



**SERS Retirement Board  
Technology Committee Meeting  
July 20, 2023  
12:30 P.M.**

Join Zoom Meeting

<https://ohsers.zoom.us/j/92427977497?pwd=eG1uRHlY2UUN4Q2V1bXd4OWdyekwxQT09>

**Meeting ID:** 924 2797 7497

**Password:** 12345

To join by phone, dial: +1 (301) 715-8592 and enter the Meeting ID: **924 2797 7497** and Password: **12345** when prompted.

1. Roll call
2. Approval of **March 16, 2023**, Technology Committee Minutes (R)
3. Opening Remarks – *Matt King*
4. Technology and Information Security Comments – *Karen Roggenkamp*
5. Technology Roadmap – Progress Update – *Jay Patel*
  - SMART
  - 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  
July 20, 2023**

\_\_\_\_\_ P.M.

**Roll Call:**

Matthew King	_____
James Rossler	_____
Frank Weglarz	_____
Daniel Wilson	_____

<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>March 16, 2023</p>
<p><b>Committee Chair</b></p>	<p>Matthew King</p>	<p>Committee roll call was as follows: Matthew King, James Rossler, Frank Weglarz, Daniel Wilson</p> <p><b>Also in Attendance:</b>  SERS Staff Members: Joe Bell, Jay Patel, Jeff Davis, Joe Marotta, Richard Stensrud, Karen Roggenkamp, Vatina Gray, and Megan Robertson. Guests attended virtually on Zoom, including Lisa Reid, Representative of the Ohio Attorney General.</p>	
<p><b>Agenda</b></p>	<ol style="list-style-type: none"> <li>1. Roll call (R)</li> <li>2. Approval of September 15, 2022, minutes (R)</li> <li>3. Technology and Information Security Comments</li> <li>4. Technology Roadmap – Progress Updates <ul style="list-style-type: none"> <li>o SMART</li> <li>o Infrastructure</li> </ul> </li> <li>5. Information Security Quarterly Update</li> <li>6. 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>7. Adjournment</li> </ol>		
<p><b>Discussion</b></p>	<p>The SERS Technology Committee meeting began in open session at 2:01 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: Matthew King, James Rossler, Frank Weglarz, Daniel Wilson. Also in attendance were SERS Staff Members: Joe Bell, Phil Grim, Jay Patel, Jeff Davis, Joe Marotta, Richard Stensrud, Karen Roggenkamp, Vatina Gray, and Megan Robertson. Guests attended virtually on Zoom including Lisa Reid, Representative of the Ohio Attorney General.</p> <p><b><u>Approval of Minutes</u></b></p> <p>James Rossler moved, and Daniel Wilson 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: Yea: Matthew King, James Rossler, Daniel Wilson. Frank Weglarz was excused from the vote. The motion carried.</p> <p><b><u>Technology &amp; Information Security Comments</u></b></p> <p>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, with the exception of the telecommunication replacement.</p> <p><b><u>Technology Roadmap – Progress Update: SMART and Infrastructure</u></b></p> <p>Jay Patel, SERS Chief Technology Officer, shared an update on SMART system enhancements and infrastructure updates.</p>		

Mr. Patel updated the Committee on several SMART projects that are in motion. The Committee was provided a thorough timeline showing the projects and their progress. Mr. Patel explained each project, including updates to the member services portal registration to make it more user friendly and the project to improve operational efficiency for the health care department. Mr. Patel reported all SMART projects are on schedule and within budget.

The Committee received a detailed timeline of all infrastructure projects. Mr. Patel discussed each item, including CommVault Hyperscale, which was completed in November 2022 on target and under budget. An update was provided on the hybrid work technology deployment, sharing how the project is actively improving processes by successfully standardizing how people are onboarded into the organization and how staff collaborate. The work to update redundant internet service provider continues. Due to supply-chain issues, Verizon had delayed the project. After escalating the issue, SERS needs were procured, and installation is expected to meet the original schedule. The network and wireless refresh to update network infrastructure is underway, as the project has started in March 2023 with cabling wireless access points in the SERS building. The team identified CISCO as a vendor for needed hardware, due to a supply shortage the goal is to harvest the remaining supplies in the first half of FY2024. Mr. Patel provided an the update on the previously announced upgrade to the SERS phone system. After a series of testing, the selected vendor has not met SERS needs. SERS' Legal sent a termination notice to the vendor to end contractual agreement. The project team is identifying the path forward.

