

**ITC Meeting
Minutes:
08/18/2021**

3:00 pm
Zoom Meeting



Meeting called by IT Services
Facilitator: Terry Theobald

Type of Meeting: Information Technology Governance
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; Supervisor Bob Humber – Board of Supervisors, District 4; Chad Cook – Fire Protection District; Lourdes Solorzano – Board of Supervisors, District 1; Jeremy Paris – Sheriff’s Office; Jennie Pittman – Human Services Agency; Christine Renshaw – County Counsel; Mark Lorenzen – Fire Department; Bach Nguyen – Health Care Agency

Presenters/Visitors: Joanne McDonald – Auditor Controller’s Office; Cynthia Elliott – Information Technology Services Department; Jason White - Information Technology Services Department; Kamil Manuel - Information Technology Services Department

WELCOME:

- Meeting called to order at 3:04 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.
 - o For today’s meeting, we had no public comments submitted.
- 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:

- May 13th, 2021 Minutes, ITC meeting minutes reviewed.
- Motion to approve minutes as written by Supervisor Bob Huber and second by Jeff Burgh.
- 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 provided an overview of the ITC projects that were recently approved by the ITC Subcommittee.

Project Name: Motorola MCC 7500 Radio Dispatch Console Upgrade

- Agency: Fire Department
- Project approved on June 11th, 2021
- Project Goal(s):
The goal of this project is to replace the ACOM system with a solution that provides new industry standard features that enhance public safety, integrate seamlessly with existing and planned public safety radio system equipment, and is interoperable with equipment recently purchased by the Ventura County Sheriff's Office (nearly identical equipment was purchase from Motorola Solutions in 2018). The Fire District has selected Motorola Solutions, Inc. to furnish the equipment and perform the services related to the radio dispatch console system upgrade. Specifically, Motorola's MCC 7500E radio dispatch console will integrate seamlessly with the County's Motorola Core, resulting in the availability of the full suite of features necessary for present and future radio communications. This is the best solution to meet the County's long-term vision to provide first responders with a reliable radio system that is interoperable with public safety agencies in Ventura County and neighboring jurisdictions.
- One Time Costs: \$2,492,961.00
- Annual Recurring Costs: \$929,893 from a 10-year post warrant services (total)
- Projected Cost Savings: Not applicable
- Project Duration: 1 year

Project Name: VMware System

- Agency: Health Care Agency
- Project approved on June 18th, 2021
- Project Goal(s):
The goal is to upgrade the current failing VM environment to the latest software version and hardware technology. Providing HCA with an upgraded VM environment that can meet the requirements for healthcare regarding performance, storage, backup, recovery, and security for continually changing medical technology and advancements in patient care systems. Upgrade VMware software to the current version, expanding server, storage, backup capabilities, and providing a data vault for Ransomware and Cyber Attack protection. In addition, the leading-edge hardware portion of this solution will include high-volume storage, backup and archiving of unstructured data providing for rapidly growing medical imaging systems and a solution for managing and protecting critical primary workloads.
- One Time Costs: \$1,060,400
- Annual Recurring Costs: \$67,285
- Project Cost Savings: \$461,533 annually
- Project Duration: 10 months

Project Name: Automated Invoice Management & Document Digitization - Therefore

- Agency: General Services Agency
- Project approved on June 18th, 2021
- Project Goal(s):
The goal of this project is to achieve the following: This expansion will increase the ability to scale and support distributed indexing and content storage for our customers, allowing for automation and retrieval of invoices and records content. This is also in alignment to Service Excellence Council (SEC) goals, such as work relentlessly to eliminate paper, utilize electronic signatures, and integrate systems with electronic work flows to replace paper processes and instructions with innovative solutions wherever practical. It will develop more cost-effective methods to invest in agencies willing to scan documents to decrease long-term storage costs.
- One Time Costs: \$110,551
- Annual Recurring Costs: None
- Project Cost Savings: \$60,000 annually from RMA alone
- Project Duration: 6 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 and/or approve this quarter.

STATUS OF OPEN PROJECTS:

Terry Theobald provided a synopsis of the current ITC projects.

