



**SERS Retirement Board
Technology Committee Meeting
March 20, 2025
12:30 P.M.**

Join Zoom Meeting

<https://ohsers.zoom.us/j/98904222133?pwd=GfJfjYw5GrADm8TA8HkFI2hMAabUmB.1>

Meeting ID: 989 0422 2133 **Password:** 12345

To join by phone, dial: +1 305 224 1968 and enter the Meeting ID: **989 0422 2133** and Password: **12345** when prompted.

1. Roll call
2. Approval of **December 19, 2024**, Technology Committee Minutes (R)
3. Opening Remarks
4. Executive Session pursuant to R.C. 121.22(G)(6) to discuss a security matter
5. Risk Management Quarterly Update
6. Information Technology Quarterly Update
7. Upcoming Technology Committee Meetings
 - Future Topics
 - Next Meeting Date(s)
8. Adjournment

**SERS Technology
Committee Meeting**

March 20, 2025

_____ P.M.

Roll Call:

Matthew King

James Rossler

Frank Weglarz

Daniel Wilson

School Employees Retirement System		TECHNOLOGY COMMITTEE MINUTES	
Preparer	Megan Robertson	Meeting Date:	December 19, 2024
Committee Chair	Matthew King	Committee roll call was as follows: Matthew King, James Rossler, Frank Weglarz, Dan Wilson. Also in Attendance: Ryan Hennigan, ORSC representative. SERS Board Members: Jeanine Alexander, Jeffrey DeLeone, Catherine Moss, Aimee Russell. Staff Members: Colette Barricks, Phil Grim, Jay Patel, Jeff Davis, Joe Marotta, Richard Stensrud, Karen Roggenkamp, Olivia Hill, Vatina Gray, Nikki Whitacre, and Megan Robertson. The representative of the Ohio Attorney General, Lisa Reid, and guests attended virtually on Zoom.	
Agenda	<div><div>1. Roll call (R)</div><div>2. Approval of June 20, 2024, and September 19, 2024, minutes (R)</div><div>3. Opening Remarks</div><div>4. Executive Session pursuant to R.C. 121.22(G)(6) to discuss a security matter</div><div>5. Information Technology Q2 Highlights</div><div>6. Risk Management Q2 Highlights</div><div>7. Upcoming Technology Committee Meetings<ul style="list-style-type: none">Future TopicsNext meeting Date(s)</div><div>8. Adjournment</div></div>		
Discussion	<p>The SERS Special Technology Committee meeting began in open session at 1:01 p.m.</p> <p><u>Roll Call</u></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.</p> <p>Ryan Hennigan, ORSC representative. SERS Board Members: Jeanine Alexander, Jeffrey DeLeone, Catherine Moss, Aimee Russell. Staff Members: Colette Barricks, Phil Grim, Jay Patel, Jeff Davis, Joe Marotta, Richard Stensrud, Karen Roggenkamp, Olivia Hill, Vatina Gray, Nikki Whitacre, and Megan Robertson. The representative of the Ohio Attorney General, Lisa Reid, and guests attended virtually on Zoom.</p> <p><u>Approval of Minutes</u></p> <p>James Rossler moved, and Frank Weglarz seconded the motion to approve the minutes of the Technology Committee meeting held on June 20, 2024. Upon roll call, the vote was as follows: Yea: James Rossler, Frank Weglarz, Matthew King. Abstained: Daniel Wilson. The motion carried.</p> <p>Frank Weglarz moved, and Daniel Wilson seconded the motion to approve the minutes of the Technology Committee meeting held on September 19, 2024. Upon roll call, the vote was as follows: Yea: Frank Weglarz, Daniel Wilson, Matthew King. Abstained: James Rossler. The motion carried.</p>		

	<p><u>Executive Session</u></p> <p>James Rossler moved, and Frank Weglarz seconded the motion that the Technology Committee convened in Executive Session pursuant to R.C. 121.22(G)(6) to discuss security matters. Upon roll call, the vote was as follows: Yea: James Rossler, Frank Weglarz, Daniel Wilson, Matthew King. The motion carried.</p> <p>The committee convened in Executive Session at 1:03 p.m.</p> <p>The committee returned to open session at 1:20 p.m.</p> <p><u>Information Technology Highlights</u></p> <p>Jay Patel, SERS Chief Technology Officer, shared FY2025 quarter two highlights for The Information Technology department.</p> <p><u>Risk Management Highlights</u></p> <p>Chief Risk Officer, Colette Barricks shared FY2025 quarter two highlights for the Risk Management department.</p> <p><u>Upcoming Technology Committee Meetings – Future Topics and Next Meeting Dates</u></p> <p>The next regular Technology Committee meeting will be held Thursday, March 20, 2025, at 12:30 pm or immediately following the regular SERS Board Meeting.</p> <p>Technology Committee Chair, Matthew King, adjourned the meeting at 1:26 p.m.</p>		
	Action Items	Assigned Person	Due Date
Action Items	n/a		

