SERS Retirement Board
Technology Committee Meeting
September 15, 2022
12:30 P.M.

Join Zoom Meeting
https://ohsers.zoom.us/j/95224506181?pwd=MUFEdGJmbFpKVVJ3OCtnWXlWbGUrZz09

Meeting ID: 952 2450 6181   **Password:** 726421

To join by phone, dial: (929) 205-6099 and enter the Meeting ID: **952 2450 6181** and Password: **726421** when prompted.

1. Roll call

2. Approval of **June 16, 2022,** Technology Committee Minutes (R)

3. Technology and Information Security Comments

4. Technology Roadmap – Progress Update
   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
   • Future Topics
   • Next Meeting Date(s) – *Matt King*

7. Adjournment

**SERS Technology
Committee Meeting
September 15, 2022**

_____ **P.M.**

Roll Call:

Matthew King   _____

James Rossler   _____

Frank Weglarz   _____

Daniel Wilson   _____

**APPROVAL OF MINUTES OF THE TECHNOLOGY COMMITTEE MEETING HELD ON
JUNE 16, 2022**

_____ moved and_____seconded the motion to approve the minutes of the Technology Committee meeting held on Thursday, March 17, 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**:	June 16, 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 March 17, 2022 minutes (R)
	3. Technology and Information Security Quick Notes
	4. Technology Roadmap – FY2023 Major Projects
	    o SMART Digital Enhancements
	    o Infrastructure Technology Refresh
	        i. Telecommunications Platform (UCaas)
	5. Executive session pursuant to R.C. 121.22 (G)(6) to discuss security matters (R)
	6. Technology committee requests and follow-up items
	7. Adjournment

Discussion	The SERS Technology Committee meeting began in open session at 1:00 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 March 17, 2022. Upon roll call, the vote was as follows: Yea: Matthew King, James Rossler, Frank Weglarz, Daniel Wilson. The motion carried. **Technology & Information Quick Notes** SERS Deputy Executive Director, Karen Roggenkamp, provided an update on the latest work being done on the technology front at SERS. Disaster recovery testing was recently completed and will continue to be scheduled to move that project and other IT projects forward. Ms. Roggenkamp emphasized that SERS staff is committed and excited to advance the work mapped out by the Technology Committee.

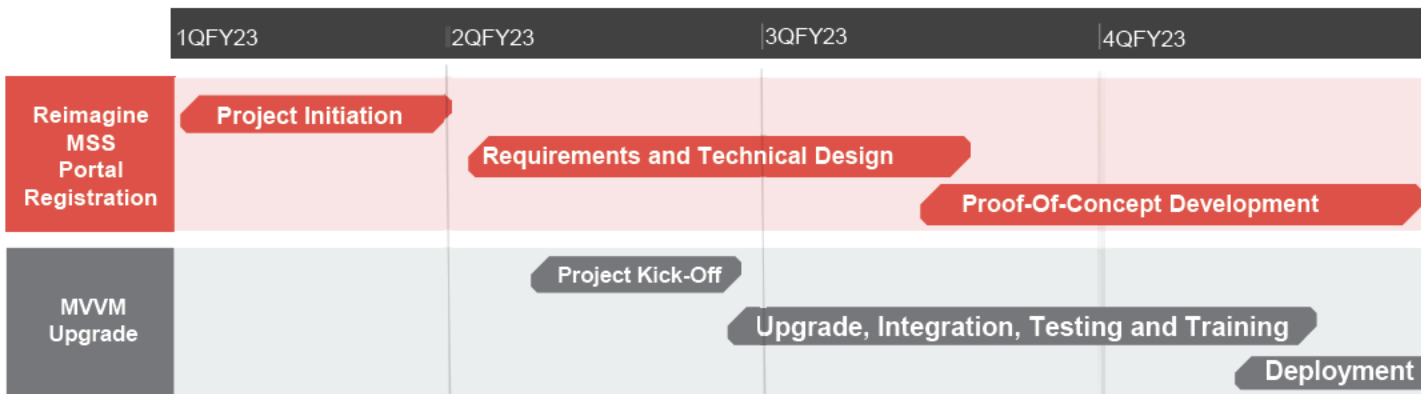|			
	Technology Roadmap – FY2023 Major Projects – Smart Digital Enhancements and Infrastructure Technology Refresh (UCaas – Telecommunications Platform) SERS Chief Technology Officer, Jay Patel, provided an update on the 5-year Technology Roadmap investment summary. Mr. Patel reported in FY 2023, SMART enhancements will total $950K while updates to SERS IT infrastructure will cost roughly $1.6M. Mr. Patel also reported on UCaaS, SERS telecommunications platform. The UCaaS upgrade budget is $250K and will be funded through the technology roadmap budget that was approved at today's board meeting. Mr. Patel continued, reporting the UCaaS upgrades will allow SERS to provide mobile phone and tablet capability for members in the future. The committee looks forward to having the ability for members to be able to use mobile devices. 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 1:16 p.m. The committee returned to open session at 1:35 p.m. **Committee Requests and Follow Up Items** There were no requests or follow up items discussed. The next regular Technology Committee meeting will be held Thursday, September 15, 2022 at 12:30 pm or immediately following the regular SERS Board Meeting. Technology Committee Chair, Matthw King, adjourned the meeting at 1:36 p.m.		
	Action Items	**Assigned Person**	**Due Date**
Action Items	n/a		
Agenda for Next Meeting			

