

**ITC Meeting  
Minutes:  
December 1, 2022**

3:00 pm  
Hall of Administration  
Multi-Purpose Room



Meeting called by IT Services

Type of Meeting: Information Technology Governance

Facilitator: Terry Theobald

Scribe: Debbie Conner

**Committee Attendees:** 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; Sean Britt – Sheriff’s Office; Jim Norris - Representing Fire Protection District; Matt LaVere – Board of Supervisors, District 1; Jennifer Orozco – Resource Management Agency

**Presenters/Visitors:** Kamil Manuel - Information Technology Services Department; Raja Bamrungpong – Information Technology Services, Bryan Friedman – CEO; Robert Langley – General Services Agency (BTC); Leah Oliver – Ventura County Employees Retirement Association (BTC)

**WELCOME:**

- Terry Theobald confirmed quorum and called the meeting called to order at 3:00 p.m.
- No comments on agenda.

**APPROVAL OF MINUTES:**

- July 28, 2022, ITC meeting minutes reviewed.
  - Terry emphasized two decisions approved at last ITC: 1) The ITC subcommittee was dissolved. Projects will come to the ITC for review, except for emergency projects, which cannot wait for full committee review and approval. In this scenario, the IPAQ would go to the CIO, who would review and consult with former subcommittee members prior to giving approval. The project would then come to the next ITC meeting for a full review. 2) The ITC public-facing website was approved and launched.
- Motion to approve minutes as written.
- First by Mike Pettit and second by Jeff Burgh.
- All in favor; motion passed.

**PUBLIC COMMENTS:**

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

**COMMITTEE COMMENTS:**

- Thank you to Supervisor Huber for his service.

**AGENDA REVIEW:**

- No changes.

**ADMINISTRATIVE POLICY MANUAL CHAPTER ii-21, CODE OF CONDUCT FOR MEMBERS OF BOARDS AND COMMISSIONS:**

- Christine Renshaw reviewed the new Code of Conduct that was adopted by the Board of Supervisors.

**RECEIVE, RATIFY, AND FILE REPORT ON NEW PROJECTS REVIEWED/APPROVED BY CIO:**

- None

**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 current ITC projects.

### **No new projects (2 previously)**

### **10 active projects on schedule and within budget (12 previously):**

- VCHRP Payroll System 9.2 Upgrade – Auditor-Controller/County Executive Office Human Resources
- Checkpoint Infinity Security Upgrade – Information Technology Services Department
- VCIJIS 2.0 – Information Technology Services Department
- Cerner WELL Health – Health Care Agency
- Virtual Desktop Infrastructure Modernization – Human Services Agency
- Ambulatory Care Clinic Integration – Health Care Agency
- Experian eCare NEXT – Health Care Agency
- California Mental Health Services Authority (CalMHSA) Semi-Statewide Enterprise Health Record (EHR) Services – Health Care Agency
- VMware System – Health Care Agency
- APPSIAN PeopleSoft Security – Auditor-Controller’s Office/ County Executive Office Human Recourses

### **6 active projects within budget and not on schedule (5 previously):**

(\*Most that are not on schedule are due to COVID-related delays.)

- Kronos Time and Attendance System – Health Care Agency
- Enterprise Content Management – Public Defender’s Office
- Integrated Property Tax Assessment and Collection System – Assessor / Auditor Controller / Treasurer-Tax Collector
- Energy Management System Migration (HVAC) – General Services Agency
- Behavioral Health MHSA / VCSO SAS Data Exchange – Health Care Agency
- NextRequest – County Executive Office / Clerk of the Board

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

- Cornerstone LMS – County Executive Office / Human Resources

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

- Integrated Library Systems (ILS) – Library

### **1 project was completed and closed (3 previously)**

- Fire Radio Dispatch Console System Upgrade (Motorola MCC 7500E Consoles) – Fire Protection District

## **COUNTYWIDE IT POLICIES FOR REVIEW:**

- Exception to Policy Request – Harmony / End Point Protection. District Attorney’s office has asked for exception, requesting exclusive rights to manage their accounts.
  - To administer, they must have their own domain, manage, track, and mediate any occurrences, which may require additional resources, but they do not need to acquire separate hardware.
  - The advantage of Harmony is a vendor-staffed response to alerts.
  - The DA’s argument for exclusion is about the confidentiality of the prosecuted, though no concerns have come out of other public safety agencies.
  - Jeff Burgh questioned if we are centralizing security or not.
  - Robert Langley asked if their network is open to the rest of the county or if it is segmented.
  - Jim Norris stated if they are not firewalled from the rest of the county, their argument of confidentiality and security is not valid.
- Motion to have District Attorney attend the next ITC meeting to make their case for exception.
- First by Jeff Burgh and second by Sean Britt.
- All in favor; motion passed.

## **BUSINESS TECHNOLOGY COMMITTEE:**

- Leah Oliver asked the committee to refer to the handouts to see the redlined version of BTC bylaws.
  - Recommended changes are:
    - Meeting schedule change from monthly to quarterly, meetings to be held at least one month prior to ITC quarterly meetings, hold one special meeting in December for elections and schedule, and grant rights to BTC chair and co-chair to call special meetings.
- Motion to approve changes to BTC bylaws.
- First by Matt LaVere and second by Jeff Burgh.
- All in favor; motion passed.

