SERS Retirement Board
Technology Committee Meeting
March 16, 2023
12:30 P.M.

Join Zoom Meeting
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1. Roll call

2. Approval of **September 15, 2022,** Technology Committee Minutes (R)

3. Opening Remarks – *Matt King*

4. Technology and Information Security Comments – *Karen Roggenkamp*

5. Technology Roadmap – Progress Update – *Jay Patel*
    o SMART
    o Infrastructure

6. Information Security Quarterly Update – *Joe Bell*

7. Upcoming Technology Committee Meetings
    - Future Topics
    - Next Meeting Date(s) – *Matt King*

8. Adjournment

**SERS Technology
Committee Meeting**

March 16, 2023

_____ **P.M.**

Roll Call:

Matthew King   _____

James Rossler   _____

Frank Weglarz   _____

Daniel Wilson   _____

APPROVAL OF MINUTES OF THE TECHNOLOGY COMMITTEE MEETING HELD ON
March 16, 2023

_____ moved and_____seconded the motion to approve the minutes of the Technology Committee meeting held on **September 15, 2022**.

Upon roll call, the vote was as follows:

ROLL CALL:	YEA	NAY	ABSTAIN
Matthew King	_____	_____	_____
James Rossler	_____	_____	_____
Frank Weglarz	_____	_____	_____
Daniel Wilson	_____	_____	_____

School Employees Retirement System	TECHNOLOGY COMMITTEE MINUTES		
Preparer	Vatina Gray	**Meeting Date**:	September 15, 2022
Committee Chair	Matthew King	Committee roll call was as follows: Matthew King, James Rossler, Frank Weglarz, Daniel Wilson **Also in Attendance:** Lisa Reid, Representative of the Ohio Attorney General, SERS Staff Members: Joe Bell, Jay Patel, Jeff Davis, Joe Marotta, Richard Stensrud, Karen Roggenkamp, and Vatina Gray.	

Agenda	1. Roll call (R)
	2. Approval of June 16, 2022 minutes (R)
	3. Technology and Information Security Comments
	4. Technology Roadmap – Progress Updates
	   o SMART Digital Enhancements
	   o Infrastructure
	   o Agile Methodology
	5. Executive session pursuant to R.C. 121.22 (G)(6) to discuss security matters (R)
	6. Upcoming Technology Committee Meetings
	   o Future Topics
	   o Next meeting Date(s)
	7. Adjournment		

Discussion	The SERS Technology Committee meeting began in open session at 2:56 p.m. **Roll Call** The SERS regular Technology committee began with a roll call. The committee roll call was as follows: Present: Matthew King, James Rossler, Frank Weglarz, Daniel Wilson. Also in attendance was Lisa Reid, Representative of the Ohio Attorney General, SERS Staff Members: Joe Bell, Phil Grim, Jay Patel, Jeff Davis, Joe Marotta, Richard Stensrud, Karen Roggenkamp, and Vatina Gray. **Approval of Minutes** Frank Weglarz moved and James Rossler seconded the motion to approve the minutes of the Technology Committee meeting held on June 16, 2022. Upon roll call, the vote was as follows: Yea: Matthew King, James Rossler, Frank Weglarz, Daniel Wilson. The motion carried. **Technology & Information Security Comments** SERS Deputy Executive Director, Karen Roggenkamp, provided a report on Technology and Information security updates. Ms. Roggenkamp noted all IT projects have been moving forward as scheduled. Ms. Roggenkamp also mentioned the Agile Teams concept being utilized at SERS for certain IT projects. This approach allows teams to work in a continuous cycle which will allow for flexible, continuous evolution and better collaboration. This approach also allows for incremental delivery of objectives and continuous improvement.		