Matthew King, Committee Chair

Richard Stensrud, Secretary

**APPROVAL OF MINUTES OF THE TECHNOLOGY COMMITTEE MEETING HELD ON
December 19, 2024**

_____ moved and _____ seconded the motion to approve the minutes of the Technology Committee meeting held on **Thursday, December 19, 2024**.

Upon roll call, the vote was as follows:

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



..... **TECHNOLOGY COMMITTEE**

March 20, 2025

Agenda



- **Approval of Prior Meeting Minutes**
- **Opening Remarks**
- **Executive Session** pursuant to R.C. 121.22(G)(6) to discuss a security matter
- **Risk Management Q3 Highlights**
- **Information Technology Q3 Highlights**
- **Questions/Future Topics**
- **Supplemental Materials**
 - Technology Roadmap Financial Tracking
 - Information Security Metrics
 - Linea – Identity Verification Practice Assessment Final Report (**confidential**)
 - NASRA Fraud Training Survey Results (**confidential**)
 - Project Manager – IT Development – Job Description (draft)

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:

<u>ROLL CALL:</u>	<u>YEA</u>	<u>NAY</u>	<u>ABSTAIN</u>
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.

Risk Management

Q3 Highlights

FY2025 Q3 Highlights – Risk Management



- **Over 59 million analyzed observations using tools and with help from our service provider Arctic Wolf**
- **Email Threat Intelligence Metrics monitored (metric included in supplemental material)**
- **Proof-of-concept projects underway for data loss prevention, data security, and posture management**
- **Working with Department of Homeland Security to onboard with their 'Internet Scanning-As-A-Service'**
- **Vulnerability Management**
- **Micro-segmentation project underway**

