



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

Join Zoom Meeting

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1](https://ohsers.zoom.us/j/99021982452?pwd=RgqxXRtu3srSqHe4a4yfAh8C3QpdIT.1)

**Meeting ID:** 990 2198 2452      **Password:** 12345

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1. Roll call
2. Approval of **June 20, 2024**, Technology Committee Minutes (R)
3. Opening Remarks
4. Information Technology Update
  - Technology Committee Updates
    - Technology Roadmap (TRM) Infrastructure and SMART
    - 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**

\_\_\_\_\_ moved and \_\_\_\_\_ seconded the motion to approve the minutes of the Technology Committee meeting held on **Thursday, June 20, 2024**.

Upon roll call, the vote was as follows:

<b>ROLL CALL:</b>	<b><u>YEA</u></b>	<b><u>NAY</u></b>	<b><u>ABSTAIN</u></b>
James Rossler	_____	_____	_____
Frank Weglarz	_____	_____	_____
Daniel Wilson	_____	_____	_____
Matthew King	_____	_____	_____

<p><b>School Employees Retirement System</b></p>	<p align="center"><b>TECHNOLOGY COMMITTEE MINUTES</b></p>		
<p><b>Preparer</b></p>	<p>Megan Robertson</p>	<p><b>Meeting Date:</b></p>	<p>June 20, 2024</p>
<p><b>Committee Chair</b></p>	<p>Matthew King</p>	<p>Committee roll call was as follows: Matthew King, James Rossler, Frank Weglarz. Absent: Daniel Wilson</p> <p><b>Also in Attendance:</b>  Ryan Hennigan, ORSC representative. SERS Board Member: Aimee Russell. SERS Staff Members: Phil Grim, Jay Patel, Jeff Davis, Joe Marotta, Richard Stensrud, Karen Roggenkamp, Vatina Gray, Nikki Whitacre, Amy Clark and Megan Robertson. The representative of the Ohio Attorney General, Lisa Reid, and guests attended virtually on Zoom.</p>	
<p><b>Agenda</b></p>	<ol style="list-style-type: none"> <li>1. Roll call (R)</li> <li>2. Approval of April 18, 2024, minutes (R)</li> <li>3. Opening Remarks</li> <li>4. Information Technology Update <ul style="list-style-type: none"> <li>o Education Session Under R.C. 171.50 and 3309.051 – Cybersecurity</li> <li>o Technology Committee Updates <ul style="list-style-type: none"> <li>o Technology Roadmap – Infrastructure and SMART</li> <li>o Technology Roadmap Financial Tracking</li> <li>o Risk Management Q4</li> </ul> </li> </ul> </li> <li>5. Risk Management and Information Security Quarterly Update</li> <li>6. Executive Session pursuant to R.C. 121.22(G)(6) to discuss a security matter <i>(if needed)</i></li> <li>7. Upcoming Technology Committee Meetings <ul style="list-style-type: none"> <li>o Future Topics</li> <li>o Next meeting Date(s)</li> </ul> </li> <li>8. Adjournment</li> </ol>		
<p><b>Discussion</b></p>	<p>The SERS Special Technology Committee meeting began in open session at 1:30 p.m.</p> <p><b><u>Roll Call</u></b></p> <p>The SERS regular Technology Committee began with a roll call. The committee roll call was as follows: Present: James Rossler, Frank Weglarz, Matthew King. Absent: Daniel Wilson.</p> <p>Also in attendance was Ryan Hennigan, ORSC representative. SERS Board Member: Aimee Russell. SERS Staff Members: Phil Grim, Jay Patel, Jeff Davis, Joe Marotta, Richard Stensrud, Karen Roggenkamp, Vatina Gray, Nikki Whitacre, Amy Clark and Megan Robertson. The representative of the Ohio Attorney General, Lisa Reid, and guests attended virtually on Zoom.</p> <p><b><u>Approval of Minutes</u></b></p> <p>Frank Weglarz moved, and James Rossler seconded the motion to approve the minutes of the Technology Committee meeting held on April 18, 2024. Upon roll call, the vote was as follows: Yea: Matthew King, James Rossler, Frank Weglarz. Absent: Daniel Wilson. The motion carried.</p>		

**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.

**Upcoming Technology Committee Meetings – Future Topics and Next Meeting Dates**

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.

	<p>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.</p> <p>Technology Committee Chair, Matthew King, adjourned the meeting at 2:33 p.m.</p>		
	<b>Action Items</b>	<b>Assigned Person</b>	<b>Due Date</b>
<b>Action Items</b>	n/a		