	Technology Roadmap – Progress Update: SMART Digital Enhancements, Infrastructure, and Agile Methodology
	SERS Chief Technology Officer, Jay Patel, provided an update on the SMART digital enhancements, infrastructure updates, and the Agile Methodology that would be used for all future technology projects. Mr. Patel reported several projects are currently underway and are at different stages of completion. The committee was provided a timeline showing the various projects and their current progress. Mr. Patel quickly discussed each project, including updating the member services portal to be more user friendly, and updating the wi-fi in the SERS building. Mr. Patel also stated there are plans to upgrade the SERS phone system and work has already begun on this initiative. Mr. Patel also reported on the Technology Roadmap budget and provided an update on where spending is as of today. Although there are no expenses to date, it is expected that the budget is adequate to complete the five-year technology enhancement projects as planned. After several questions and a robust discussion, Mr. King thanked Mr. Patel for his presentation. **Executive session pursuant to R.C. 121.22 (G) (6) to discuss security matters (R)** Frank Weglarz moved and James Rossler seconded the motion that the Technology Committee convene into Executive Session pursuant to R.C. 121.22 (G) (6) to discuss security matters. Upon roll call, the vote was as follows: Yea: Matthew King, James Rossler, Frank Weglarz, Daniel Wilson. The motion carried. The committee convened in executive session at 3:21 p.m. The committee returned to open session at 3:53 p.m. **Upcoming Technology Committee Meetings – Future Topics and Next Meeting Dates** There were no requests or follow up items discussed. The next regular Technology Committee meeting will be held Thursday, December 15, 2022 at 12:30 pm or immediately following the regular SERS Board Meeting. Technology Committee Chair, Matthw King, adjourned the meeting at 3:56 p.m.

	Action Items	**Assigned Person**	**Due Date**
Action Items	n/a		
Agenda for Next Meeting			

TECHNOLOGY COMMITTEE
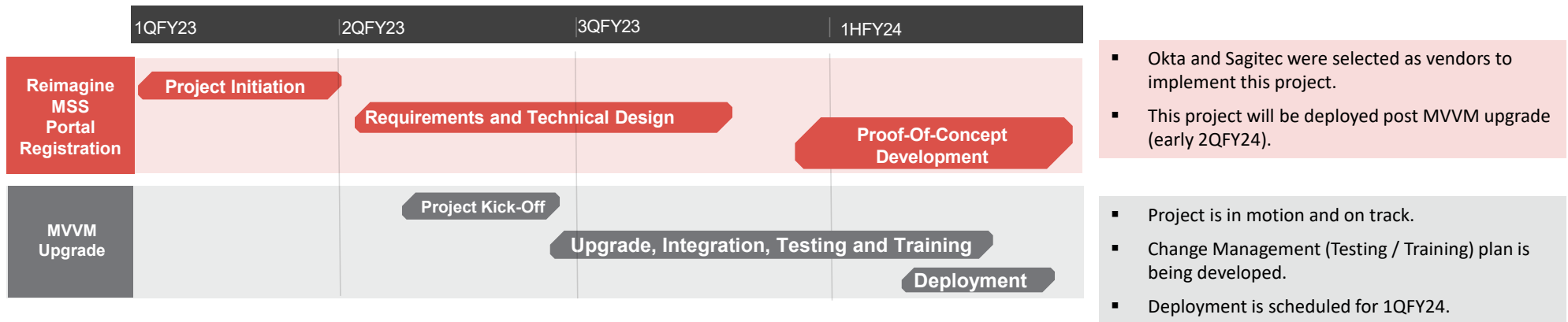
March 16, 2023

Agenda

- **Opening Remarks** (Matt)

- **Technology and Information Security Comments** (Karen)

- **Technology Roadmap – Progress Update** (Jay)

  - SMART

  - Infrastructure

- **Information Security Quarterly Update** (Joe)

- **Future Topics** (Committee & Staff)

2

Information Technology Update

3

Technology Roadmap – SMART Projects

	1QFY23	2QFY23	3QFY23	1HFY24

Reimagine MSS Portal Registration
- Project Initiation
- Requirements and Technical Design
- Proof-Of-Concept Development

- Okta and Sagitec were selected as vendors to implement this project.
- This project will be deployed post MVVM upgrade (early 2QFY24).

MVVM Upgrade
- Project Kick-Off
- Upgrade, Integration, Testing and Training
- Deployment

- Project is in motion and on track.
- Change Management (Testing / Training) plan is being developed.
- Deployment is scheduled for 1QFY24.

