Technology Advisory Board
Meeting Minutes

March 22, 2018

Present:	Zachary Posner (Information Services), Adam Gardiner (Recorder), Carlton Christensen (Regional Transportation and Economic Development), Reid Demman (Surveyor), Scott Baird (Public Works and Municipal Services), Chris Stavros (Assessor), Brad Kendrick (Council), Megan Hillyard (Administrative Services), Lisa Ashman (District Attorney), Erin Litvack (Community Services), Phil Conder (Treasurer)
	Representation Absent: Human Services, Auditor, Clerk & Sheriff
Next meeting:	4/19/2018

I. Approve Minutes – Adam Gardiner

Motion to Second – Reid Demman – Passed unanimously.

II. Follow-Up Items – Tony Jolley

Tony Jolley: Capital Fund proposal – Currently discussing with working groups.

III. Multi-Factor Authentication (MFA) Communication Update – Mark Evans

Mark Evans: Beginning of a PR campaign developing. Want to get people to know that this is coming.

Met with communications team and they suggested an alternative approach. Suggested we work individually with each agency and get a contact with each agency and send a message out to that agency in their own culture and their own words. The system has been purchased, back end has been built, and plugging it into PeopleSoft will be the most important issue.

That will be our main goal, but there are many other systems to put this in place for. When you're here, everything will show up as it is but when you're not on the network, will prompt an extra token to sign in in addition to your password.

A handful of situations internally will require MFA as well.

That is it in a nutshell for now. Any questions?

Adam: Is the eventual goal to get this to every County employee?

Mark: Anyone who needs to access the system off the network.

Adam: Do you have a guess of what that would look like?

Mark Evans: It's thousands. 6500 employees roughly have accounts. About 2000 of those are teenagers who work at the recreation centers.

Zachary Posner: We want to reserve capability and the threat profile changes over time.

Mark Evans: Keep bad guys from the outside out of the system.

Megan Hillyard: For the communication plans to work individually with elected officials, Is it division level? Who are those communication going to?

Mark Evans: Working on liaisons in each department.

Megan Hillyard: Just curious if that's going to be backed up by communication through EConnect?

Mark Evans: Yes, won't need to do it for everyone county-wide. We will get with agencies and determine what is in scope. The we can manage the message to the people who are using it.

Megan Hillyard: Wondered if there needed to be a blanket message too because one person has a struggle with the multi-factor authentication and then people start talking about it and asking what's going on in Information Services.

Mark Evans: That was my initial approach to do it that way, but I am open to suggestions.

Reid Demman: As an example, in our office we are going to limit it to our management team to get deeper access and more administrative rights. That's where we are starting; we are not making everybody have it but mostly management team at this point.

Mark Evans: Completely open to ideas. Talked to peers, tell people it is coming. They suggested what we do is have a couple days as a Security Team to help people walk through it. That's where I would have started and see what the message is, but the Communications Team suggested individually targeted communication.

Adam Gardiner: Great. Any other questions? Thank you for your work on this, we really appreciate it.

IV. By-Laws (Discussion/Direction) – Dianne Orcutt & Adam Gardiner

Dianne Orcutt: In our ordinance, it requires that the by-laws and outline our voting procedure which we have in terms of majority, specifically proxy and absentee voting. I am here today to potentially see how you would like to handle the proxy or absentee voting.

Currently our by-Laws say that the quorum is the majority vote of those present, so that is what we have so far, to the extent that we need to address proxy or absentee voting. Whether we allow it or not.

Adam Gardiner: Not sure what the rest of board feels about the membership section in Article 3. It says one voting representative from each of the County Departments and each elected office. So, it doesn't have to be the department head. I'm wondering if Proxy voting is necessary.

Megan Hillyard: Is this related to if a representative was assigned but I can't make the meeting, it would be the person in that place, right?

Adam Gardiner: Is that the definition of Proxy?

Dianne Orcutt: Someone will vote on your behalf, but it could come up in that situation although the way our by-Laws are written, they are general enough where I think you won't necessarily have a proxy for your office, just send a representative. But if the Recorder's Office can't send a representative and they want to reach out to the Treasurer's Office and say they need to vote for us, that is a proxy. Within your own department, we don't need a specific representative, I think you don't need to address proxy for those situations but you want consistency so hopefully you're sending the same person on a regular basis so they know what's going on.

Reid Demman: Is it advantageous if you won't make it to have a proxy person to vote for you? What's the difference between from proxy and representative?