## **CIO REPORT:**

### **Action Items from Prior Meeting:**

- Terry signed Resolution 4.
- Terry followed up with GSA on digitization of invoices for RMA Administration, and confirmed the system supports digitization. Recommendation is RMA contact project manager to discuss requirements.
- Kronos update provided during Project Status Updates. New timeline included in Status Report.
- Terry worked with Melissa Livingston and Mike Pettit on expanding the list of types of items that should and should not come to the ITC for approval.
  - Terry sent out a revised memo with expanded guidelines list of items that should and should not come to the ITC for approval.
  - Terry brought the updated ITC processes recommendations back to this ITC quarterly meeting for review and vote.

### **Review and Approve Updated Recommended ITC Submission Guidelines:**

- Terry reviewed the updated memo, and noted the recommended changes to ITC Submission Guidelines are as follows:
  - 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.
  - 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. However, if the vendor is only supplying solutions to a single department and the addon feature or module could affect multiple departments, the new addon would require ITC review if it meets the cost threshold.
    - 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, etcetera).
    - Expansion of infrastructure for existing systems to support existing customers, features, or processing power requirements.
    - Any contract renewals of maintenance or support for already-approved systems.
    - Adoption of existing technology by another department as the original project should have previously obtained ITC approval.
  - Regardless of the exceptions, the Board of Supervisors, CEO's Office, and the ITC reserve the right to request any IT project to obtain an ITC review and approval.
  - Project Closure Reports will now be due upon the attainment of measurable outcomes (if any) or when there is sufficient data to demonstrate a trend toward the outcomes.
- Motion to approve recommended changes to ITC submission guidelines.
- First by Jeff Burgh and second by Matt LaVere.
- All in favor; motion passed.

### **Cyber Security Update:**

- Kamil Manuel presented Cyber Security update. 1) Extended Security Updates 2) Harmony Replacement Effort

- Windows 7 and 8 are no longer supported by Microsoft, but Microsoft has given agencies time to migrate by offering extended security updates. After 2022, these updates will no longer be supported.
- County has adopted new platform that provides ransomware rollback/malware/antivirus and other features that make it more robust.
- Next year, the anti-malware and antivirus solutions are up for renewal, so the push is to help agencies to not incur costs to renew. (If a device has not migrated to Harmony, the current anti-malware/anti-virus subscription will need to be maintained.)
- Those outside of the County firewall are potential risks.
- Anything that sits on the DMZ could be at risk. There isn't anything identified to date that is confidential, but this is a potential risk.
- Agencies that have not complied have intent to migrate but have not complied because of timing issues.
- Status of ESU's will be brought back to the next ITC.
- Terry Theobald stated another subject to discuss after the first of the year is "bring your own device" and dial-in from home because they are both risks. ITSD is moving through these from greater to lesser risk and will bring back to the ITC for discussion in the future.
- For agencies that want to keep their own mal-ware and anti-virus applications, they will not be part of the centralized system and the agency will need their own resources and security management.
- Robert Langley asked if the ITC will be notified when agencies do not use Checkpoint.
- Jeff Burgh questioned how we allowed this to happen and raised concerns about exposing taxpayers to great financial risk.
- Jim Norris inquired if there are any conflicts with systems. It was noted the biggest issue has been slowed speed, and the vendor is very responsive in addressing this with patches.
- Mike Pettit recommended the creation of a policy requiring a minimum level of protection.
  - Kamil Manuel noted that policies are in the process of being created.
- Kamil encouraged the committee members to reach out with concerns so ITSD can address them.

**Dates for 2023 ITC Meetings:**

- January 26, April 27, July 27, and October 26, 2023
- Invitations have been sent to current members and BTC Chair and Co-Chair. Invitations will be sent to new Supervisors, Committee members, and proxies.

**REVIEW OF ACTION ITEMS:**

- Invite District Attorney to next ITC meeting to discuss rationale for requesting exception to Harmony policy.
- Provide update on migration of all agencies –Terry will provide details and plans on outstanding ESU items.
- Revise any outstanding policies to be more specific on capabilities up to and including naming solutions for cyber security.
- Develop a policy to formalize agencies having a requirement to use ITSD security (or have their own with minimum requirements detailed).
- Make sure Supervisors are included in the invitations for 2023.
- Put discussion about hybrid meeting on next agenda pending discussion with County Counsel.
- Put the BTC bylaws on the next agenda as further revisions are necessary to be in compliance with the Brown Act.
- Quarterly dates for ITC should be provided to BTC chair and co-chair. (BTC will always have slot on ITC agenda.)

**CLOSING COMMENTS/AGENDA ITEMS FOR NEXT MEETING:**

Closing Comments:

- Superior Huber thanked all for dedicated service to the County and the outstanding work they do.

Agenda Items for Next Meeting:

- Meeting adjourned at 3:55 p.m. First motion by Jeff Burgh; Second by Supervisor LaVere. All in favor.
- Next meeting is scheduled for January 26, 2023 at 3:00 p.m., HOA, Multi-Purpose Room.