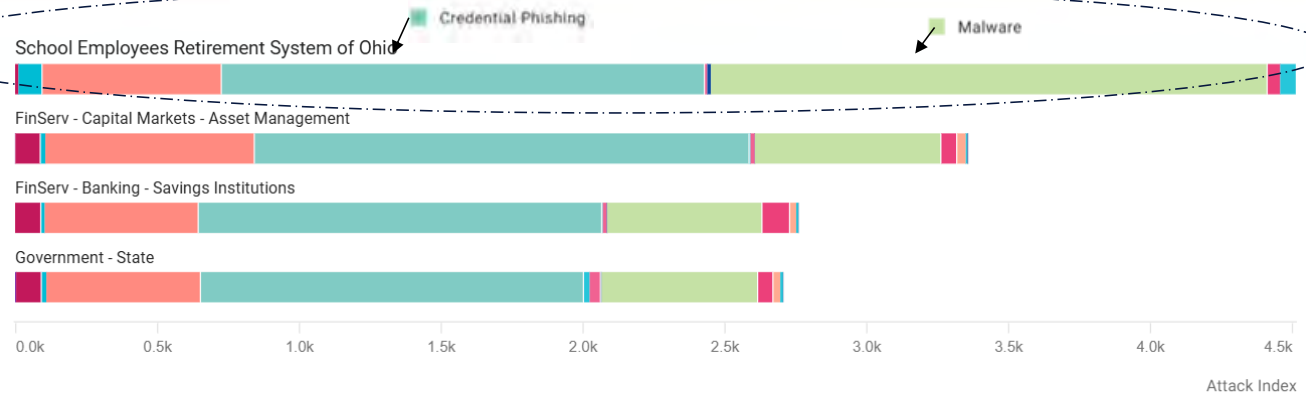


Metrics: Targeted Attacks

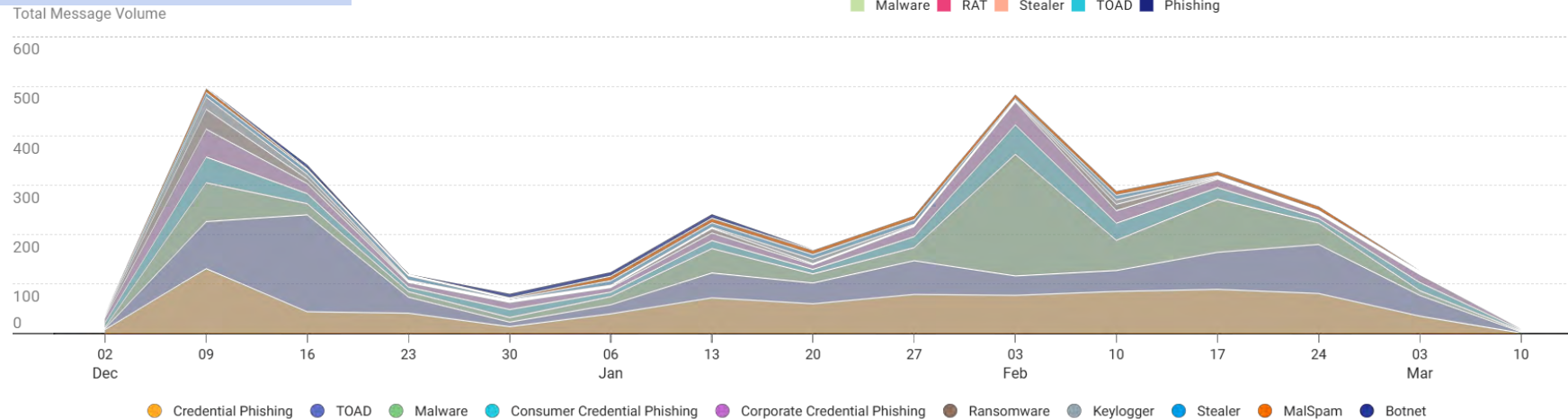
Attacks by Industry Show SERS Ranks Above Capital Markets, Banking and State Government