Member Services Technology Roadmap Projects

- eDocuments on Member Self-Service Portal
  - Capability to upload different types of documents (i.e., birth certificate, POA, death certificate etc.) on MSS and automatically initiate workflow
  - Estimated Cost: $24,907.00
  - Time-line: Nov 2022 – March 2023
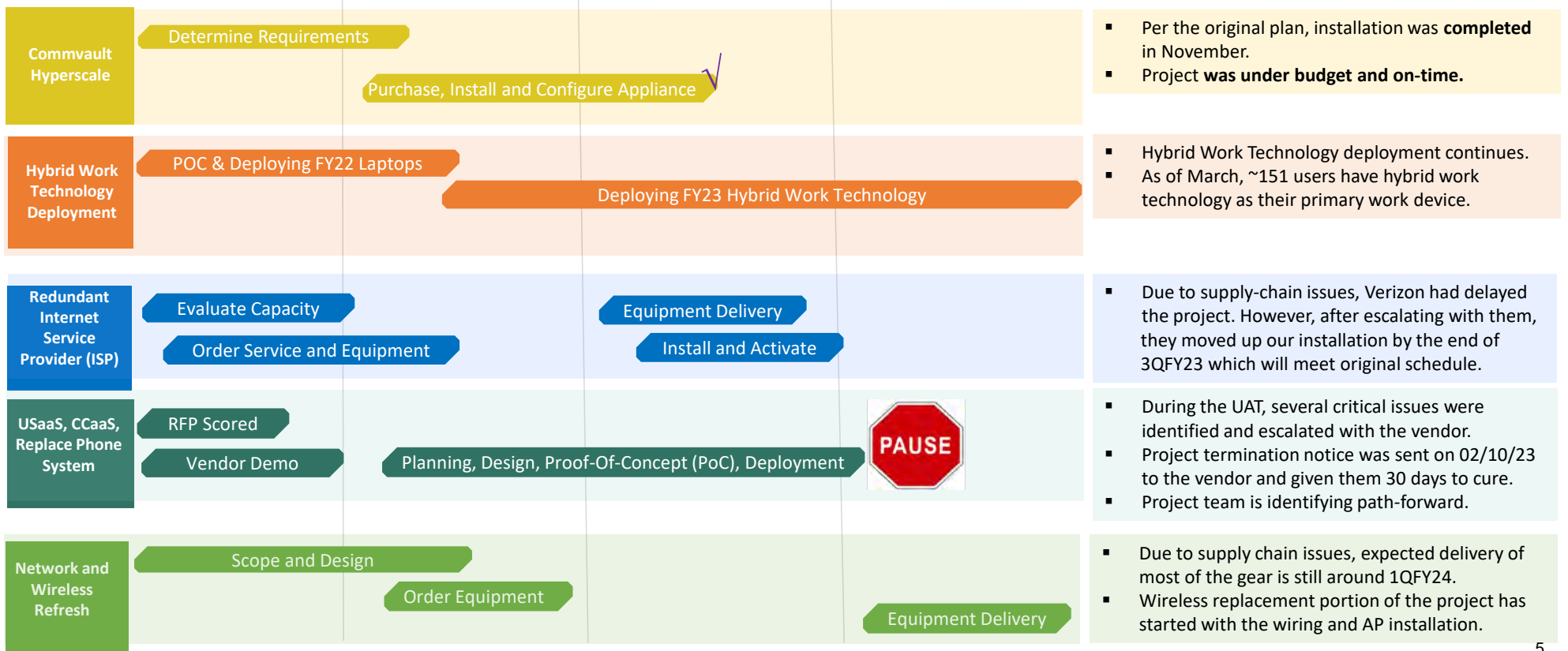   - **Complete (On-time and On-Budget)**

Healthcare Technology Roadmap Projects

- Workflow Queues
  - Capability to improve operational efficiency by grouping work items by a category and automatically assigning to a trained staff member for processing.
  - Estimated Cost: $24,625.00
  - Time-line: Nov 2022 – April 2023

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Technology Roadmap – Infrastructure Projects

1QFY23	2QFY23	3QFY23	4QFY23 || 1HFY24

Commvault Hyperscale
- Determine Requirements
- Purchase, Install and Configure Appliance

- Per the original plan, installation was **completed** in November.
- Project **was under budget and on-time.**

Hybrid Work Technology Deployment
- POC & Deploying FY22 Laptops
- Deploying FY23 Hybrid Work Technology

- Hybrid Work Technology deployment continues.
- As of March, ~151 users have hybrid work technology as their primary work device.