Agenda

- **Opening Remarks** (Matt)

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

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

  - SMART

  - Infrastructure

  - Agile Methodology

- **Information Security Updates - Executive Session** (Joe)

  - Cybersecurity Insurance Renewal

  - Cloud Migration and DR Project Updates
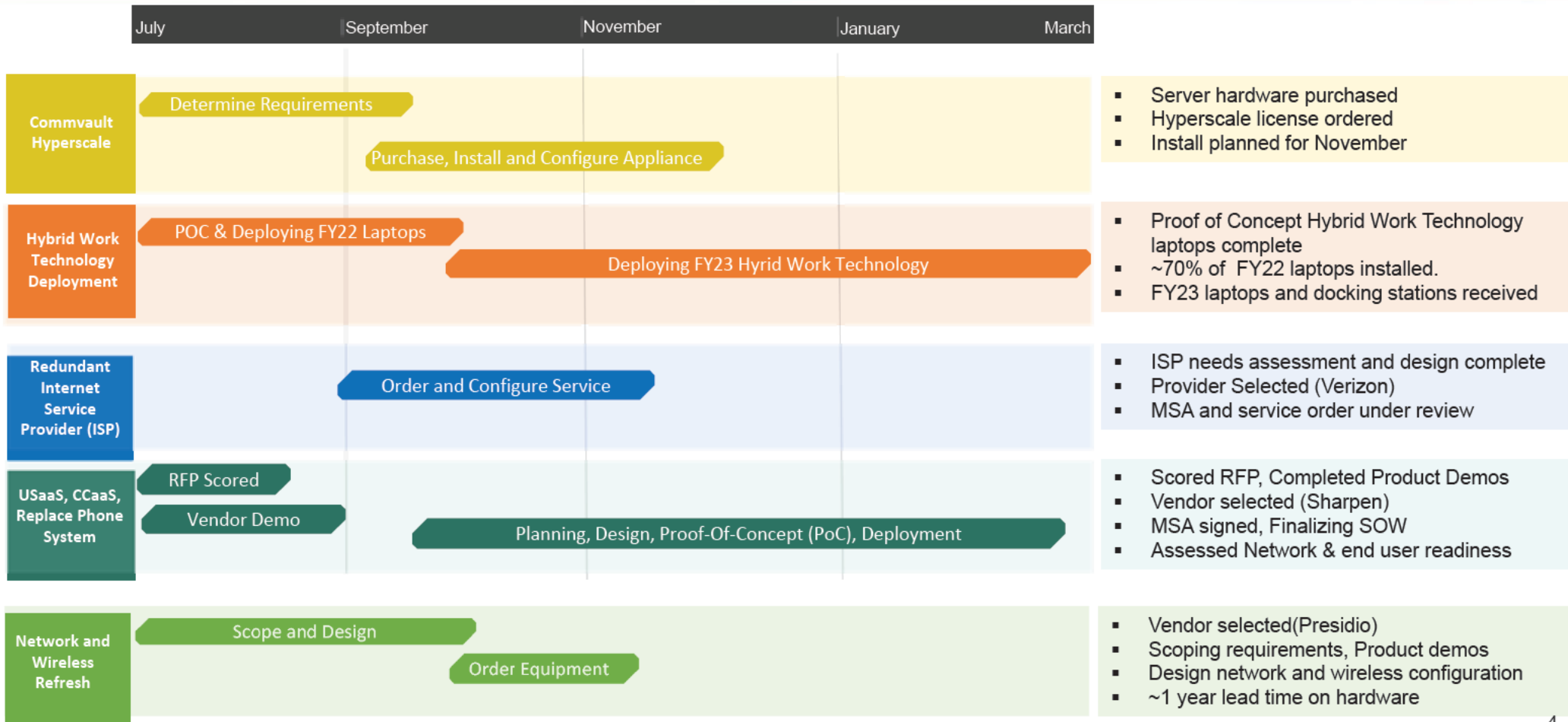
  - Information Security Updates

