact the ability of its members and attendees to meet safely in person, and that the Ventura County Health Officer, Dr. Robert Levin, continues to recommend measures to promote social distancing to minimize the spread of COVID-19 including that all legislative bodies in Ventura County continue to meet remotely, as further explained in his Recommendation to Promote Social Distancing, which has not been rescinded and remains in effect; and

WHEREAS, the Committee does hereby find that it shall conduct its meetings without compliance with Government Code section 54953, subdivision (b)(3), as authorized by subdivision (e) of Government Code section 54953, and that the Committee shall comply with the requirements set forth in Government Code section 54953, subdivision (e)(2); and

NOW, THEREFORE, BE IT RESOLVED, by the Committee, as follows:

Section 1. The foregoing recitals are true and correct.

Section 2. Staff supporting the Committee are hereby authorized and directed to take all actions necessary to carry out the intent and purpose of this Resolution including continuing to conduct open and public meetings of the Committee in accordance with Government Code section 54953, subdivision (e), and other applicable provisions of the Brown Act.

Section 3. This Resolution shall take effect immediately upon its adoption and shall be effective until the earlier of (i) August 28, 2022, or such time the Committee adopts a subsequent resolution in accordance with Government Code section 54953, subdivision (e)(3), to extend the time during which the Committee may continue to teleconference without compliance with Government Code section 54953, subdivision (b)(3).

Upon motion of _____ seconded by _____

and duly carried, Ventura County Information Technology Committee hereby adopts

this resolution on _____day of _____, 2022.

_____
Terrence Theobald
Chief Information Officer

New Projects Approved by ITC Subcommittee
Requiring Ratification by The Full ITC Committee

- Cornerstone LMS – County Executive Office / Human Resources

- California Mental Health Services Authority (CalMHSA) Semi-Statewide Enterprise Health Record (EHR) Services – Health Care Agency

New Projects Approved by ITC Subcommittee

Project Name: Cornerstone LMS

Agency: CEO – HR Learning and Development

Project Goal:

Implementation of a Learning Management System "LMS" by Cornerstone. With the exception of three (3) agencies, the County currently does not have an enterprise LMS. The County currently has a skeleton learning arrangement using PeopleSoft and various other platforms. The current skeleton is not efficient and cost prohibitive for expansion such as on demand learning, reporting and compliance. It also has limitations with the end user experience, tracking mandatory training compliance, no ability for supervisors to assign training for both compliance and performance development. In addition, it lacks a course repository for training presentations, e-Learning courses, videos, tests, surveys, and rules driven policy acknowledgements that must be completed under strict timelines.
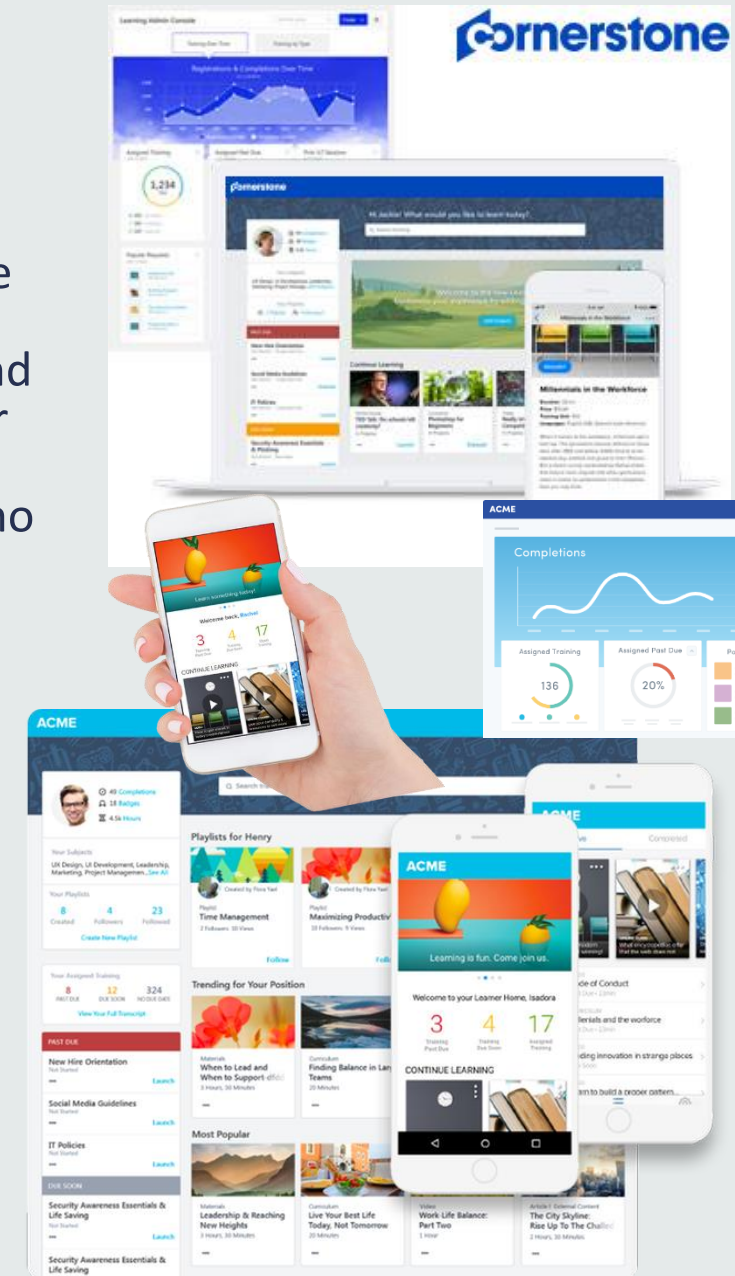
One Time Costs: $0 (Waived)