Redundant Internet Service Provider (ISP)
- Evaluate Capacity
- Order Service and Equipment
- Equipment Delivery
- Install and Activate

- Due to supply-chain issues, Verizon had delayed the project. However, after escalating with them, they moved up our installation by the end of 3QFY23 which will meet original schedule.

USaaS, CCaaS, Replace Phone System
- RFP Scored
- Vendor Demo
- Planning, Design, Proof-Of-Concept (PoC), Deployment
- PAUSE

- During the UAT, several critical issues were identified and escalated with the vendor.
- Project termination notice was sent on 02/10/23 to the vendor and given them 30 days to cure.
- Project team is identifying path-forward.

Network and Wireless Refresh
- Scope and Design
- Order Equipment
- Equipment Delivery

- Due to supply chain issues, expected delivery of most of the gear is still around 1QFY24.
- Wireless replacement portion of the project has started with the wiring and AP installation.

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Technology Roadmap Budget

PROJECTS	5-Year Plan	Spend to Date @ 3/1/2023	% Of Plan To Date	FY23 Plan	FY23 Spend @ 3/1/2023	% Of FY23
TELECOMMUNICATIONS	250,000	175,848	70.3%	250,000	175,848	70.3%
SECURITY STACK	899,600	-	0.0%	143,000	-	0.0%
NETWORK INFRASTRUCTURE	886,000	242,453	27.4%	811,000	242,453	29.9%
HYBRID TECHNOLOGY REPLACEMENT	419,000	104,262	24.9%	125,000	104,262	83.4%
SERVER INFRASTRUCTURE	1,216,700	-	0.0%	136,100	-	0.0%
BACKUP AND RECOVERY	532,754	128,905	24.2%	200,000	128,905	64.5%
SMART PORTALS	196,000	-	0.0%	196,000	-	0.0%
SMART FRAMEWORK	760,000	175,000	23.0%	360,000	175,000	48.6%
SMART ENHANCEMENTS	2,623,000	24,766	0.9%	144,000	24,766	17.2%
SMART BUSINESS TOOLS	500,000	-	0.0%	250,000	-	0.0%
TOTAL	$ 8,283,054	$ 851,235	10.3%	$ 2,615,100	$ 851,235	32.6%

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Commitment - Delivered

Memo

To: Retirement Board
From: Richard Stensrud
CC: Karen Roggenkamp, Tracy Valentino, Jay Patel
Date: February 17, 2022
Re: FY2022 Capital Budget Modification

Business resiliency requires robust data protection and recovery strategy and associated technical solution. Information Technology's vision for data recovery is to minimize dependence on the tape media due to the concerns of reliability and recoverability. IT has adopted the industry standard 3-2-1 data backup and recovery principle. The 3-2-1 backup strategy simply states that you should have 3 copies of your data (your production data and 2 backup copies) on two different media with one copy off-site for business continuity and disaster recovery. To accomplish this vision, we will be executing to a two phased approach.

Phase 1: Our immediate need is to acquire Commvault's Software-As-A-Service (SaaS) backup solution for Microsoft 365 product. This will allow the back up of all SERS data in the M365 cloud, SharePoint, Teams, OneDrive, etc. Since this a SaaS solution, it requires per user license to be renewed on a yearly basis with a cost of approximately $20K.

Phase 2: The second phase is to acquire Commvault's cloud storage to allow the replication of our production data. This will eventually replace the tape media and get us to our desired end-state. To align with our 3-2-1 backup principle, we will maintain our production data, and additional copy on-prem and off-site backup copy in the Commvault cloud. This requires SaaS cloud storage from Commvault cost of approximately $20K - $25K.

In IT's FY22 budget, we have following line-item as a part of the Capital Budget:
- Back up Tape Replacement: $80K

Since Phase I and Phase II does not require any capital investment bur rather, subscription cloud services, we are requesting an approval to move capital budget to the operating budget to accomplish our data protection and recovery strategy.

Status Update

Accomplishments

✓ Commvault cloud storage for backup was procured.

✓ On-prem backup to cloud storage was configured and activated. This model greatly improves our business resiliency and DR capabilities (I.e., cloud to cloud)

✓ On-prem backup to tapes media was suspended.
  ✓ Daily outbound transfer of tapes to the offsite storage vendor (FireProof) was stopped.
  ✓ Daily inbound transfer of tapes from FireProof to SERS continued so existing tapes can be recycled.