Types of Attacks by Industry



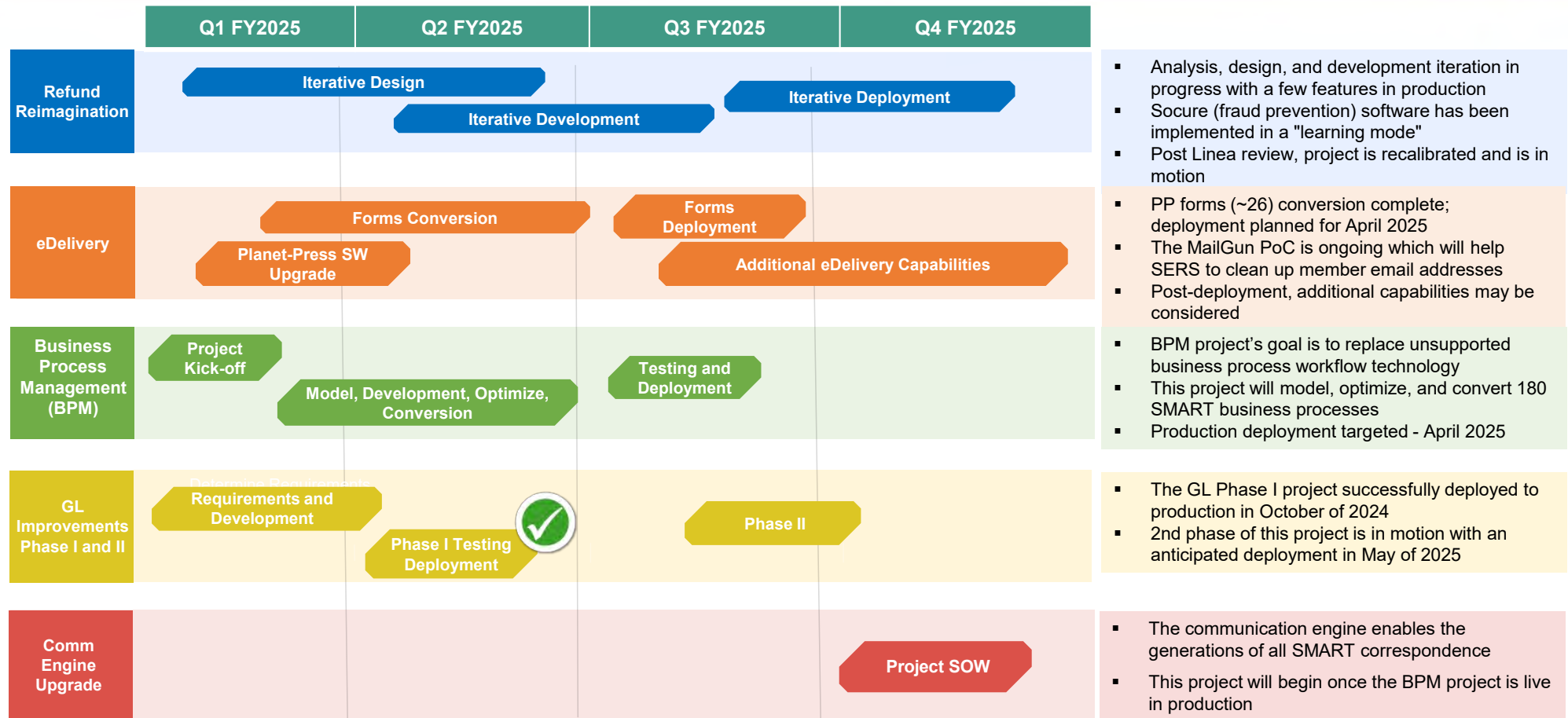
Attack Type Over 90 Days



Information Technology

Q3 Highlights

Technology Roadmap (TRM) – FY2025 SMART Projects



TRM – FY2025 Infrastructure Projects




	Q1 FY2025	Q2 FY2025	Q3 FY2025	Q4 FY2025 H1 FY2026	
UCaaS, CCaaS, Phase II		Static Bot		Live Chat – Research, Design, Deploy	<ul style="list-style-type: none"> A static bot for answering FAQs on the MSS portal has been successfully deployed in production Next: researching other types of chat solutions including those enabled by GenAI
VXRail Refresh	Assessment Data Center Prep	Hardware Prep	Configuration, Migration (Data, Workload)		<ul style="list-style-type: none"> VXRail is a hyper-converged appliance that runs SERS' all critical systems including SMART Current VXRail farm (8 servers) is end-of-life Largest and most complex projects of FY2025
GenAI			CoPilot Proof Of Concept (PoC)		<ul style="list-style-type: none"> CoPilot (Phase I) in SERS' M365 tenant was available in December Initial phase of PoC was completed to ensure sensitive data is protected SERS' wide PoC is going on to learn about the capabilities and applicable use cases
Network Infra			Network Monitoring SW	VDI Host Evaluation	<ul style="list-style-type: none"> Network monitoring software had to be restarted because selected vendor increased cost by 3X. VDI host evaluation project is contingent upon VXRail project
Data Protection	Cloud Backup Storage	Veeam Evaluation	On-Prem Backup Storage		<ul style="list-style-type: none"> 50 TB of cloud backup has been added to support 3-2-1 backup strategy Evaluation of Veeam Software completed, and team decided to continue with this software On-Prem backup project completed

Static Member Self Service Portal (MSS) Web Chat



Before You Call: Answers to Frequently Asked Questions [CLICK HERE](#)

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 **School Employees Retirement System of Ohio**

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School Employees Retirement System of Ohio

Thank you for visiting the School Employees Retirement System of Ohio (SERS). Our goal is to provide retirement security to the employees who manage the daily operations of K-12 schools, community schools, and community colleges.


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Account Login for Members, Retirees, and Benefit Recipients