7 projects on schedule and on budget (five previously)

- New Land Information System Upgrade (Tyler Technologies) – County Clerk-Recorder
- Budget Software System – County Executive Office Finance
- Enterprise Content Management – Public Defender’s Office
- Automated Invoice Management & Document Digitization/Therefore – General Services Agency
- Fire Radio Dispatch Console System Upgrade (Motorola MCC 7500E Consoles) – Fire
- VCHRP Payroll System 9.2 Upgrade – Auditor-Controller/County Executive Office Human Resources
- Visionlink Disaster Recover and Response Management System – Human Services Agency

7 active projects on budget and not on schedule (ten previously)

- Enterprise Content Manager – District Attorney’s Office
- FPD Automated Ambulance System Status Management - Fire
- Public Access Virtual Desktops – Library
- Integrated Property Tax Assessment and Collection System – Assessor/Auditor-Controller/Treasurer-Tax Collector
- APPSIAN PeopleSoft Security – Auditor-Controller’s Office/ County Executive Office Human Resources
 - Jeff Burgh shared that VCHRP had to be reconfigured to allow COVID resources to be installed, this put APPSIAN on hold and caused a delay.
- Kronos Time and Attendance System – Health Care Agency
- Cash Projection System – Auditor-Controller’s Office
 - Jeff Burgh shared that this project is behind schedule due to staff resources, had to pivot to another employee, and this caused a delay.

No projects not within budget and not on schedule (one previously):

- None currently.

5 projects were completed and closed (one previously)

- Water and Sanitation Advanced Metering Infrastructure – Public Works Agency
- Inmate Telephone System, Tablets, and Video Visitation – Sheriff’s Office
- Traverse Northwoods – Human Services Agency
- Sheriff Scheduling Project – Sheriff’s Office
- Learning Management Solution – Health Care Agency
- Committee had no questions or comments regarding the discussed projects.

CIO REPORT:

Action Items from Previous Meeting:

- Committee to review the proposed new ITC documents: IPAQ, Status Report and Closure Reports.
 - Terry Theobald provided an update to the ITC Committee for voting decision. These updates were undertaken to make the following general improvements 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.
- ITC Committee had no questions.

- Motion to approve updated ITC forms done by Jeff Burgh and second by Supervisor Bob Huber.
- All other members in favor, motion carries.
- The approved new forms will be implemented immediately.

Check Point Infinity – presented by Jason White

- Infinity is an enterprise license agreement that allows the county access full security products such as network security hardware, client-based anti-virus and anti-malware, email security and cloud services.
- Key features include the ability to share information between systems.
- Infinity provides a single point of contact incase of a security incident.
- Primary implementations are planned to be completed by June 2022, with the goal of avoiding renewals of Symantec, Malwarebytes, and Cisco Email Security by 2022.
- Includes the upgrade of 40+ firewalls scheduled for end of life in June of 2022.
- Terry shared that Check Point gives us access to a team who engages with IT team to allow to determine important steps to take immediately and the most efficient route to get back to normal after.

Cybersecurity – Security Awareness Training Platform – presented by Kamil Manuel

- Cisco email security statistics from January through July 2021 show 81% of them are malicious, 5% of the emails are spam.
- From last ITC Meeting the malicious email percentage did increase by 1%. This is due to the efforts from the security team accomplished the refining of filters.
- Phishing attacks against the County (Jan. – July 2021)

	Incident	Mailboxes Sent To	User Clicks	Compromised
January	11	31	2	1
February	19	111	8	0
March	21	87	10	0
April	11	210	10	1
May	18	46	5	0
June	17	153	22	0
July	28	299	23	0
Totals	125	937	80	2

- Cybersecurity Stages
 - Protection - Phishing Training
 - Diagnosis (Identification) – Virus Scanning and Network detection
 - Recovery – Disaster Recovery
- Security Awareness: Currently the County does have a security awareness platform. From a phishing training standpoint, there is only one training session available. Currently looking to acquire a more robust security awareness training platform, this will include a variety of training courses, security templates, automated notifications, and tracking. The bonus will be a phishing reporting button.
- Cybersecurity – Disaster Recovery as a Service (DRaaS): This is a cloud solution to disaster recovery. This will eliminate geographic issues. Rollback ransomware protection added, which is a way to revert to the prior state of protection after a change was made in case a mistake occurred in the process.
- Cybersecurity – AV for NAS: This is an Anti-Virus solution for Network Attached Storage environment. There was a gap identified in which the common drives/shared network drives within the county do not benefit from the current type of scanning. This new version will provide a function that will allow us to provide protection to the gap environment detected.
- Mike Powers shared that with the amount of malicious emails received, he fully supports these programs, patches, training, storage and recovery, the County is going towards the right direction.
- Terry Theobald provided a quick summary to the presentation: The Infinity project has been put into budget and will be moving forward. The security team is focusing on not letting any gap go unanalyzed. The team looks and finds solutions and improvement, to make the County more resilient to attacks and to attack.

REVIEW OF ACTION ITEMS:

- There were no action items added to today’s meeting.

CLOSING COMMENTS/AGENDA ITEMS FOR NEXT MEETING:

Closing Comments:

- No closing comments from Committee

Agenda Items for Next Meeting:

- Committee had no agenda items to add.
- Meeting adjourns at 3:51pm, motioned by Mike Powers and second by Jeff Burgh, all in favor.
- Next Meeting is scheduled for 11/1/2021 at 2:00pm – via Zoom.