\_\_\_\_\_  
 Matthew King, Committee Chair

\_\_\_\_\_  
 Richard Stensrud, Secretary

DRAFT



# TECHNOLOGY COMMITTEE

September 19, 2024

# 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



	Q1 FY2025	Q2 FY2025	Q3 FY2025	Q4 FY2025   H1 FY2026	
UCaaS, CCaaS, Phase II	Static Bot		Virtual Chat / Live Chat – Research, Design, Deploy		<ul style="list-style-type: none"> <li>Project deployed in production - March 27</li> <li>Team is focused on a static bot that can answer FAQs on the MSS portal</li> <li>Next: research on other flavors of Chat</li> </ul>
VXRail Refresh	Assessment Data Center Prep	Hardware Prep	Configuration, Migration (Data, Workload)		<ul style="list-style-type: none"> <li>VXRail is a hyper-converged appliance that runs SERS' all critical systems including SMART</li> <li>Current VXRail farm (8 servers) is end-of-life</li> <li>Largest and most complex projects of FY2025</li> </ul>
GenAI	CoPilot Proof Of Concept (PoC)				<ul style="list-style-type: none"> <li>Availability of CoPilot (Phase I) in SERS' M365 tenant is expected in October (per Microsoft)</li> <li>AIOC has approved CoPilot Proof of Concept</li> <li>Cross-functional team will participate in the PoC</li> </ul>
Network Infra	Network Monitoring SW		VDI Host Evaluation		<ul style="list-style-type: none"> <li>IT is evaluating several vendors to select and perform PoC for the Network Monitoring SW</li> <li>VDI host evaluation project is contingent upon VXRail project</li> </ul>
Data Protection	Cloud Backup Storage	On-Prem Backup Storage	Veeam Replication Evaluate		<ul style="list-style-type: none"> <li>Expand backup storage capacity support 3-2-1 backup strategy</li> <li>Align on-prem back storage to cloud storage</li> <li>Evaluate Veeam replication software</li> </ul>

# TRM – FY2025 SMART Projects



	Q1 FY2025	Q2 FY2025	Q3 FY2025	Q4 FY2025	
<b>Refund Reimagination</b>	<ul style="list-style-type: none"> <li>Iterative Design</li> <li>Iterative Development</li> </ul>		<ul style="list-style-type: none"> <li>Phased Deployment</li> </ul>		<ul style="list-style-type: none"> <li>Analysis, design and development iteration in progress with a few features in production</li> <li>SoCure (fraud prevention) software has been implemented in a "learning mode"</li> <li>Online refund is expected in early Q4 FY2025</li> </ul>
<b>eDelivery</b>	<ul style="list-style-type: none"> <li>Planet-Press SW Upgrade</li> </ul>	<ul style="list-style-type: none"> <li>Forms Conversion</li> </ul>	<ul style="list-style-type: none"> <li>Forms Deployment</li> </ul>	<ul style="list-style-type: none"> <li>Additional eDelivery Capabilities</li> </ul>	<ul style="list-style-type: none"> <li>PP forms (~26) conversion has started and expected deployment in December 2025</li> <li>MailGun PoC has started which will allow SERS to clean up member emails</li> </ul>
<b>Business Process Management (BPM)</b>	<ul style="list-style-type: none"> <li>Project Kick-off</li> </ul>	<ul style="list-style-type: none"> <li>Model, Development, Optimize, Conversion</li> </ul>	<ul style="list-style-type: none"> <li>Testing and Deployment</li> </ul>		<ul style="list-style-type: none"> <li>BPM project's goal is to replace unsupported business process workflow technology</li> <li>This project will model, optimize and convert 180 SMART business processes</li> <li>Production deployment targeted - February 2025</li> </ul>
<b>GL Improvements Phase I</b>	<ul style="list-style-type: none"> <li>Determine Requirements, Requirements and Development</li> </ul>	<ul style="list-style-type: none"> <li>Testing Deployment</li> </ul>			<ul style="list-style-type: none"> <li>Project team formed and requirement analysis and design completed</li> <li>Goal of the project is to resolve an audit finding</li> <li>Production deployment targeted - mid October</li> </ul>
<b>Comm Engine Upgrade</b>				<ul style="list-style-type: none"> <li>Project SOW</li> </ul>	<ul style="list-style-type: none"> <li>Communication engine provides capabilities to generate ALL SMART correspondence</li> <li>This project will kick off once BPM project is in production</li> </ul>

# 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 Technology Roadmap Budget							
Description	FY2023 & FY2024			FY2025 Spend to Date	Total Roadmap Spend to Date	Remaining Roadmap	
	Total 5-Year Plan	Actual Spend	FY2025 Plan				
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	
<b>SMART total</b>	<b>\$ 4,079,000</b>	<b>\$ 1,130,757</b>	<b>\$ 1,118,567</b>	<b>\$ 58,640</b>	<b>\$ 2,249,324</b>	<b>\$ 1,829,676</b>	
<b>Infrastructure Total</b>	<b>\$ 4,204,054</b>	<b>\$ 1,296,269</b>	<b>\$ 1,179,850</b>	<b>\$ 203,197</b>	<b>\$ 2,476,119</b>	<b>\$ 1,727,935</b>	
<b>Total Budget</b>	<b>\$ 8,283,054</b>	<b>\$ 2,427,026</b>	<b>\$ 2,298,417</b>	<b>\$ 261,836</b>	<b>\$ 4,725,443</b>	<b>\$ 3,557,611</b>	

\*\* Remaining Roadmap is equal the Total 5-Year Plan less FY2023 & FY2024 Actuals, and less FY2025 Plan

**EXECUTIVE SESSION**

\_\_\_\_\_ moved and \_\_\_\_\_ seconded the motion that the Technology Committee convene in Executive Session pursuant to R.C. 121.22(G)(6) to discuss a security matter.

Upon roll call, the vote was as follows:

<b><u>ROLL CALL:</u></b>	<b><u>YEA</u></b>	<b><u>NAY</u></b>	<b><u>ABSTAIN</u></b>
James Rossler	_____	_____	_____
Frank Weglarz	_____	_____	_____
Daniel Wilson	_____	_____	_____
Matthew King	_____	_____	_____

**IN EXECUTIVE SESSION AT \_\_\_\_\_ A.M./P.M.**

**RETURN TO OPEN SESSION AT \_\_\_\_\_ A.M. / P.M.**



## **QUESTIONS/ FUTURE TOPICS**

**ADJOURNMENT(R)**

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

The meeting adjourned at \_\_\_\_\_ p.m.

\_\_\_\_\_  
Matthew King, Chair