

SERS Retirement Board Technology Committee Meeting September 19, 2024 12:30 P.M.

Join Zoom Meeting

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To join by phone, dial: +1 305 224 1968 and enter the Meeting ID: 990 2198 2452 and

Password: 12345 when prompted.

1. Roll call

- 2. Approval of **June 20**, **2024**, Technology Committee Minutes (R)
- 3. Opening Remarks
- 4. Information Technology Update
 - Technology Committee Updates
 - o Technology Roadmap (TRM) Infrastructure and SMART
 - o TRM Financial Tracking
- 5. Executive Session pursuant to R.C. 121.22(G)(6) to discuss a security matter
- 6. Upcoming Technology Committee Meetings
 - Future Topics
 - Next Meeting Date(s)
- 7. Adjournment

SERS Technology Committee Meeting September 19, 2024

			_ P.M.
Roll Call:			
	Matthew King		
	James Rossler		
	Frank Weglarz		
	Daniel Wilson		

APPROVAL OF MINUTES OF THE TECHNOLOGY COMMITTEE MEETING HELD ON June 20, 2024

Committee mee	_moved and ting held on Thursday,、		otion to approve the	minutes of the Technology
Upon roll call,	the vote was as follow	s:		
ROLL CALL:	<u>YEA</u>	<u>NAY</u>	<u>ABSTAIN</u>	
James Rossle Frank Weglarz	<u></u>	<u> </u>		
Daniel Wilson Matthew King		<u> </u>		

School Employees Retirement System

TECHNOLOGY COMMITTEE MINUTES

Information Technology Update

SERS Deputy Executive Director, Karen Roggenkamp provided opening comments regarding the education session to be presented at the committee meeting. Ms. Roggenkamp explained information would be covered about threats as well as tools to protect SERS as we move forward in a sensitive area.

Phil Grim, Information Security Officer of SERS, provided a presentation that focused on Identity Proofing Accounts and Combating Email Threats.

After some questions and a discussion, the committee thanked Mr. Grim for his informative presentation.

Jay Patel, SERS Chief Technology Officer, shared a Technology Roadmap update on FY2024 Infrastructure projects and FY2024 SMART projects. Mr. Patel reported that as we are ending FY2024, we have good momentum. In terms of FY2024 Infrastructure projects, Mr. Patel highlighted that the firewall replacement was accomplished with considerable savings. The update continued with an FY2024 SMART projects and Mr. Patel provided an update on the MSS Portal Reimagination project which was deployed on May 24, 2024. Mr. Patel shared information and metrics with the committee concerning improved security and less friction when using the member and employer portals. Mr. Patel shared another member portal update implemented in June. When members submit a refund application online, they have the ability to see the processing status at any time. Mr. Patel concluded the SMART projects update noting the upcoming Member Self Service Refund On-line project will provide on-line capability for members to securely submit refund application. continue to improve multi-factor authorization and user experience.

After a few questions from the Committee members and a brief discussion surrounding the portal reimagination project, Mr. Patel provided an update on the budget status with additional updated planned at the next meeting.

Risk Management and Information Security Update

Ms. Roggenkamp introduced the risk management update topic, sharing that Mr. Grim is working with SERS Legal team legal on school cyber incident notifications. Mr. Grim confirmed there is a JCARR scheduled for June 24, 2024, and ensured that the board would be given an update at a future meeting.

Ms. Roggenkamp informed the committee that the quarterly metrics showed no usual trends or incidents. Mr. Grim highlighted that SERS monitors dark web activity as a proactive measure to protect SERS membership from cyber threats.

<u>Upcoming Technology Committee Meetings – Future Topics and Next Meeting Dates</u>

James Rossler thanked Mr. Grim for a great presentation on cybersecurity. He asked that as SERS gets updates on the school cyber incident notifications that SERS make strong effort to get every school notified in a manner where they are not going to miss it. Mr. Rossler and Mr. King strongly recommend including A-Sites when socializing the cybersecurity rule.

Ms. Roggenkamp noted that the committee would receive an overview of the communication we will put in place, along with a few examples.

