ITC Meeting Minutes: July 28, 2022

3:00 pm
Zoom Meeting

COUNTY of VENTURA
Information Technology Services

Meeting called by IT Services	Type of Meeting: Information Technology Governance
Facilitator: Terry Theobald	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; Supervisor Bob Huber – Board of Supervisors, District 4; Christine Renshaw – County Counsel; Melissa Livingston – Human Services Agency; Sean Britt – Sheriff's Office; Dustin Gardner – Fire Protection District; John Spykerman – Fire Protection District
Presenters/Visitors:	Cynthia Elliott – Information Technology Services Department; Kamil Manuel - Information Technology Services Department; Raja Bamrungpong – Information Technology Services

WELCOME:

- Terry checked for quorum and called the meeting called to order at 3:03 p.m.
- This meeting was held virtually via Zoom due to the current COVID surge.

APPROVAL OF MINUTES:

- April 28, 2022, ITC meeting minutes reviewed.
- Motion to approve minutes as written by Supervisor Huber and second by Melissa Livingston.
- 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:

- Next meeting to be held October 27, 2022, not October 28, 2022.
- Additional handout (memorandum) sent out today related to CIO comments and proposed updates to procedures for ITC project approval and closure.

AB 361 – RESOLUTION 4:

- Committee discussed continuation of virtual meetings and adopted Resolution 4 with the following updates to Resolution 3:
  - Section 3 – Date changed to August 28, 2022.
- First motion to approve was provided by Supervisor Bob Huber; Second by Chief Dustin Gardner
- All in favor; motion passed.
- Terry received delegation from Supervisor Huber to sign Resolution 4.

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

- Terry briefly introduced new projects that have been approved by ITC Subcommittee:

- Cornerstone LMS – County Executive Office / Human Resources
  - First motion to approve was provided by Supervisor Bob Huber; Second by Sevet Johnson.
  - All in favor; motion passed.

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

o First motion to approve was provided by Sevet Johnson; Second by Chief Dustin Gardner
o All in favor; motion passed.

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

- There are no new projects for the committee to review and/or approve this quarter.

STATUS OF OPEN PROJECTS:

- Terry Theobald provided a synopsis of the current ITC projects.

2 new projects (10 previously)
- Cornerstone LMS – County Executive Office / Human Resources
- California Mental Health Services Authority (CalMHSA) Semi-Statewide Enterprise Health Record (EHR) Services – Health Care Agency

12 projects on schedule and on budget (4 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
- Checkpoint Infinity Security Upgrade – Information Technology Services Department
- 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

5 active projects on budget and not on schedule (5 previously)
- 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 Recourses
- Integrated Property Tax Assessment and Collection System – Assessor / Auditor Controller / Treasurer-Tax Collector

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

3 projects were completed and closed (4 previously)
- EMS Data Mart – Health Care Agency
- PH PowerBI Premium Upgrade – Health Care Agency
- Automated Invoice Management & Documentation Digitization – General Services Agency

COUNTYWIDE IT POLICIES FOR REVIEW:

- No policies for review.   However, Terry noted the Countywide IT Master Administrative Policy was approved at a recent Board meeting, and thanked Mike Pettit for his support and efforts on obtaining this approval.

ITC SUBCOMMISSION / 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.
- ITC meets on a quarterly basis; historically, some agencies needed to start projects sooner than the next Full ITC meeting, so the Subcommittee was formed under the jurisdiction of the full ITC to review and preapprove projects so agencies would not have to wait for the quarterly meetings.

- Christine Renshaw reviewed the ITC Subcommittee and presented her findings:
  - Because of the delegation of authority to review and approve contracts, and continuing jurisdiction and subject matter jurisdiction, the ITC Subcommittee falls under the Brown Act. There are several options to take to ensure the Subcommittee is following Brown Act rules:
    1. The ITC Subcommittee could schedule monthly Brown Act meetings.
    2. The full ITC could meet more frequently.
    3. The ITC Subcommittee could disband, and the full Committee could authorize the CIO or other designee to approve projects that could not wait to be presented to the full ITC Committee.
- The recommendation of County Counsel is to move with the third option. This would maintain the current ratification process at the quarterly ITC meetings.
- Terry reviewed the current (full) ITC / ITC Subcommittee process. Projects are submitted to the Subcommittee via the Subcommittee Approval email account. After projects are reviewed for completeness, they are submitted to the CIO to evaluate and make a recommendation to the Subcommittee. Once submitted to and approved by the Subcommittee, the project manager and sponsor are informed so they may begin any required Fiscal, Procurement/Contracts, or CEO processes.
- The disbanding of the Subcommittee would not change the current process. There would be a designee who would be responsible for reviewing projects and seeking advice from other individuals before granting approval. If the CIO becomes the designee, he will continue to contact and rely on feedback from current Subcommittee members.
- Discussion about voting to disband the Subcommittee today or deferring to a future meeting. The way the item was agendized makes it possible to take the vote today.
- First motion to approve, disbanding ITC Subcommittee, and authorize the County Chief Information Officer to review and approve ITC projects that need immediate approval before the next full Committee quarterly meetings was provided by Supervisor Bob Huber; Second provided by Chief Dustin Gardner.
- All in favor; motion passed.

CIO REPORT:

Action Items from Prior Meeting:

- Terry followed up with GSA on digitization of invoices for RMA Administration, but we do not have the answer about whether invoices will be included, so this Action Item is still open.
- Terry reviewed ITC Public-facing website with County Counsel including uploading recordings of meetings to the website. This item will be covered as a review and approve item in today's meeting.
- Terry will provide more details about updating guidelines and procedures for ITC approval submissions. Terry sent a memo to the Committee, which will be reviewed in today's meeting with vote deferred to a future meeting.
- Entire ITC webpage screens were distributed to the Committee and were also sent in today's meeting packet.
- Resolution 3 was signed and sent out to the Committee.