Adam Gardiner: If the by-Laws said the Recorder, Treasurer, and Surveyor shall be members of the committee and we can't make it and we send someone from our office, they would be a proxy for us but if the office is a member the department is a member not the actual head, anyone who comes from the office is a representative.

Megan Hillyard: Trying to make sure that we have that broad representation. But in that spirit, that explanation makes me feel comfortable. The point is to try and have that representation from each elected office and so assigning a proxy probably goes against that intention of encouraging attendance and participation by each individual office. I think that I am leaning towards maybe sticking with the language as it is.

Adam Gardiner: That's the way I am leaning as well.

Megan Hillyard: For example, the Mayor's Office, the Mayor can just assign an individual.

Dianne Orcutt: The idea is to be consistent but allow that flexibility.

Erin Litvack: I have some concern from that vantage point and a proxy would be sort of representing the person who has been in all of the discussions.

Adam Gardiner: 100% agree. You would need to call it a proxy.

Dianne Orcutt: Each department can have a process and designate a person that always comes.

Scott Baird: In favor of the most flexibility possible. If the current language achieves that then I am in favor of it.

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Phil Conder: I like the language as well. However, if I show up, how do you know I am representing Wayne rather than I just decided to come up because I wanted to? How do we pass that baton?

Adam Gardiner: We don't.

Reid Demman: Declare it at the beginning of the meeting?

Zach Posner: Have to assume that person who shows up has the authority to represent.

Adam Gardiner: What gives us most flexibility?

Dianne Orcutt: I think the way it is now is fine but the ordinance requires us to address voting procedures to include absentee and proxy voting. We can add it to the by-laws that we are not going to have proxy or absentee voting and just leave the current voting structure as it is in the by-laws.

Adam Gardiner: Is that the way the board is leaning? What about the Assessor's office? Do you have anything?

Chris Stavros: Need to have flexibility to represent our office. Like the way it is.

Adam Gardiner: Is it okay if we give you direction to write language about having no proxy or absentee voting?

Dianne Orcutt: That's why I am here.

Reid Demman: Not wrong with having absentee vote. More flexibility to have that in there?

Adam Gardiner: I agree with you if you're using your example of two people that normally come for you and neither of them can make it, you can still send a 3rd person and tell them the direction you want to go in your office or we can say in the by-laws, here's the process for absentee vote but then it just seems like you would have to send me an email and make sure I am fine with that.

Dianne Orcutt: Maybe a situation where the two people who usually come, you could find someone else in your office and maybe you and Reid know you're on the same page and communicate together.

Reid Demman: Not really concerned about that.

Adam Gardiner: If we do put language on absentee or you just have to send email.

Dianne Orcutt: Current voting is by who is present as well.

Scott Baird: We wouldn't send someone in the office that does not know the issue and know how to represent the office.

Dianne Ocutt: Again, that's covered by a representative in your office.

Zach Posner: Encourage participation, get someone to show up.

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Megan Hillyard: Clearly doesn't seem to be much of a problem. The agenda will drive interest to the meeting. Majority present to constitute quorum.

Adam Gardiner: Can I get a motion?

Megan Hillyard: Motion, we do not allow proxy or absentee voting and keep language as stated.

Reid Demman: Second motion.

Adam: Just adding language, that says no proxy or absentee voting.

Motion Passed Unanimously.

V. Working Groups Gantt Chart (Discussion/Direction) - Ginger Watts

Ginger Watts: We have a meeting update on some of our high level proposed timelines for the outcomes for the working groups. The Solution Working group is currently working on a standards list; we will discuss that in a little bit more detail. We do hope to have that finalized by July 26th but we consider this an ongoing effort.

In the Portfolio Working Group, our effort is on developing a capital fund proposal and we do believe that will drive our criteria for prioritizing existing projects and also thresholds and criteria.

All working group have looked at the Acceptable Use Policy which we will discuss later but that has been the main focus of the Governance Working Group. They also defined a Critical Business Process and Trevor and Phil will comment on that a bit later. We are also working on workflows that will define the overall governance process and we hope to have those for review at the April 19th meeting. Are there any questions about those timelines?

Adam Gardiner: I think they're great. Thanks

VI. Governance Working Group Updates

a. Critical Business Process Definition – Phil Lanouette & Trevor Hebditch

Phil Lanouette: We really beat this one to death in our working group, this is a draft definition, just talking about IT resources and IT processes. Critical Business Process, any Salt Lake County process that if were to fail it must be restored immediately to protect assets, County reputation, and comply with regulatory mandated services or which affects critical processes of two or more Salt Lake County agencies. The basis of this at its core is to have a business value, quality, and excellence driven by having consistent processes and solutions to support them. The rationale behind it is governing processes make sure they allow for improvement and opportunity to be identified across all Salt Lake County agencies and enable Salt Lake County to develop roadmaps and standards which support County goals and directions.