	The next regular Technology Committee meeting will be held Thursday, September 19, 2024, at 1:30 pm or immediately following the regular SERS Board Meeting. James Rossler will not be in attendance and is excused. Technology Committee Chair, Matthew King, adjourned the meeting at 2:33 p.m.						
	Action Items Assigned Due Date Person						
Action Items	n/a						

Matthew King, 6	Committee	Chair

Richard Stensrud, Secretary



Agenda Items



- Opening Remarks
- Technology Committee Updates
 - Technology Roadmap (TRM) Infrastructure and SMART
 - TRM Financial Tracking
 - Executive Session Information Security
 - Risk Management Q1 Update
- Questions/Future Topics

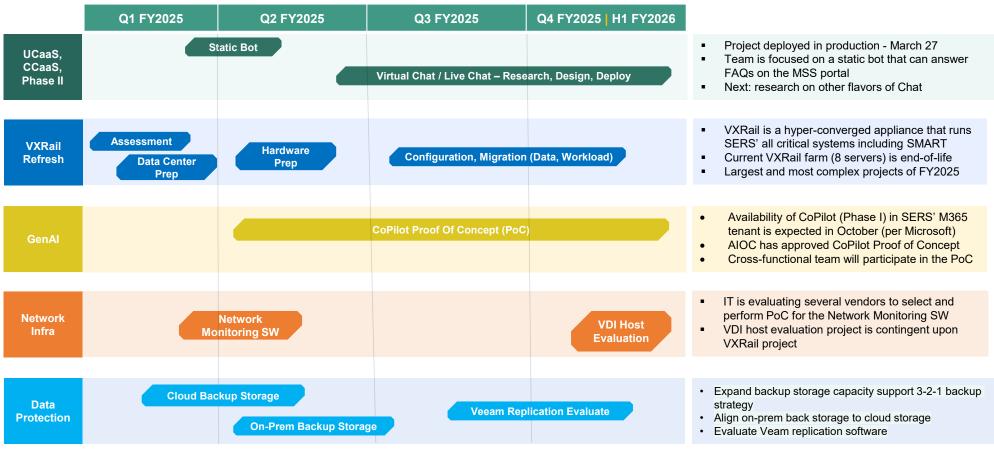


INFORMATION TECHNOLOGY UPDATE

Technology Roadmap

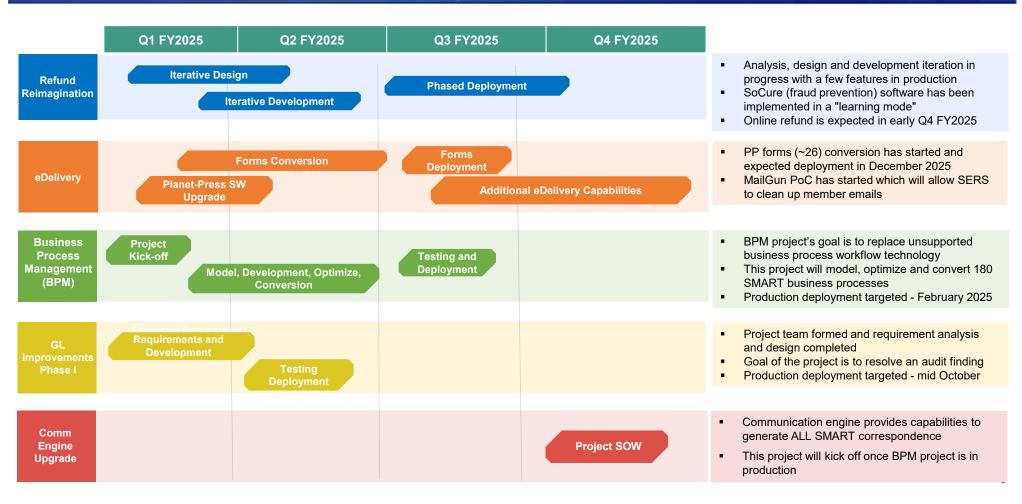
TRM - FY2025 Infrastructure Projects





TRM - FY2025 SMART Projects





Sagitec Support Agreement Assessment by Linea



SMART Support Contract Expiration

• Sagitec Support and Maintenance (S&M) five-year contract for SMART is scheduled to expire on July 30, 2025. This contract includes product support, upgrades to the Neospin framework software, and ongoing security enhancements. The monthly cost for this service is \$35,000.