Technology Roadmap – SMART Projects

	1QFY23	2QFY23	3QFY23	4QFY23

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

- Agile project team is formed.
- Project kick-off meeting held.
- Discussion of as-is challenges and future state requirements are underway.

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

- Project is planned to kick off in late 2QFY23
- Early discussion within IT about project scope, schedule impact, and training.

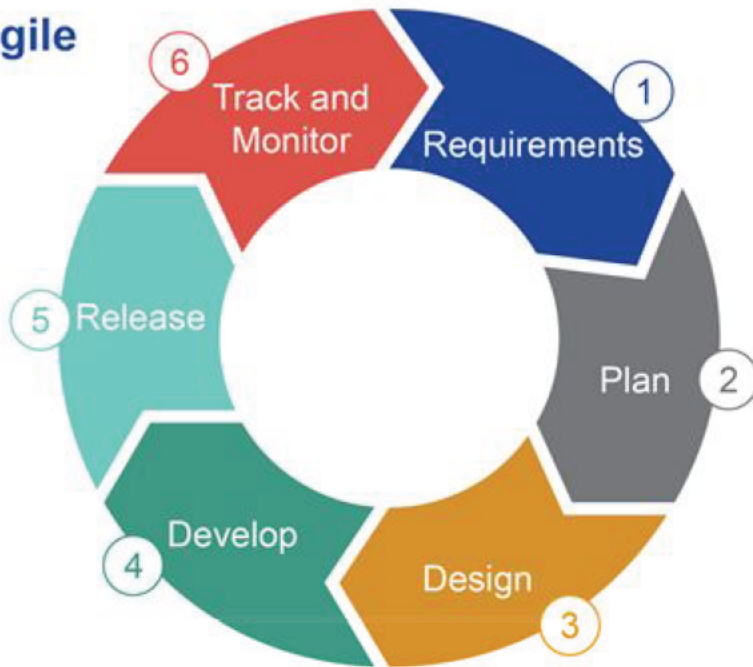# Technology Roadmap – Infrastructure Projects

	July	September	November	January	March

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

- Server hardware purchased
- Hyperscale license ordered
- Install planned for November

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

- Proof of Concept Hybrid Work Technology laptops complete
- ~70% of FY22 laptops installed.
- FY23 laptops and docking stations received

Redundant Internet Service Provider (ISP)
- Order and Configure Service

- ISP needs assessment and design complete
- Provider Selected (Verizon)
- MSA and service order under review

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

- Scored RFP, Completed Product Demos
- Vendor selected (Sharpen)
- MSA signed, Finalizing SOW
- Assessed Network & end user readiness