✓ IT stopped purchasing additional tapes to replace existing tapes or to support data growth.

✓ Given the number of tapes at FireProof, we anticipate by the end of FY23, we will have recycled our complete tape library.

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Disaster Recovery Facility Sunset – Impact and Benefit

Closing our physical DR site removes operating expenses (ex: lease, circuits, security). However, the more significant impact is the cost avoidance of hot site equipment replacement. As our site was closed, we were able to transfer equipment back to HQ.

By redeploying 5 hosts that manage our desktop infrastructure from the BCS, IT can cost defer investment of **$186,500** until at least FY25.

Technology Roadmap	
FY24 [7.1.23 - 6.30.24]	**~ Cost2**
VDI Hosts Evaluate	$186,500

8

CLOSED DISASTER RECOVER SITE

Information Security Update

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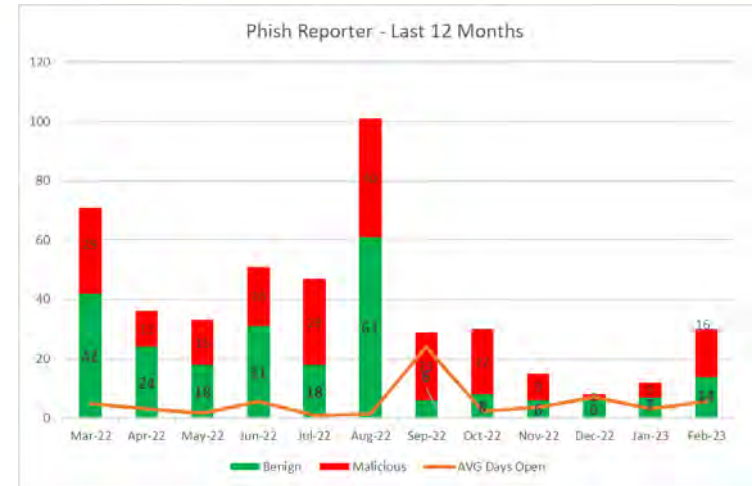# Information Security – Quarterly Update

- Disaster Recovery (DR) Tabletop Tests

  - DR Exercise (1/26) – ERM Officer led data center scenario; 'Passed' all test objectives; continuous improvements identified & being remediated – no critical, 3 high risks

  - DR Exercise (3/7 & 3/21) – IT & process owners annual cloud failover test with vendor

- Email Security

  - Proofpoint - Expanded capabilities and preventive controls for most targeted email accounts (Staff, Board)

- Metrics – key measure benchmarks (next slide) and 3rd party security monitoring identified no security incidents in last 6 months.

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Information Security – Key Metrics

Monthly InfoSec Training Participation - Last 12 Months

Three Lines of Defense:

1. Proofpoint

2. Microsoft

3. Staff

Phish Reporter - Last 12 Months

Security Awareness Training > 90% Goal - MET

Phish Reporting & Response By IT / IS < 7-day goal - MET

Maturity Score Trend

Cyber Exposure Score (CES)

472
Medium Risk (350-649)

	Oct '22	Nov '22	Dec '23	Jan '23	Feb '23	Mar '23
SERS	456 ▲	446 ▼	469 ▲	446 ▼	446 ►	472 ▲
INDUSTRY	369 ▲	370 ▲	373 ▲	362 ▼	376 ▲	364 ▼
POPULATION	382 ▲	382 ►	385 ▲	377 ▼	391 ▲	379 ▼

Cyber Maturity > Peer Benchmarks; Cyber Exposure < Peer Benchmarks (vulnerability aging expected to be patched/addressed with remediation plan) – PARTIALLY MET

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Information Security – Quarterly Update

- **Cloud Migration Activities**

  - Backup site completely decommissioned; lease expires May 2023

- **Establishing FY24 Priorities:**

  - Cyber insurance (?)

  - Software Subscriptions/Investments

    - Email security enhancements

    - 3rd Party 24/7/365 security monitoring (Arctic Wolf)

    - Data-loss prevention and discovery tools

    - Device scanning for malware

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QUESTIONS

Future Topics

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<u>ADJOURNMENT(R)</u>

_____ moved that the Technology Committee adjourn to meet on _____ for the next scheduled meeting.

The meeting adjourned at _____ p.m.

_____

Matthew King, Chair