Annual Recurring Costs: $121,100

Projected Cost Savings:

Estimated 5% increase in training compliance; Estimated 25% reduction in Technical Assistance given to learners who have training playback issues; Estimated 3% decrease in employee turn-over

Project Duration: 1 Year

New Projects Approved by ITC Subcommittee

Project Name: CalMHSA Semi-Statewide EHR

Agency: HCA - Behavioral Health

Project Goal: To participate in the CalMHSA Streamline SmartCare Electronic Health Record implementation.

One Time Costs: $2,678,567

Annual Recurring Costs: $1,021,853 (avg)

Projected Cost Savings: $363,517 (annual reduction in projected costs when compared to current EHR system agreement (Netsmart myAvatar).

Project Duration: 18 Months

Projects For Review/Approval By The ITC

- No New Projects to be Reviewed

Project Status Review

12 projects on schedule and on budget (4 previously)

- Fire Radio Dispatch Console System Upgrade (Motorola MCC 7500E Consoles) – Fire Department
- VCHRP Payroll System 9.2 Upgrade – Auditor-Controller/County Executive Office Human Resources
- Checkpoint Infinity Security Upgrade – IT Services
- NextRequest – County Executive Office/Clerk of the Board
- VCIJIS 2.0 – Information Technology Services Department
- Energy Management System Migration (HVAC) – General Services Agency
- Behavioral Health MHSA / VCSO SAS Data Exchange – Health Care Agency
- Cerner WELL Health – Health Care Agency
- Integrated Library Systems (ILS) – Library
- Virtual Desktop Infrastructure Modernization – Human Services Agency
- Ambulatory Care Clinic Integration – Health Care Agency
- Experian eCare NEXT – Health Care Agency

Project Status Review (Continued)

<u>5 active projects on budget and not on schedule (5 previously)</u>

- Kronos Time and Attendance System – Health Care Agency

- Enterprise Content Management – Public Defender's Office

- VMware System – Health Care Agency

- APPSIAN PeopleSoft Security – Auditor-Controller's Office/ County Executive Office Human Resources

- Integrated Property Tax Assessment and Collection System – Assessor/Auditor-Controller/Treasurer-Tax Collector

<u>0 projects not within budget and not on schedule (1 previously)</u>

Project Status Review (Continued)

3 projects were completed and closed (4 previously)

- EMS Data Mart PowerBI – Health Care Agency

- PH PowerBI Premium Upgrade – Health Care Agency

- Automated Invoice Management & Document Digitization / Therefor – General Services Agency

EMS Data Mart

Health Care Agency

- Original Completion Date: 05/01/2022

- Actual Project Completion Date: 06/10/2022

- Original Budget: $ 21,000.00

- Actual Cost: $ 62,590.73 (Paid upfront for three years)

Measurable Outcomes

- Not yet available

PH PowerBI Premium Upgrade

Health Care Agency

- Original Completion Date: 05/01/222

- Actual Project Completion Date: 06/10/2022

- Original Budget: $ 45,000.00

- Actual Cost: $ 89,670.24 (Valid for two years – until 04/30/2024)