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Trevor Hebditch: The ordinance talks about this group managing critical business processes which are affected by changes in technology. So, as we consider new technology coming in or as people are looking changing critical processes which may affect other agencies, this is a way to ensure that all considerations are looked at across the board and we can optimize those processes to improve the way in which we can meet the obligations of the County and it's all very nice language but it comes down to making sure that this body is aware of changes which are coming up and which might be affected by those IT changes.

Phil Lanouette: Critical business process, we're saying the business process and critical process is the same thing.

Trevor Hebditch: Well, you could have a process which is not directly related to providing County services. For example, some of the things we do in Information Services, like background processes, are critical in running the organization but they're not really providing a mandated service.   This process is more high level, which actually are for running the organization and providing those services, underlying critical services may exist. I agree you can actually use the word business process in both places but the thing we don't want to do is go down to the level where we're saying everything has to be monitored and looked at. It just doesn't make sense and can be cumbersome. We want to raise this up to those processes which are really affecting what the County provides to citizens and what agencies provides to other agencies.

Scott Baird: Can you give a list examples of critical business processes?

Phil Lanouette: For the Recorder's Office for example, their cash flow and reconciliation process. If that breaks or goes down can't revive the service. Payroll putting in time and getting pay out.

Trevor Hebditch: Anything related to tax for example is a critical business process. Anything basically that you are statutorily obliged to provide, any process related to that would be considered critical because if it fails, it won't be able to be restored immediately and you are failing in your obligations under law.

Adam Gardiner: Do we need to approve this draft?

Trevor Hebditch: By the way, this was rectified in every single working group, multiple times to get this language down.

Motion: Erin Litvack

Carlton Christensen: Second

All in favor.

Motion passed unanimously.

b. Acceptable Use Policy Review (Discussion/Approval) – Mark Evans & Zach Posner

Mark Evans: Policy requires everybody eligible to get security awareness training. It will be in Saba this year and we are excited to see how that goes.
There were State law changes, necessitating section 3.4. There was a new state law passed if any computer technician observes child pornography they are subjects to if they do not report. We also made the policy more relevant because it is 10 years old. There were a lot of places that said we shouldn't give passwords to anyone else, except as authorized.
However, we should not give a password to anyone, ever. There is no reason to.
If you're a supervisor and asking an employee for their password, if anything bad happens, you can get in trouble. We updated the policy to say, in a stronger way, don't share a password for any reason.

Zach Posner: Previous language there was, "may result in termination". Just said that we will follow the standard disciplinary process.

Mark Evans: Section 3.2.1, had a crazy 500 word paragraph about specific things you couldn't say and do. Simple to just say not to violate the policy. No reason to have a competing policy, push back to the real rules with Human Resources.

Zach Posner: Reference existing policy.

Mark Evans: 3.5.6 Streaming of media, no use of it and that is not realistic. As long as our resources are not affected. If streaming media was overwhelming, we could disable that without getting permission.

Adam Gardiner: After this ordinance, if policy passes the Council, would it be appropriate for the Mayor's Office to send out to all employees and let them know of the changes?

Mark Evans: It would be nice to make sure people are aware. We need to research how to best accomplish this because Saba will not allow us to include require employees to read and acknowledge it as part of the yearly training.

Motion: Scott Baird
Second: Reid Demman

Motion passed unanimously.

c. IT Standards List (Discussion/Approval) – Tyler Andrus & Ginger Watts

Ginger Watts: Just an update, what we're really looking for is if we're meeting the requests of last year. So we have prepared a standards list, essentially right now it covers hardware, mobile devices and applications and everyone within all the technical teams in Information Services have reviewed it.

The Solutions Working Group has spent a fair amount of time vetting it and at this point I think we just want to have a discussion, answer any questions and make sure we are on the right track with this effort.

Tyler Andrus: Are there any questions on what you read?

Adam Gardiner: I have to give props to Information Services, we really appreciate it.

Lisa Ashman: Question about the replacement cycle recommendations. So, based on the type of equipment that Information Services is recommending, would we be required to go to a 4 year replacement instead of 3 years replacement? Again, would we be required to purchase an additional year warranty if the manufacturer only did a 3 year warranty?