Network and Wireless Refresh
- Scope and Design
- Order Equipment

- Vendor selected(Presidio)
- Scoping requirements, Product demos
- Design network and wireless configuration
- ~1 year lead time on hardware

4

Technology Roadmap Delivery Methodology

Agile

6. Track and Monitor
1. Requirements
2. Plan
3. Design
4. Develop
5. Release

OR

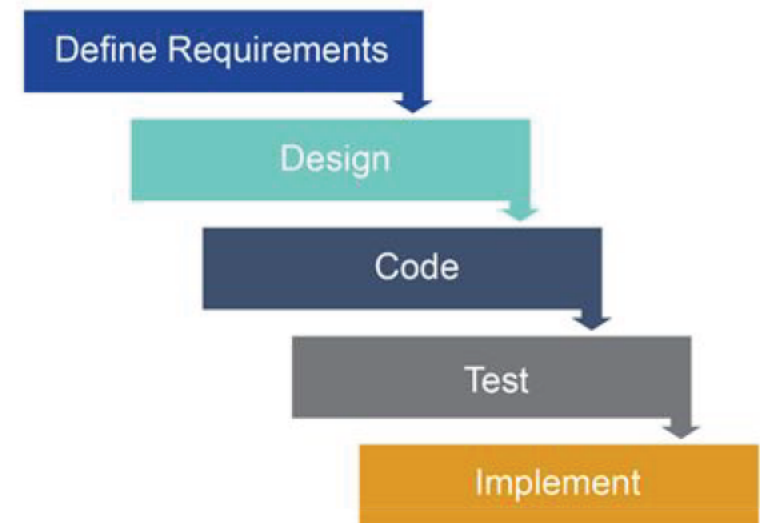**Waterfall**

Define Requirements → Design → Code → Test → Implement

Agile:
- Continuous cycles
- Small, high-functioning, collaborative teams
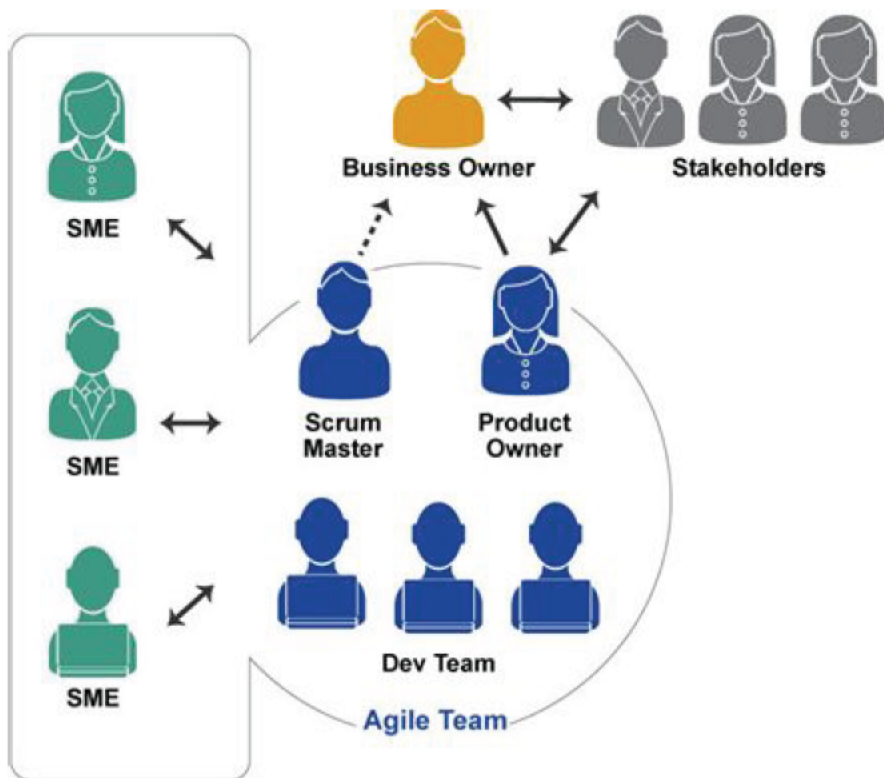- Flexible/continuous evolution
- Customer involvement