Mr. Patel also reported on the Technology Roadmap budget and provided an update on where spending is as of today, all projects are under budget.

Mr. Patel provided an update on the accomplished FY2022 Capital Budget Modification. Commvault cloud storage for backup was procured, configured, and activated, thus improving business resiliency and disaster recovery capabilities. It is expected that the full tape library will be recycled by the end of FY2023.

Mr. Patel opened the floor to questions and after some discussion, Mr. King thanked Mr. Patel for his presentation.

#### **Disaster Recovery Facility Sunset – Impact and Benefit**

Ms. Roggenkamp reported on the closing of SERS physical disaster recovery hot site. Significant impacts include bringing hosts back into SERS onsite, maximizing investment in technology, and getting money out of SERS' infrastructure investments. Ms. Roggenkamp emphasized that now that SERS is out of the hot site, the organization is in a completely cloud based disaster recovery mode.

#### **Information Security Quarterly Update**

SERS Chief Risk Officer, Joe Bell, provided an update on annual disaster recovery tabletop tests that were recently performed. All test objectives were passed for both exercises, continuous non-critical improvements were identified and are being remediated.

Mr. Bell provided an update on email security. Through Proofpoint, SERS has expanded capabilities and preventative controls so that 95% of targeted emails never made it through to an email account. For those that do, there are additional controls in place to isolate phishing.

	<p>The Committee was given detailed charts and graphs updating measured information security activity such as monthly information security awareness training, phishing reporting and response, cyber insurance, and security awareness training. Mr. Bell explained these updated metrics.</p> <p>Mr. Bell reemphasized the hot site being completely decommissioned allows SERS to have full Cloud migration. Building Services has completed a walk-thru with the landlord and the property was vacated in early March (prior to the May 2023 lease expiration)..</p> <p>Reporting on FY2024 priorities, Mr. Bell informed the Committee that policies for all SERS insurance will renew as of September 15. Plans are in place to obtain and review quotes for the next year's insurance needs. Other FY2024 projects include continuous improvements to email security, utilizing third parties for data loss, device scanning for malware and working proactively with IT to use this data to make improvements.</p> <p>Hearing no questions, Mr. King thanked Mr. Bell for his presentation.</p> <p><b><u>Upcoming Technology Committee Meetings – Future Topics and Next Meeting Dates</u></b></p> <p>Ms. Roggenkamp proposed the committee view a presentation from Sagitec, SERS' pension administration provider, to learn more about the direction their company is heading, as they have grown significantly since conception. The committee expressed interest, and this presentation will be scheduled.</p> <p>Updates will be provided at the next meeting on the telecom system.</p> <p>The next regular Technology Committee meeting will be held Thursday, June 15, 2023, at 12:30 pm or immediately following the regular SERS Board Meeting.</p> <p>Technology Committee Chair, Matthew King, adjourned the meeting at 2:37 p.m.</p>		
	<b>Action Items</b>	<b>Assigned Person</b>	<b>Due Date</b>
<b>Action Items</b>	n/a		
<b>Agenda for Next Meeting</b>			

**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 **March 16, 2023**.

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>
Matthew King	_____	_____	_____
James Rossler	_____	_____	_____
Frank Weglarz	_____	_____	_____
Daniel Wilson	_____	_____	_____