ITC Process Update Recommendations:

- Terry Theobald reviewed the memo that was sent out to Committee Members and Proxies today.
  - Technology is in everything, however, ITS focuses on information processing technology. This typically, involves an interface with information moving back and forth. Terry provided a few examples of types of technology, such as single purpose medical devices and wearable technology, which should not come to the ITC for approval. More examples of what would and would not need to be submitted will be provided at the next meeting if more clarification is needed.
  - Any technology that requires connection to the County network or that is housed in a County-managed data center needs to come to the ITC for approval.
  - Recommendation to raise the financial investment limit from 50K to 200K (for five-year cost of ownership, not just implementation). This is the limit the Board recently approved for contracted services.
  - Types of projects that should not require ITC approval:

    - Projects to add additional features to existing approved systems. This recognizes the value of obtaining addon features from the same vendor to minimize integration issues.
    - Projects to obtain/maintain training regardless of any relationship to technology. However, in-house training systems exceeding the threshold would require ITC review.
    - Expansion of licensing for existing systems (number of users, etc.).
    - Adoption of existing technology by another department as the original project should have previously obtained ITC approval.

- Project Closure – Project Closure Reports should not be written until there are measurable outcomes to report. Currently, closure reports are written soon after the project is completed. This is problematic because the goals of the projects are often not realized until well after the project closes. The recommendation is to wait until there are measurable outcomes to report, with the understanding that some projects such as the Property Tax System have no measurable outcomes.
  - Melissa Livingston asked if infrastructure that is at end-of-life and will be replaced with something that is a County standard needs to come before the ITC.
  - Terry's response was that part of the ITC's charter is to minimize duplication of effort, provide good business outcomes on investments, and good project management, so it would depend on the size and/or cost of the project. An example is the current PTACs project which cost approximately $18,000,000.00. It is a replacement of current infrastructure but needed to come before the ITC due to cost and size.
  - Mike Pettit talked about new releases, enhancements, and additions to existing technology sometimes being multi-million-dollar investments. Therefore, it might be good to consider adding this to the list of things to review and comment on next time.
  - These recommendations discussed today will be expanded upon and brought back to the Committee in October for review and vote.

Review and Approve ITC Public-Facing Website:
- Terry shared the launch point for the ITC Public-facing website and proposed to add ITC Committee link (in the space as shown on PowerPoint presentation) in the list under "Live Broadcasts and Upcoming Meeting Agendas."
- The landing page for the ITC homepage was shared and reviewed along with the page for meeting documents. This page gives information about Committee meetings including documents and presentations.
- Terry deferred to Christine who spoke to the question of the Brown Act and recordings of the meeting. Christine said if the meeting is on Zoom, it does not have to be recorded and posted. These recordings do not need to be made available on the website. When the County goes back to in-person meetings, if they are open to the public, they do not have to be recorded and posted to the website. If they are recorded, the Brown Act does not require them to be posted to the website.
- There were no questions on the website or the launch site.
- Christine talked about not posting meeting materials and presentations. Her recommendation is to have only the Agenda on the front page with the Agenda noting where the meeting materials and presentations can be obtained.
- Supervisor Huber and Melissa Livingston shared their opinions that the materials/presentations should be posted online for both transparency and ease of access.
- First motion to approve website and links as shown was provided by Supervisor Bob Huber; Second provided by Melissa Livingston.
- All in favor; motion passed.

Cyber Security Update:
- Kamil Manuel presented Security update by opening with information about cyber-attacks and what the County is doing to prevent them.
- Kamil presented a data sample of some companies that experienced cyber-attacks and noted it could take weeks to months to recover from an attack and additional weeks and months to do forensic analysis.
- The importance of two-factor authentication (2FA) was stressed. Our county's 2FA is Duo.
- Endpoint Detection and Response: Ransomware rollback can be used to roll back to where the computer was before the ransom attack occurred. If you see scanning when downloading or entering passwords, that is Endpoint Detection scanning to see if the data is safe. It is being fine-tuned; trying to not interrupt business operations while providing safety and risk management. This is part of a larger security package that the county acquired, which works for other items in addition to Endpoint Detection and Response.
  - Data that is backed up in this environment, cannot be overwritten. This backup process is added to prevent overwriting.
- Phishing: A graph of reported phishing attacks (January – June 2022) was presented. Last week there was a three-day phishing campaign. There was an (approximate) 8% click rate. Last year, there was a 30% click rate on a more complex phishing test.
  - It is important to train those who failed.
  - The phish alert button is at the top of the outlook. This is for users to report phishing attacks. It reports and deletes the message, and if it is a phishing test, it will notify the user of their success.

REVIEW OF ACTION ITEMS:
- Terry Theobald to sign Resolution 4.

- Terry will follow-up with GSA on digitization of invoices for RMA Administration.
- Proposed changes to the ITC process: Terry will work with Melissa and Mike on expanding the list of types of items that should and should not come to the ITC for approval. This includes, but is not limited to, infrastructures upgrades of "like" technology and implementation of new releases to existing technology.
  - Terry will send out a revised memo with expanded guidelines list of items that should and should not come to the ITC for approval.
  - Terry will bring updated ITC processes recommendations back to the ITC quarterly meeting in October for review and vote.
- Kronos Update

CLOSING COMMENTS/AGENDA ITEMS FOR NEXT MEETING:

Closing Comments:
- None

Agenda Items for Next Meeting:
- Committee had no agenda items to add.
- Meeting adjourned at 4:13 p.m. First motion by Supervisor Huber; Second by Christine Renshaw. All in favor.
- Next meeting is scheduled for October 27, 2022. Location TBD.