Waterfall:
- Sequential/linear stages
- Upfront planning and in-depth documentation
- Best for simple, unchanging projects
- Close project manager involvement

Agile Teams at SERS

SERS Agile Teams (SAT)

- Awareness, Train, Adopt, Apply
- 4xRight (project, team, time, duration)
- Incremental Delivery
- Continuous Improvements
 - Fail early, fail fast, and fail forward

Key Roles

Business Owner	The Business Owner is accountable for ensuring project objectives are aligned with the organization's strategy, ensuring customer's needs are in synch with the project's direction, and maximizing outcomes.
Scrum Master	The Scrum Master (aka – project manager) ensures team coordination and supports the progress of the project by facilitating collaboration and eliminating hurdles affecting project progress.
Subject Matter Expert (SME)	Subject Matter Expert (SME) has specialized knowledge and experience needed to support the scope of the project and actively participate and contributes to the successful completion of the project.

MSS Registration Project
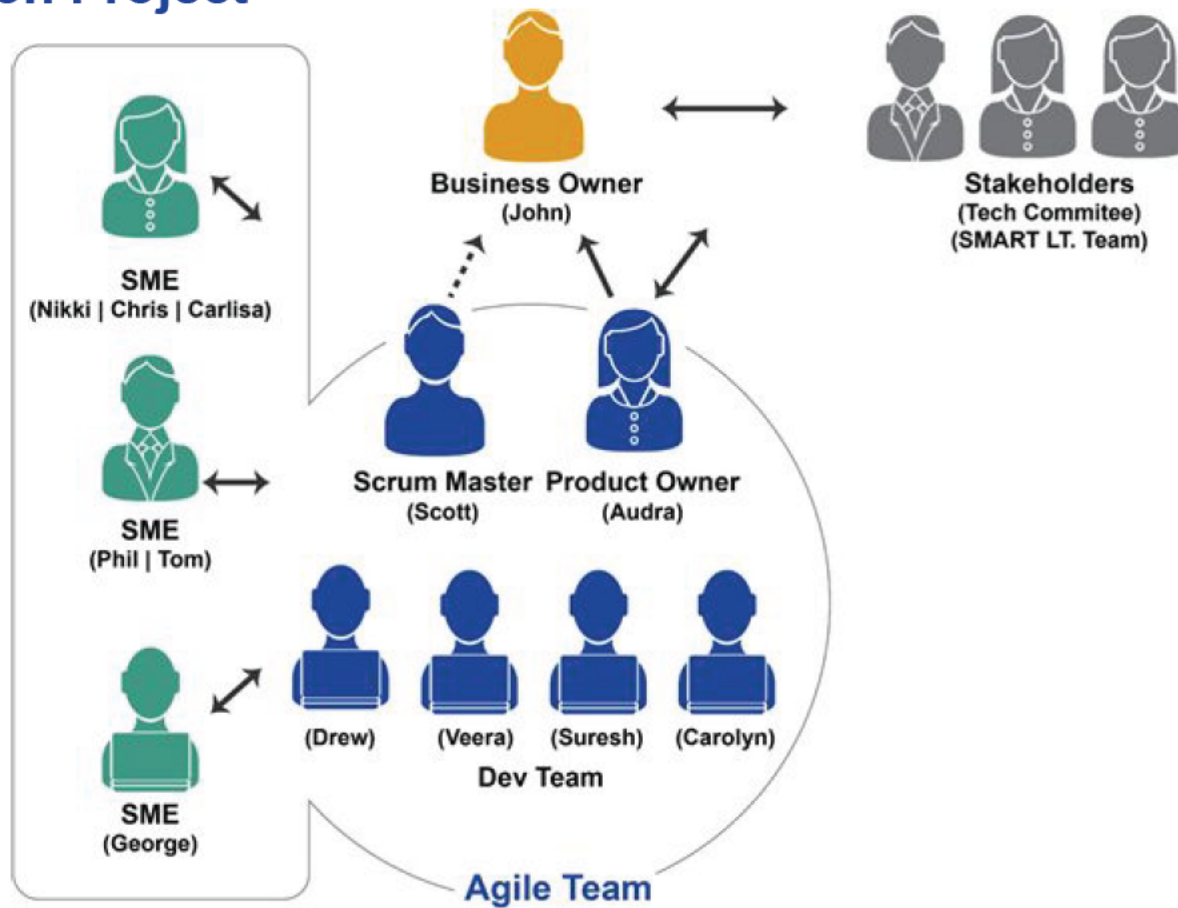
Technology Roadmap Budget