# TECHNOLOGY COMMITTEE

July 20, 2023

# Agenda

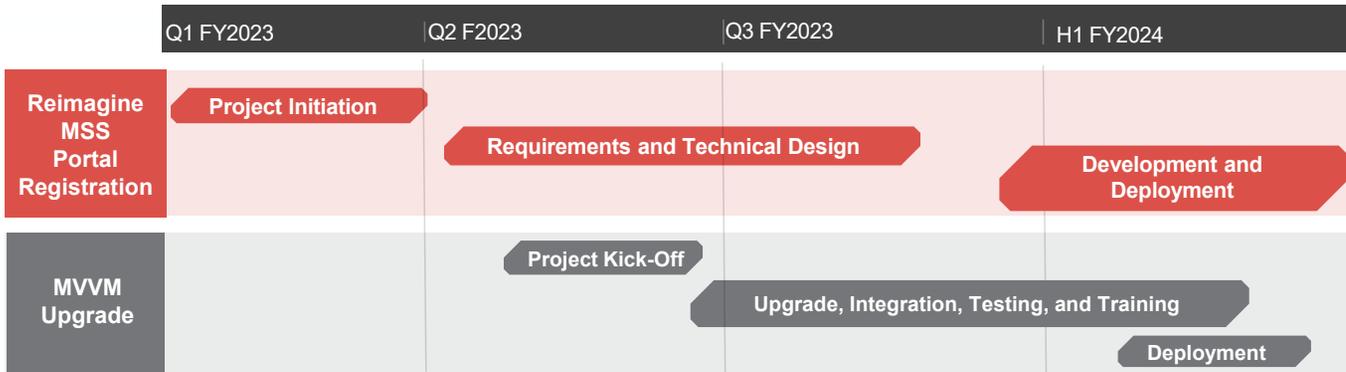


- **Opening Remarks (Matt)**
- **Technology and Information Security Comments (Karen)**
- **Technology Roadmap – Progress Update (Jay)**
  - SMART
  - Infrastructure
- **Information Security Quarterly Update (Joe)**
- **Future Topics (Committee and Staff)**



# INFORMATION TECHNOLOGY UPDATE

# Technology Roadmap – FY2023 SMART Projects



- Okta and Sagitec were selected as vendors to implement this project
- This project will be deployed post MVVM upgrade (early Q2 FY2024)
- SERS-wide User Accept Testing (UAT) is in motion
- Employer Outreach is scheduling training for employers
- Infrastructure has been prepared
- Deployment is scheduled for August

## 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
- Timeline: 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
- Timeline: Nov 2022 – April 2023
  - **Complete (on time and on budget)**