Assessment Objectives

- To evaluate the best SMART support model moving forward, SERS has enlisted Linea Solutions. Their SOW includes:
 - Review of current S&M contract and how it compares to other Sagitec pension clients
 - Guiding SERS on how to best utilize SERS' IT resources and Sagitec for ongoing SMART support
 - Conducting an environmental scan of Sagitec's clients to understand their support models
 - Comparison of Sagitec's support with other vendors
 - Identifying best practices for the duration, components, and pricing of a renewed contract
 - Linea's consulting fees are not to exceed \$40,000.

Current Status

- Project kicked off on July 30, 2024
- SERS' senior leadership and staff have been interviewed to collect feedback
- Preliminary discussions have been held with Sagitec's account executive and CEO
- · Meetings with Sagitec clients are scheduled for September and October
- · A draft report is anticipated in late October
- Updates and information to Technology Committee

Technology Roadmap Financial Tracking



Five Year Technolo			023 & FY2024			FY2	2025 Spend	Tot	al Roadmap	R	Remaining
Description	Tota	l 5-Year Plan	ctual Spend	FY	2025 Plan		to Date		end to Date		Roadmap
Telecommunications	\$	250,000	\$ 308,040	\$	-	\$	19,617	\$	308,040	\$	(58,040
Security Stack	\$	899,600	\$ 70,977	\$	30,000	\$	-	\$	100,977	\$	798,623
Network Infrastructure Refresh	\$	886,000	\$ 653,297	\$	301,500	\$	1,035	\$	954,797	\$	(68,797
Hybrid Technology Replacement	\$	419,000	\$ 123,499	\$	386,000	\$	132,282	\$	509,499	\$	(90,499
Server Infrastructure	\$	1,216,700	\$ -	\$	341,100	\$	6,689	\$	341,100	\$	875,600
Backup and Recovery	\$	532,754	\$ 140,455	\$	121,250	\$	43,573	\$	261,705	\$	271,049
SMART Portals	\$	196,000	\$ 82,500	\$	-			\$	82,500	\$	113,500
SMART Framework	\$	760,000	\$ 482,500	\$	215,000			\$	697,500	\$	62,500
SMART Enhancements	\$	2,623,000	\$ 231,344	\$	803,567	\$	56,780	\$	1,034,911	\$	1,588,089
SMART Business Tools	\$	500,000	\$ 334,414	\$	100,000	\$	1,860	\$	434,414	\$	65,586
SMART total	\$	4,079,000	\$ 1,130,757	\$1	L,118,567	\$	58,640	\$	2,249,324	\$	1,829,676
Infrastructure Total	\$	4,204,054	\$ 1,296,269	\$1	L,179,850	\$	203,197	\$	2,476,119	\$	1,727,935
Total Budget	\$	8,283,054	\$ 2,427,026	\$2	2,298,417	\$	261,836	\$	4,725,443	\$	3,557,611

EXECUTIVE SESSION

moved andseconded the motion that the Technology Commconvene in Executive Session pursuant to R.C. 121.22(G)(6) to discuss a security matter							
Upon roll call, the vo	ote was as follow	s:					
ROLL CALL: James Rossler Frank Weglarz Daniel Wilson Matthew King	<u>YEA</u> 	<u>NAY</u>	ABSTAIN				
IN EXECUTIVE SESS	SION AT	A.M./P.I	м.				
RETURN TO OPEN S	SESSION AT	A.N	I. / P.M.				



QUESTIONS/ FUTURE TOPICS

ADJOURNMENT(R)

moved that the Techn	ology Committee	adjourn to meet on	
for the next scheduled meeting.			
The meeting adjourned at	p.m.		
	Matth	new King, Chair	