Measurable Outcomes

- Not yet available

Automated Invoice Management & Documentation Digitization

General Services Agency

Original Completion Date: 03/01/2022

Actual Project Completion Date: 05/26/2022

Original Budget: $110,551.00

Actual Cost: $110,551.00

Measurable Outcomes

1. RMA achieved hard cost savings by reducing its off-site storage cost of about $3,400 a month. During this transfer, it was discovered that these documents sets were poorly categorized. County agencies shouldn't just warehouse documents but manage them to exclude clutter and identify key business records prior to storage. GSA was able to survey and identify document types and then index this metadata electronically. RMA now owns this data, and this is a key win and deliverable

Countywide IT Policies for Committee Review

- None

ITC Subcommittee / Brown Act Discussion

Discussion regarding the status of the ITC Subcommittee as a Brown Act meeting, and approval of recommendation to disband the Subcommittee and authorize the County Chief Information Officer or other designee to approve ITC projects requiring immediate approval before the next full Committee

CIO Report

Updates from CIO

I   Action Items from Prior Meeting

II   ITC Process Update Recommendation

    A.   Increase minimum amount for ITC review from 50K to 100K or 200K

    B.   Recommended revisions to project criteria for committee governance

III   Review and Approve Public-Facing ITC Website

IV   Cybersecurity Update

Information Technology Committee (ITC) Website

The Path: Ventura.org → Government → Meetings and Broadcasts →

Live Broadcasts and Upcoming Meeting Agendas

This webpage contains information to view Agendas, Meeting Materials, and Meeting Archives for:

- **Board of Supervisors' Meetings** – BOS Meeting Calendars: 2022 | 2023 (Jan-Feb)
- Air Pollution Control Board Meetings
- Assessment Appeals Board Meetings
- Air Pollution Control District Hearing Board Meetings
- Fox Canyon Groundwater Management Agency (FCGMA)
- Information Technology Committee (ITC)
- Local Agency Formation Commission (LAFCo)
- Planning Commission
- Ventura County Consolidated Oversight Board (VCCOB)

Please watch the following video tutorial to assist you in navigating this webpage.
Links to Agency Websites and Agenda Notification Subscription Sign-Up are available at the bottom of this webpage.

INFORMATION TECHNOLOGY COMMITTEE

Agendas and Meeting Documents

Submit Public Comment

Next Meeting: *April 28, 2022*
Time: *3:00 pm*
Location: *Zoom Meeting*

Join Zoom Meeting
https://us06web.zoom.us/j/89923544960?pwd=dzY2dE5WY2szTlZCempqQU5jMEpLZz09

Meeting ID: 899 2354 4960
Passcode: 689857
One tap mobile
+16699006833,,86871905205#,,,,*689420# US (San Jose)
+13462487799,,86871905205#,,,,*689420# US (Houston)

Dial by your location
+1 669 900 6833 US (San Jose)
+1 346 248 7799 US (Houston)
+1 253 215 8782 US (Tacoma)
+1 301 715 8592 US (Washington DC)
+1 312 626 6799 US (Chicago)
+1 929 205 6099 US (New York)
Meeting ID: 899 2354 4960
Passcode: 689857

ITC Charter, Make-up, and Mission

The ITC was created by action of the Board of Supervisors on November 21, 1995. The ITC charter, as approved by the Board of Supervisors, is as follows:

- Review and presentation of long-range technology plans as prepared by the IT Services Department and approved by the County Executive Office.
- Review and presentation of the County's Information Technology Strategy as prepared by the IT Services Department and concurred in the County Executive Office.
- Review of proposed changes and additions to on-going operational policies, standards and guidelines as recommended by the IT Services Department and prior to issuance and enforcement on the part of the County Executive Office.

The ITC is comprised of ten County executives: two members of the Board of Supervisors, the County Executive Officer, the Auditor-Controller, the Sheriff, the Fire Protection District Chief, the Human Services Agency Director, the Resource Management Agency Director, the Health Care Agency Director, and the IT Services Department Director.