# Technology Roadmap – FY2024 SMART Projects



Q1 FY2024

Q2 FY2024

Q3 FY2024

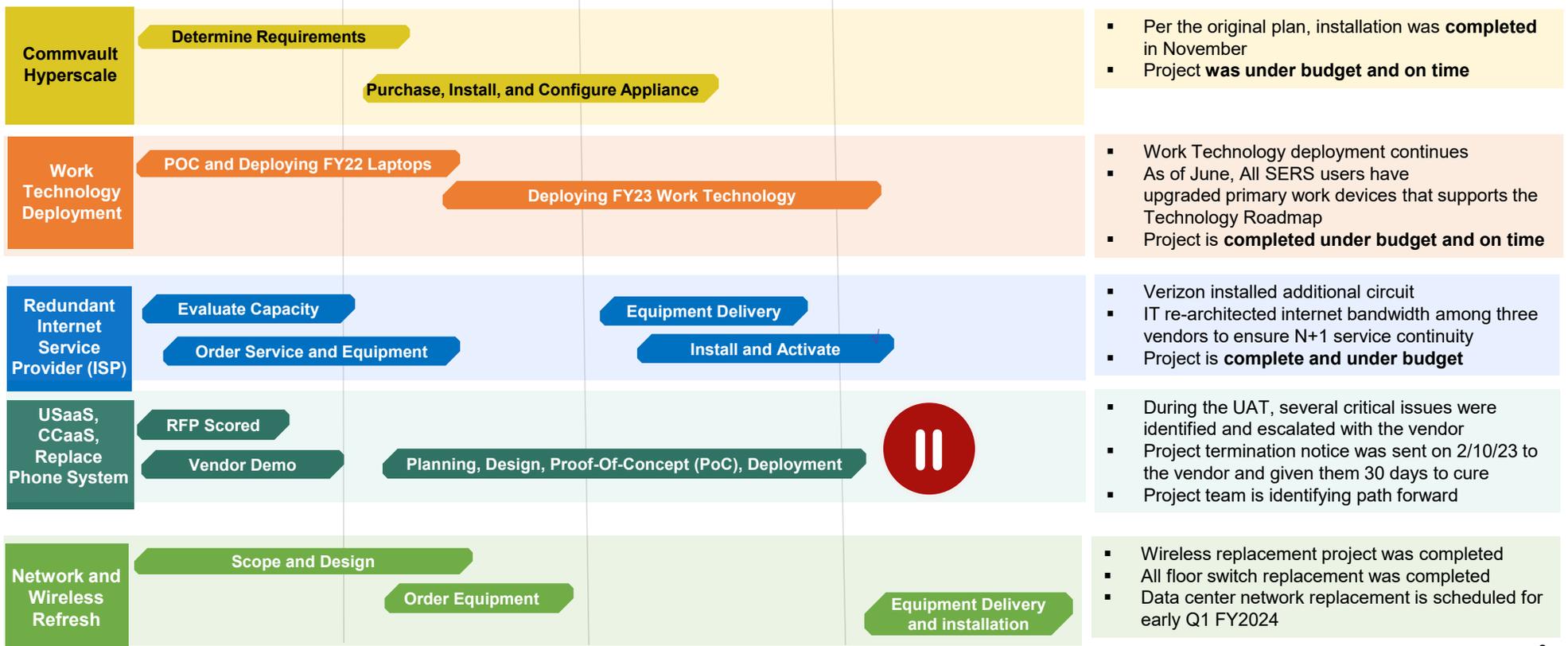
Q4 FY2024

	Q1 FY2024	Q2 FY2024	Q3 FY2024	Q4 FY2024	
<b>Refund Reimagination</b>	Project Initiation	Requirements and Design		Phased Deployment	<ul style="list-style-type: none"> <li>Reimagine current refund process to identify optimization opportunities; reduce MST calls</li> <li>Iterate on requirements, design, development, and implementation (Agile principle)</li> </ul>
<b>eDelivery</b>	Project Initiation	Requirements and Design		Phased Deployment	<ul style="list-style-type: none"> <li>Collect and analyze current member communication mechanism and options</li> <li>Iterate on requirements, design, development and implementation (Agile principle)</li> </ul>
<b>ePayments- Other System Transfer (OST)</b>	Requirements and Design	Deployment			<ul style="list-style-type: none"> <li>Pay other retirement systems (STRS, OPERS) through ACH debit process</li> <li>Estimated budget - \$20,312</li> <li>Service continuity and contact less payment</li> </ul>
<b>ePayment – Employer and CSPC</b>	Requirements and Design	Purchase, Install, and Configure Appliance Deployment			<ul style="list-style-type: none"> <li>Pay employers and Child Support Payment Central (CSPC) through ACH debit process.</li> <li>Estimated budget: \$28,295</li> <li>Service continuity and contact less payment</li> </ul>