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eSERS for Employers

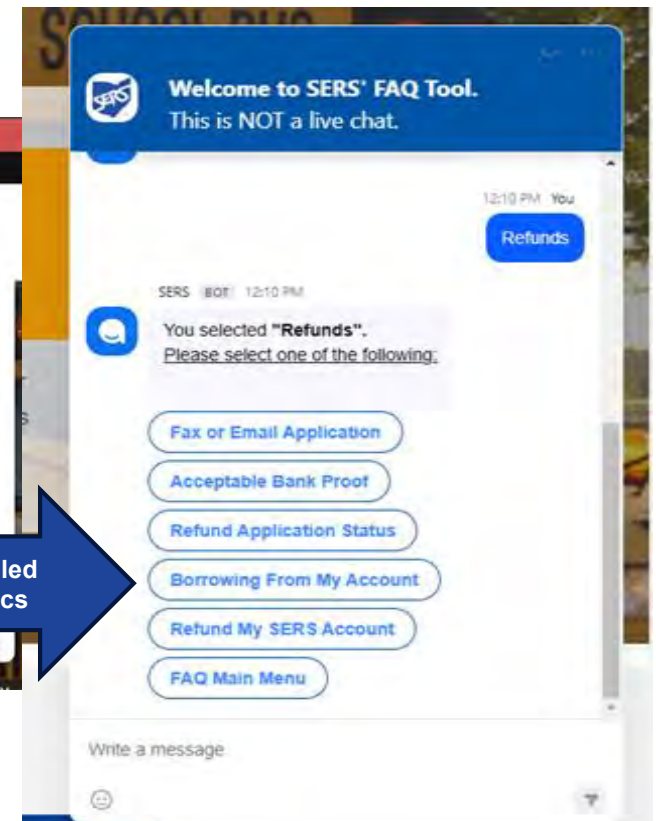
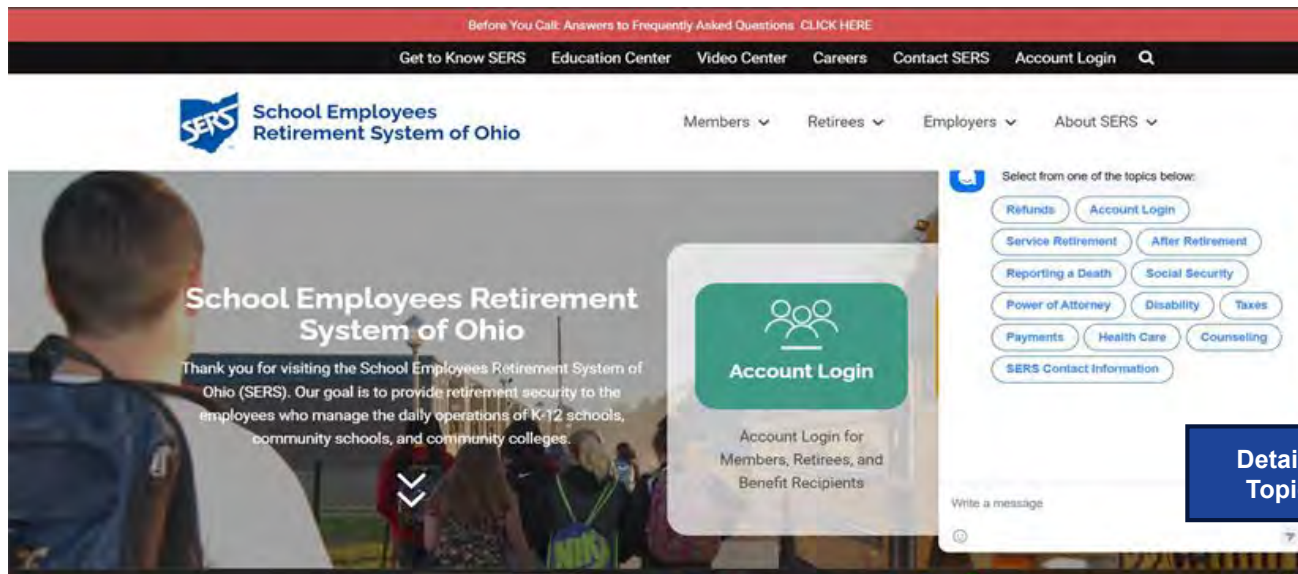
WHERE DO YOU NEED TO BE?

Quick Links

[SEARCH](#)

 SERS

Static Member Self Service Portal (MSS) Web Chat



Sagitec Support Agreement Linea Assessment



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

- Enlisted Linea Solutions to evaluate the best SMART support model moving forward. 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
- Meetings with four Sagitec clients were held
 - Several of these clients follow a support model like ours
 - Our cost structure is within the strike zone
- A draft report was provided, reviewed, and being finalized
- Project is well within the budget.

Information Technology – Requested Position

Project Manager - Development



Our development team includes IT Business Application Services who maintain and develop code for SMART and IT Services who interact with all departments to understand and document business requirements, quality control, and test SMART application prior to deployment of updates.

Benefits of Project Manager - Development

- Knowledge Transfer and Retention
- Covering Retirements and Succession Planning
- Improved Project Delivery and Oversight
- Resource Capacity Planning
- Risk Mitigation
- Integrating Business Partners



A dedicated Project Manager (PM) boosts efficiency, manages resources, and ensures successful project delivery.

A PM is crucial for knowledge transfer, succession planning, and integrating business partners, which are vital for business continuity, especially with anticipated retirements and knowledge loss.