2021 ITC Meeting Dates

- April 28, 2022
- July 28, 2022
- October 27, 2022

ITC Members & Proxies

Chairperson – Matt LaVere
Vice Chairperson – Terry Theobald
County Counsel – Tiffany North

Members:
Bob Huber
Sevet Johnson
Mike Pettit
Bill Ayub
Jeffery Burgh
Dustin Gardner
Kim Prillhart
Barry Zimmerman
Melissa Livingston

Members Proxy:
Lourdes Solorzano
Jeremy Paris
Christine Renshaw
Joanne McDonald
Jennifer Orozco
Jennie Pittman
Joel Angeles
John Spykerman
Bach Nguyen

ITC Forms

IPAQ Instruction Sheet
IPAQ Updated 9-15-2021

Agendas and Meeting Documents

GOVERNMENT

GOVERNMENT BUSINESS SERVICES ENVIRONMENT HEALTH & HUMAN SERVICES EMERGENCY SERVICES RESIDENTS VISITORS CONTACT US

ITC Homepage   Submit Public Comment

Information Technology Committee Meeting Agendas & Minutes

2022

4/28/2022	Agenda	Minutes	Presentation
1/27/2022	Agenda	Minutes	Presentation

2021

11/01/2021	Agenda	Minutes	Presentation
8/18/2021	Agenda	Minutes	
5/13/2021	Agenda	Minutes	
1/27/2021	Agenda	Minutes	
	Agenda		

2020

12/02/2020	Cancelled	Cancelled	Presentation
9/23/2020	Agenda	Minutes	Presentation
6/24/2020	Cancelled	Cancelled	Presentation
4/19/2020	Cancelled	Cancelled	Presentation
January 2020	Cancelled	Cancelled	Presentation

Hardcopies of meeting agendas, minutes, status reports, and presentations are available for public viewing Monday through Thursday from 8:00 a.m. – 12:00 p.m. at Ventura County Information Technology Services offices located at 1957 Eastman Avenue, Suite A, Ventura. Reservations to view meeting documents must be made in advance by phoning (805) 654-3540. Calls are accepted Monday through Friday from 7:30 a.m. – 4:00 p.m.

Cybersecurity Updates

Cybersecurity Updates

- Industry Ransomware Attacks Identified in 2022 (January through June 2022)*

Industry	Company	Attack Vector	Months	Details
Government	Bernalillo County, NM	Ransomware	January	Jail and depts offline
	Contra Costa County, CA	Phishing	April	June-August 2021 confidential information
	Costa Rican Govt	Ransomware	April	Multiple departments including healthcare
	Fresno County	Phishing	March	$600k in 2020; not public until 2022
	Sacramento County, CA	Phishing	January	Nearly 3000 PHI lost > No 2FA
	CalJOBS	Cyberattack	June	Vendor managing CalJOBS currently undergoing cyberattack. No breach.
Healthcare	American Dental Association	Ransomware	April	Data breached (under investigation)
	Partnership HealthPlan, CA	Ransomware	March	850K private data stolen
Law	State Bar	Security vulnerability	May	Over 322K confidential records
	California DOJ	Data Breach	June	CCW permit holder data leaked
Sports	49ers	Ransomware	February	Lost data valued at $4.16B
Supplier	Toyota	Ransomware	February	Stoppage resulting in 5% monthly loss
Technology	Microsoft	Ransomware	March	Code taken
	Nvidia	Ransomware	February	20GB - 1TB of sensitive data leaked

*Due to volume, this is only a sample of total ransomware attacks to outline impact and attack vector.

Cybersecurity Updates

- County Efforts to Protect

Notification
- Vulnerability alerts on indicators of compromise (IoC)
  - MS-ISAC, FBI, JRIC, CalOES, US-CERT
- Periodic vulnerability scans performed

Automation
- Two-Factor Authentication (2FA) for remote users
- Anti-virus, anti-malware, email security, patching and backups

Identification
- Phishing testing and security awareness training
- Penetration testing and security reviews

Cybersecurity Updates

▪ County Efforts to Enhance

Upcoming
- Password complexity update for Active Directory and Office 365
- Implementation of County Endpoint Detection and Response (EDR)