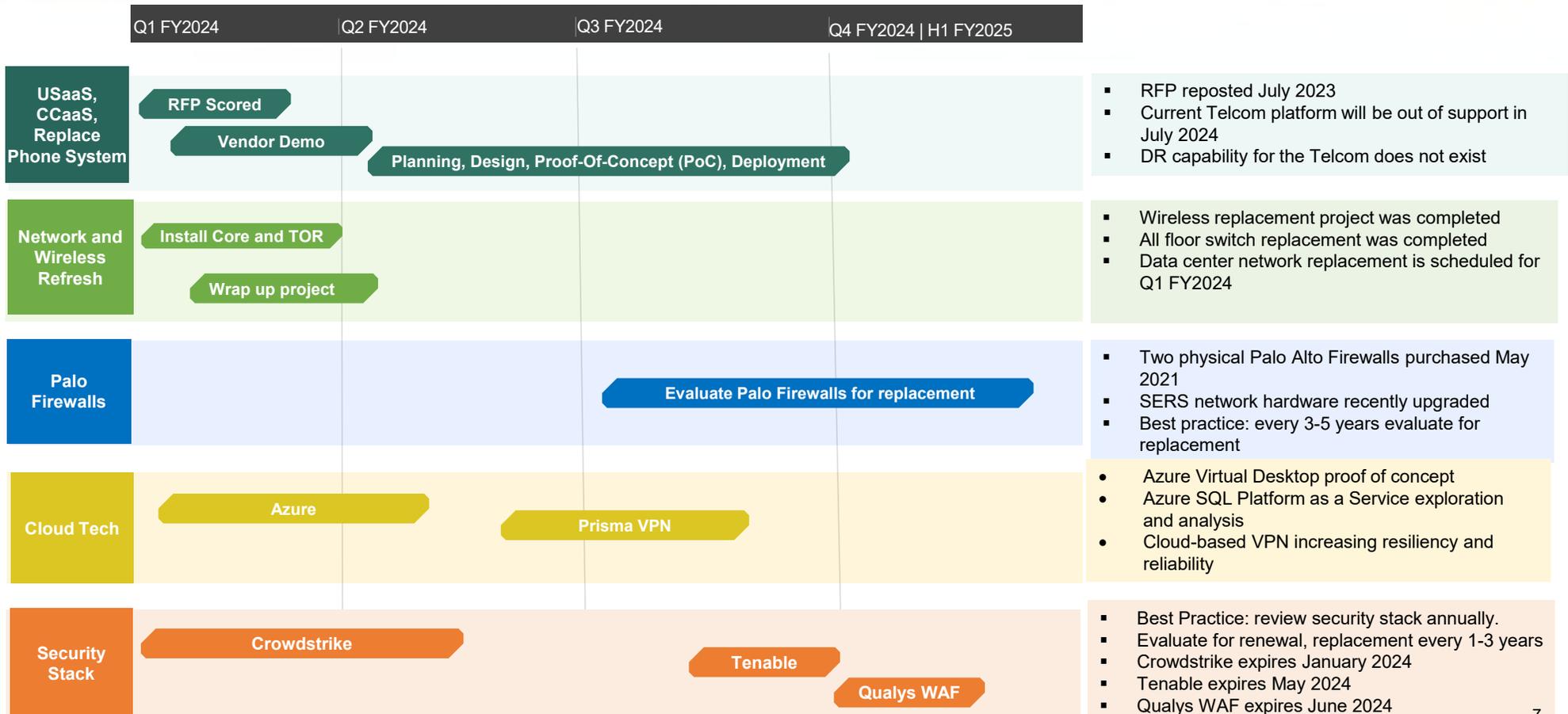
# Technology Roadmap – FY2023 Infrastructure Projects



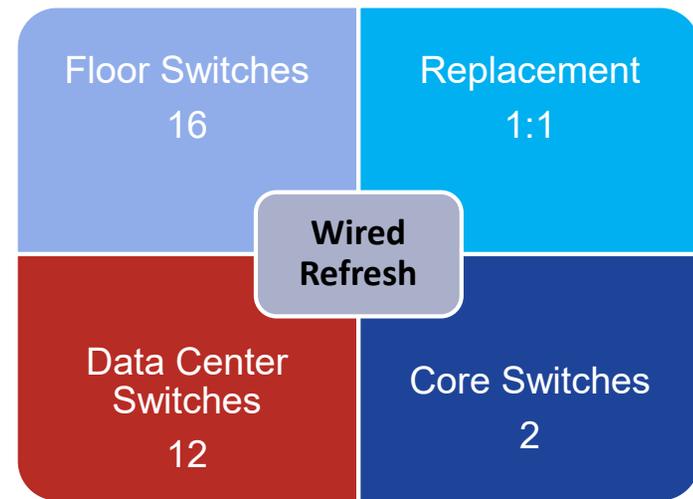
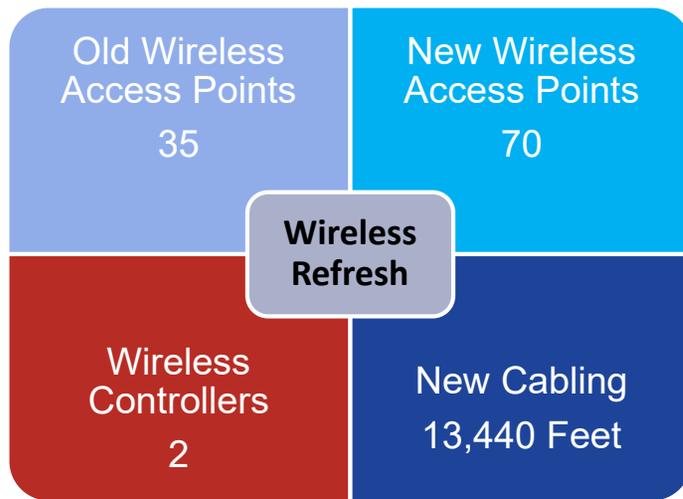
Q1 FY2023 | Q2 FY2023 | Q3 FY2023 | Q4 FY2023 | H1 FY2024