Tyler: You would not be required to do that, but we advise purchasing it.

Lisa: Just wondering because the quality of technology can sometimes change. I know we used to standardize certain type of machines in our office and we started having trouble with it and we worked with Information Services and now we are on a different machine which we are standardizing. We have no problem at all right now and it's a completely different brand, and so just wondering if there are hard and fast 4 year cycle, or would we need to require the purchase of an additional year if the manufacturer only gives us 3?

Robert Sieber: For the same price, if they give you 4 years for same price, but don't pay extra for it.

Tyler Andrus: This is a very working, living document and since we drafted this, I have complained about what's in it. So, related to that, for the high-level users, the technology changes and they need a computer every two years. So, just as a guideline, say plan on replacing a third knowing that some people are going to need two or someone is going to need 5.

Zach Posner: The idea is to provide guidelines, if you're complying with this which gets updated regularly, we can assume you're good.

Tyler Andrus: Something else that this document does is quite too often we get non-technical people making technical decisions and this will help guide the non-technical people up front.

Carlton Christensen: This will be great. Do you have any sense of the typical desktop is in the County? In my own department we are getting close to 3 years. Do you have any sense of where most are?

Zach Posner: I believe we can, but we have to go back and look at it.

Ginger Watts: We would have to get additional information about that. It will be based on what our orders have been for those individuals because some of them do their own ordering and installations, but we can get a sense of what that is.

Carlton Christensen: I didn't know if it was in a system or if there was a huge group out there.

Ginger: We began evaluating last year for a to county-wide program. We will get back to you at a future meeting.

Zach Posner: Bring forward as a draft before solidifying it, we need to do some financial analysis. What is the cost to move the County to that? What's the average life?

Lisa Ashman: Eight years ago, we had major computer problems and had not replaced for eight years. Buying parts and pieces, our cost for computers was huge. We were able to save money. It took an initial outlay, but I think over time, it's a money saver. We have gone to 4 year rotation, with equipment that has a better longevity, and we are comfortable with 4 years instead of 3 years based on equipment that we purchased. It has saved us money to do that.

Scott Baird: Can someone who is using something that is not demanding use an older computer?

Robert Sieber: Wild card on that one. It can't be terribly old. Needs latest version of the operating system for security requirements.

Zach Posner: There's also supportability. Don't necessarily have to have a warranty, but should have a budget reserved. Don't want to fix a machine when you can replace it.

Reid Demman: Security issues become a factor too.

Erin Litvack: Would it be appropriate within these guidelines to make a statement that it

would be appropriate for every office to have a replacement schedule for technology? Important to recommend we establish one of those so they align with this document?

Megan Hillyard: Perhaps we should do a full review of the DA and Library, to see what the cost benefit analysis was. Just so we have that as an ongoing piece of information and retention schedule is a good idea and can add some good context to that conversation.

Carlton Christensen: What about monitors? Think about recycling? Do you have guidance on that? Or do you just wait until they die?

Robert Sieber: Depending on what the needs are, just because of energy efficiency, maybe 3-5 years.

Ginger Watts: We can add that to standards list to guide those that don't have IT expertise.

Tyler Andrus: This list is for new acquisitions. New software, new hardware. Something that is really important, it is driven by the Business. Don't want Information Services dictating. Group made up of the business.

Ginger Watts: Trying to identify all the efforts, as long as we have some guidelines in place. Continue to march down this road. Hope to have first round of standards list approved by this group.

Megan Hillyard: Best practice of checking in.

Ginger Watts: Quarterly is safe, as least twice a year.

Zach Posner: Regular cycle, not that hard and what needs to be updated. Around the budget cycle. If you have your own funding.

Lisa Ashman: Does this just encompass hardware or recommended software as well?

Ginger Watts: We have attempted to address hardware and software.

Adam Gardiner: If we can just give direction to your department for approval. In this meeting, no updates, go to next agenda item.

VII. Communications Items – Mayor & Council – Zach Posner & Adam Gardiner

Zach Posner: Nothing on my plate.

Ginger Watts: Next steps for the acceptable use policy.

VIII.   2018 Meeting Schedule

Ginger Watts: Updated schedule. April 19th meeting had to shift to afternoon.

IX. Review Action Items – Truc Tran

- By-Laws: Add language that states no proxy or absentee voting.
- If the Acceptable Use Policy passes - have Mayor's Office send out communication to all employees to let them know of updates.
- Every office to establish and create a technology replacement schedule and monitor replacement schedule and to do a full review of cost benefit analysis.

Meeting adjourned.