

ITC Meeting Minutes: April 28, 2022

3:00 pm
Zoom Meeting



Meeting called by IT Services
Facilitator: Terry Theobald

Type of Meeting: Information Technology Governance
Scribe: Debbie Conner

Committee Attendees: Sevet Johnson – County Executive Office; Mike Pettit – County Executive Office; Terry Theobald – Information Technology Services Department; Jeff Burgh – Auditor-Controller’s Office; Matt LaVere – Board of Supervisors, District 1; Lourdes Solorzano – Board of Supervisors, District 1; Christine Renshaw – County Counsel; Bach Nguyen – Health Care Agency; Melissa Livingston – Human Services Agency; Kim Prillhart – RMA Administration; Sean Britt – Sheriff’s Office; Barry Zimmerman – Health Care Agency; Dustin Gardner – Fire Protection District; Joanne McDonald – Auditor Controller’s Office

Presenters/Visitors: Cynthia Elliott – Information Technology Services Department; Kamil Manuel - Information Technology Services Department; Raja Bamrungpong – Information Technology Services

WELCOME:

- Meeting called to order at 3:03 p.m. by Terry Theobald. This meeting was held virtually via Zoom.

APPROVAL OF MINUTES:

- January 27, 2022, ITC meeting minutes reviewed.
- Motion to approve minutes as written by Supervisor Matt LaVere and second by Christine Renshaw.
- All in favor; motion passed.

PUBLIC COMMENTS:

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

COMMITTEE COMMENTS:

- No committee comments presented.

AGENDA REVIEW:

- No changes to the agenda.

AB 361 – RESOLUTION 3:

- Committee discussed continuation of virtual meetings and adopted Resolution 3 with the following updates to Resolution 2:
 - Section 3 – Date changed to May 28, 2022.
- First motion to approve was provided by Sevet Johnson.
- Second by Kim Prillhart.
- All in favor; motion passed.
- After the meeting, Terry received approval from Supervisor LaVere to sign Resolution 3.
- Terry advised the Committee future meetings will be in person and the location might be updated from Channel Islands Conference Room to a larger venue.

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

- Terry briefly introduced new projects that have been approved by ITC Subcommittee:
- NextRequest – County Executive Office/Clerk of the Board
- VCIJIS 2.0 – Information Technology Services Department
- Energy Management System Migration (HVAC) – General Services Agency
- PH PowerBI Premium Upgrade – Health Care Agency
- Behavioral Health MHSA / VCISO SAS Data Exchange – Health Care Agency
- EMS Data Mart PowerBI – Health Care Agency
- Integrated Library Systems (ILS) – Library
- Experian eCare Next – Health Care Agency
- Cerner WELL Health – Health Care Agency
- Ambulatory Care Clinic Integration – Health Care Agency

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.

10 new projects (0 previously):

4 projects on schedule and on budget (8 previously)

- Fire Radio Dispatch Console System Upgrade (Motorola MCC 7500E Consoles) – Fire Protection District
- VCHRP Payroll System 9.2 Upgrade – Auditor-Controller/County Executive Office Human Resources
- APPSIAN PeopleSoft Security – Auditor-Controller’s Office/ County Executive Office Human Resources
- Checkpoint Infinity Security Upgrade – Information Technology Services Department

5 active projects on budget and not on schedule (6 previously)

- Kronos Time and Attendance System – Health Care Agency (*No Report Submitted*)
- Enterprise Content Management – Public Defender’s Office
- VMware System – Health Care Agency
- Automated Invoice Management & Document Digitization/Therefore – General Services Agency – Kim Prillhart expressed a concern about not receiving digitized invoices from GSA; Terry to follow-up
- Virtual Desktop Infrastructure Modernization – Human Services Agency

1 project not within budget and not on schedule (0 previously):

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

4 projects were completed and closed (1 previously)

- New Land Information System Upgrade (Tyler Technologies) – County Clerk-Recorder
- Sherpa Budget Software System – County Executive Office Finance
- Visionlink Disaster Recovery and Response Management System – Human Services Agency
- FPD Automated Ambulance System Status Management – Fire Protection District

COUNTYWIDE IT POLICIES FOR REVIEW:

- None

CIO REPORT:

Action Items from Prior Meeting:

- Resolution 2 was signed.

ITC Process Update Recommendation:

- Terry Theobald recommended the following:
 - Change forms, focusing more on measurable outcomes and accountability.
 - Raise 50K minimum (for projects to come to the ITC) to 100K.
 - Consider removing items, which do not involve implementing new technology, from the ITC approval process. This includes items such as adding licenses, extending maintenance, providing training, or subscribing to a website. Melissa Livingston commented this is heading in the right direction.

ITC Website:

- As advised by County Counsel, to be compliant with the Brown Act, this public-facing website will contain agendas and all documents that are provided at the ITC quarterly meetings. Terry demonstrated how to navigate VCWeb to get to the ITC website and shared some of the site contents with the Committee, including links to agendas, documents, presentations, and a link to submit comments to the ITC.
- With Committee approval, this site will be turned on live. In the interim, everything that is sent out to the ITC is kept in a binder and may be viewed by the public at the ITS Eastman facility. Christine Renshaw wanted to know where on the website it will be to direct people to go to the binder at Eastman. Terry demonstrated where it was located.
- Kim Prillhart asked if there would be a recording of this meeting that would be made public as well. Christine and Terry will discuss the posting a public recording and return to the ITC with a conclusion at the next meeting.
- Christine suggested deferring the vote to activate the public-facing website to the next meeting pending further discussions about the website's contents.

Cyber Security Update:

- Kamil presented updated phishing details:
 - Starting this quarter, incoming level of malicious email levels and SPAM is returning to 2020 levels.
 - Nothing to indicate that the County has been targeted.
 - Because of CheckPoint Infinity product, ITS will be reassessing the value of this report.
 - Phishing attacks vs clicks – Kamil mentioned there was an error in the presentation deck that was sent via email; the date was shown as 2021. The correct date of 2022 is on the deck being presented to the ITC. Malicious messages have been removed and the sites the email directs to have been blocked. Passwords have been reset and computers restarted when there is a phishing attack.
 - Terry announced another phishing test will be coming in the upcoming months.

REVIEW OF ACTION ITEMS:

- Terry to follow up with GSA on digitization of invoices for RMA Administration.
- Terry to review ITC Public-facing website with County Counsel including uploading a recording of the meeting to the website. Report to the Committee at the next ITC meeting.
- Terry will provide more details about updating guidelines and procedures for ITC approval submissions.
- Distribute entire ITC webpage screens to the Committee.
- Terry Theobald to sign Resolution 3.

CLOSING COMMENTS/AGENDA ITEMS FOR NEXT MEETING:

Closing Comments:

- Terry introduced Raja Bamrungpong to the group.

Agenda Items for Next Meeting:

- Committee had no agenda items to add.
- Meeting adjourned at 4:03 p.m.; motioned by Kim Prillhart and second by Melissa Livingston, all in favor.
- Next meeting is scheduled for July 28, 2022.