# Technology Roadmap – FY2024 Infrastructure Projects



# Technology Roadmap – Network Refreshment



**Project Hours**  
~1975

**Project Budget**  
\$606,000

**Current Actual**  
\$540,000

# Technology Roadmap Budget (FY2024 Plan)

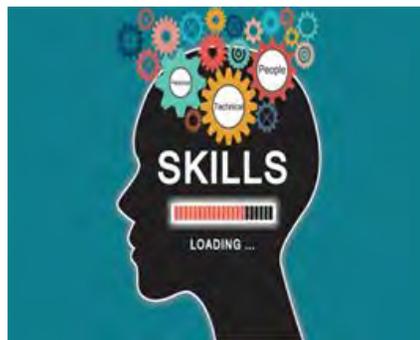


Description	Total 5-Year Plan	FY2023 Forecast	FY2023 Forecast % of Plan Spend	FY2024 Plan*	Total Projected Spend FY2023-FY2024	Remaining Roadmap Amount
Telecommunications	\$ 250,000	\$ 175,848	70.3%	\$ 206,491	\$ 382,339	\$ (132,339)
Security Stack	\$ 899,600	\$ 16,000	1.8%	\$ 432,200	\$ 448,200	\$ 451,400
Network Infrastructure Refresh	\$ 886,000	\$ 602,996	68.1%	\$ 120,000	\$ 722,996	\$ 163,004
Hybrid Technology Replacement	\$ 419,000	\$ 121,253	28.9%	\$ 10,000	\$ 131,253	\$ 287,747
Server Infrastructure	\$ 1,216,700	\$ -	0.0%	\$ 288,100	\$ 288,100	\$ 928,600
Backup and Recovery	\$ 532,754	\$ 128,905	24.2%	\$ 117,500	\$ 246,405	\$ 286,349
SMART Portals	\$ 196,000	\$ -	0.0%	\$ 196,000	\$ 196,000	\$ -
SMART Framework	\$ 760,000	\$ 175,000	23.0%	\$ 510,000	\$ 685,000	\$ 75,000
SMART Enhancements	\$ 2,623,000	\$ 49,533	1.9%	\$ 855,000	\$ 904,533	\$ 1,718,467
SMART Business Tools	\$ 500,000	\$ 178,100	35.6%	\$ 250,000	\$ 428,100	\$ 71,900
<b>SMART total</b>	<b>\$ 4,079,000</b>	<b>\$ 402,633</b>	<b>9.9%</b>	<b>\$ 1,811,000</b>	<b>\$ 2,213,633</b>	<b>\$ 1,865,367</b>
<b>Infrastructure Total</b>	<b>\$ 4,204,054</b>	<b>\$ 1,045,002</b>	<b>24.9%</b>	<b>\$ 1,174,291</b>	<b>\$ 2,219,293</b>	<b>\$ 1,984,761</b>
<b>Total Budget</b>	<b>\$ 8,283,054</b>	<b>\$ 1,447,635</b>	<b>17.5%</b>	<b>\$ 2,985,291</b>	<b>\$ 4,432,926</b>	<b>\$ 3,850,128</b>
* Two infrastructure projects have been realigned with category descriptions to better reflect their underlying expense.						
The total FY2024 Plan did not change.						