FIVE-YEAR TECHNOLOGY ENHANCEMENT PROJECT FY 2023-2027							
PROJECT	BUDGET	ACTUAL	VARIANCE	% OF PROJECT	FY23 Budget	FY23 VARIANCE	% OF PROJECT
TELECOMMUNICATIONS	250,000	-	250,000	0.0%	250,000	250,000	0.0%
SECURITY STACK	899,600	-	899,600	0.0%	143,000	143,000	0.0%
NETWORK INFRASTRUCTURE	886,000	-	886,000	0.0%	811,000	811,000	0.0%
HYBRID TECHNOLOGY REPLACEMENT	419,000	1,528	417,472	0.4%	125,000	123,472	1.2%
SERVER INFRASTRUCTURE	1,216,700	-	1,216,700	0.0%	136,100	136,100	0.0%
BACKUP AND RECOVERY	532,754	-	532,754	0.0%	200,000	200,000	0.0%
SMART PORTALS	196,000	-	196,000	0.0%	196,000	196,000	0.0%
SMART FRAMEWORK	760,000	-	760,000	0.0%	360,000	360,000	0.0%
SMART ENHANCEMENTS	2,623,000	-	2,623,000	0.0%	144,000	144,000	0.0%
SMART BUSINESS TOOLS	500,000	-	500,000	0.0%	250,000	250,000	0.0%
TOTAL	8,283,054	1,528	8,281,526	0.0%	2,615,100	2,613,572	0.1%

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 security matters.

Upon roll call, the vote was as follows:

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

IN EXECUTIVE SESSION AT _____ A.M./P.M.

RETURN TO OPEN SESSION AT_____A.M. / P.M.

QUESTIONS

25

Technology Committee
Meetings & Action Items

Upcoming Committee Meetings

- **Topics**

- **Next Meeting Date(s)**

Meeting Action Items

<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

PENSION CUSTOMER EMAIL MESSAGE
Release to identified Pension Agency Executives

RE: News from Sagitec

Hello Richard, Karen, and Jay,

I write today to share some news about Sagitec that, while not directly affecting our work with you, nonetheless merits notice.

On August 23rd, we learned that two of the leaders of our Labor and Employment line of business, David Minkkinen and Siva Sambasivam, have been indicted on allegations concerning the theft of intellectual property.

The indictments arise from a government investigation in which we have fully cooperated. We expect a final resolution of the matter in the near future, and we will give you further details when that occurs.

In the meantime, I want to emphasize that:

- Sagitec was not indicted.
- The government's investigation does not relate to our pension practice.
- In particular, our Neospin™ product and our underlying Platform and Framework are not a part of this investigation.
- There is no indication that any other Sagitec employee is a target of the government's investigators.

We remain fully committed to our core values including achieving business results in an ethical and honest manner. In support of that commitment, we have further enhanced our compliance programs and will not tolerate conduct that falls short of our policies and values. Most importantly, we are committed to continuing to fulfill our commitments to you: Sagitec will be a reliable partner to you now and in the future.

As you might imagine, our ability to make further comments on this matter is limited, but I wanted you to be aware of this situation and to give you my assurance that our relationship with you and our ability to serve you is undiminished. We would be happy to schedule a meeting with you to talk about this matter and answer any questions you may have about it.

Thank you,

Ed Meyers