Backups – If we support it, we back it up
- Rollback ransomware protection
- Data protection based on recovery point objective (RPO)
- Immutable virtual environment – can't be overwritten once backed up
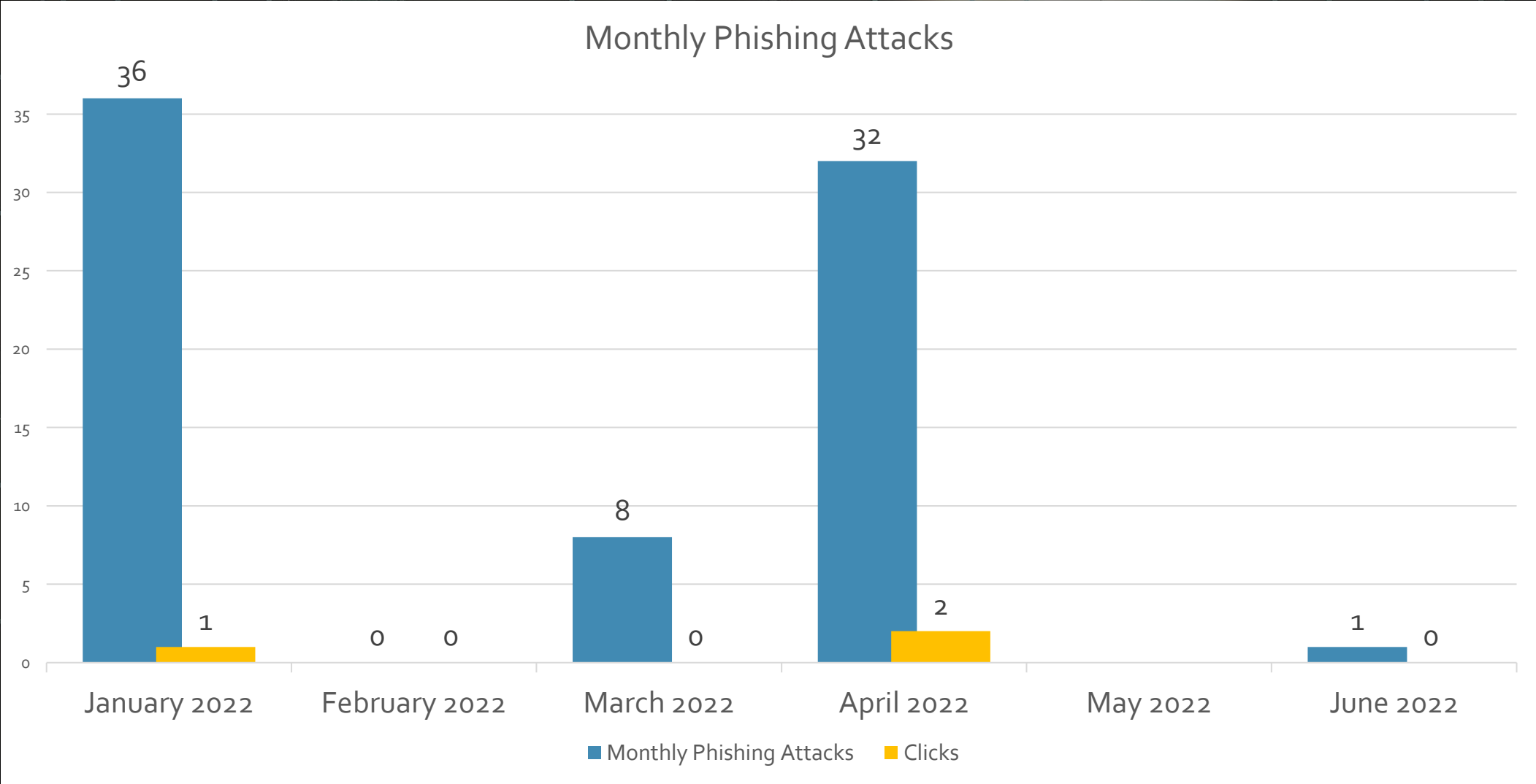
Future
- Internal 2FA for critical applications
- Cloud service Disaster Recovery as a Solution (DRaaS)

Cybersecurity Updates

- Phishing Attacks Against the County (January through June 2022)

Monthly Phishing Attacks

January 2022: 36, 1
February 2022: 0, 0
March 2022: 8, 0
April 2022: 32, 2
May 2022: (no data)
June 2022: 1, 0

Legend: ■ Monthly Phishing Attacks   ■ Clicks

Cybersecurity Updates

- Phishing Campaign Results (July 19 through July 25, 2022)

Statistics						
7.9% Phish-prone Percentage	**11362** Recipients	**11211** Deliveries	**874** Clicks		**1185** PAB Reported	**151** Bounces

Phish-prone Percentage is calculated from the total number of phishing test failures divided by the number of emails delivered.

Clicks by day

217	283	259	57	13	18	27
07/19/2022	07/20/2022	07/21/2022	07/22/2022	07/23/2022	07/24/2022	07/25/2022

Lessons Learned and Actions to be Taken
- Training to be provided to those that fail
- Phish alert button is not well known. Recommend user notification
- Campaigns to evolve overtime due to agency gatekeepers and template difficulty

Closing Agenda Items

- Review of Today's Meeting Action Items

- Closing Comments/Agenda Items for Next Meeting October 28, 2022

Adjourn

Thank you for your time.