# Technology Roadmap Year 1 – Challenges and Learning



- While global supply chain has improved, chip shortages persist.
- This delayed delivery of network infrastructure from Cisco which impacted the schedule of network replacement project.
- We anticipate chip shortages to ease in FY2024 but not to the pre-covid level. Now demand is soaring because of AI.



- While SERS' IT is fully staffed, finding external technical expertise has been challenging and more expensive.
- Technology consulting companies are also struggling with talent retention and increased demand.
- At times, our size and scope have been barriers to engaging vendors to participate in our procurement.



- Keeping trains running on time while executing Technology Roadmap Projects is an artful challenge.
- Prioritization is the secret sauce to navigate this climate given other headwinds.
- Technology architecture and portfolio at SERS is in alignment with technology trends as well as leading and reputable technology vendors.



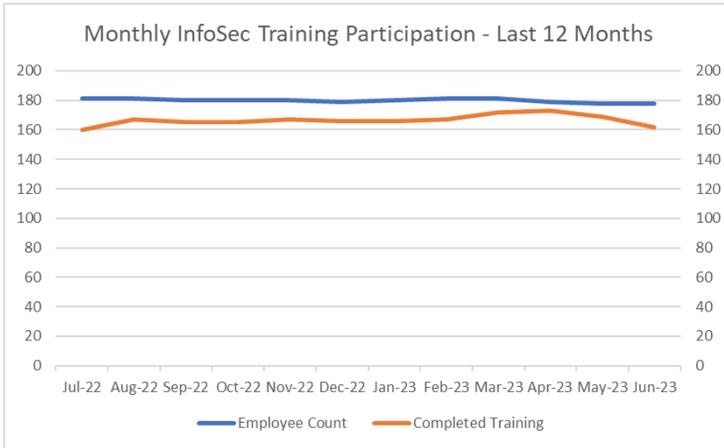
# **INFORMATION SECURITY UPDATE**

# Information Security – Quarterly Update



- Email Security
  - Proofpoint Isolation - Expanded capabilities and preventive controls for all email accounts
- Cyber Insurance
  - Status, timelines, options
- Metrics
  - Key measure benchmarks (next slide) and third-party security monitoring did not identify any security incidents in last six months

# Information Security – Key Metrics



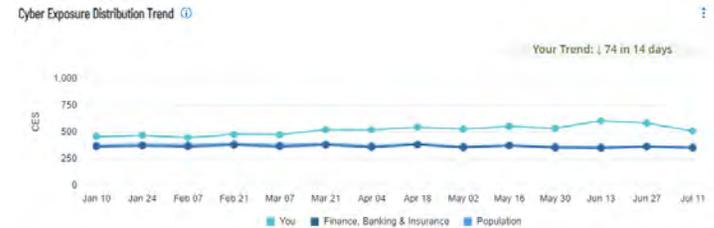
## Three Lines of Defense:

1. Proofpoint
2. Microsoft
3. Staff



Security Awareness Training > 90% Goal - **MET**

Phish Reporting & Response < 7-day goal – **PARTIALLY MET**



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

# Information Security – Quarterly Update



## FY2024 Risk Management Goals

- Support Five Year IT Roadmap Projects
  - Risk and security focus; digitize and streamline
- Insider Threat Program
  - Assess 'As-Is' state of critical data, employee access levels, existing controls in place and gaps with aim to reduce data leakage, sabotage, or fraud
- Artificial Intelligence
  - Governance oversight structure / Internal Audit, AI policy, framework (e.g. NIST AI), current state assessment, template for business use case evaluation, internal efficiency initial focus, third-party risk evaluation, test/monitor program, communication/reporting



**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