**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

Supplemental Materials

- Technology Roadmap Financial Tracking
- Information Security Metrics
- Linea – Identity Verification Practice Assessment Final Report (**confidential**)
- NASRA Fraud Training Survey Results (**confidential**)
- Project Manager – IT Development – Job Description (draft)

Technology Roadmap Financial Tracking



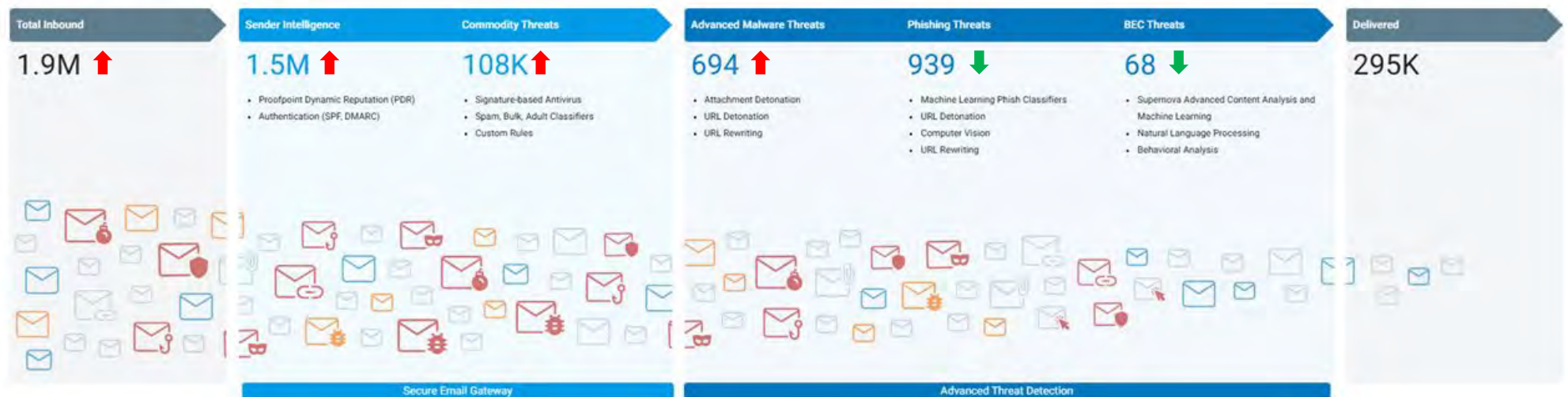
Five Year Technology Roadmap Budget							
Description	FY2023 & FY2024				Total Roadmap Spend to Date	Remaining Roadmap Amount **	
	Total 5-Year Plan	Actual Spend	FY2025 Plan	FY2025 Spend to Date			
Telecommunications	\$ 250,000	\$ 308,040	\$ -	\$ 19,617	\$ 308,040	\$ (58,040)	
Security Stack	\$ 899,600	\$ 70,977	\$ 30,000	\$ -	\$ 100,977	\$ 798,623	
Network Infrastructure Refresh	\$ 886,000	\$ 653,297	\$ 301,500	\$ -	\$ 954,797	\$ (68,797)	
Hybrid Technology Replacement	\$ 419,000	\$ 123,499	\$ 386,000	\$ 227,751	\$ 509,499	\$ (90,499)	
Server Infrastructure	\$ 1,216,700	\$ -	\$ 341,100	\$ 268,312	\$ 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	\$ 261,128	\$ 1,034,911	\$ 1,588,089	
SMART Business Tools	\$ 500,000	\$ 334,414	\$ 100,000	\$ 23,415	\$ 434,414	\$ 65,586	
SMART total	\$ 4,079,000	\$ 1,130,757	\$ 1,118,567	\$ 284,543	\$ 2,249,324	\$ 1,829,676	
Infrastructure Total	\$ 4,204,054	\$ 1,296,269	\$ 1,179,850	\$ 559,254	\$ 2,476,119	\$ 1,727,935	
Total Budget	\$ 8,283,054	\$ 2,427,026	\$ 2,298,417	\$ 843,797	\$ 4,725,443	\$ 3,557,611	
** Remaining Roadmap is equal the Total 5-Year Plan less FY2023 & FY2024 Actuals, and less FY2025 Plan							

Metrics: Inbound Email and Blocked Messages



Reporting Period – 90 Days (as of 2/28/2025)

Inbound Email Protection Breakdown

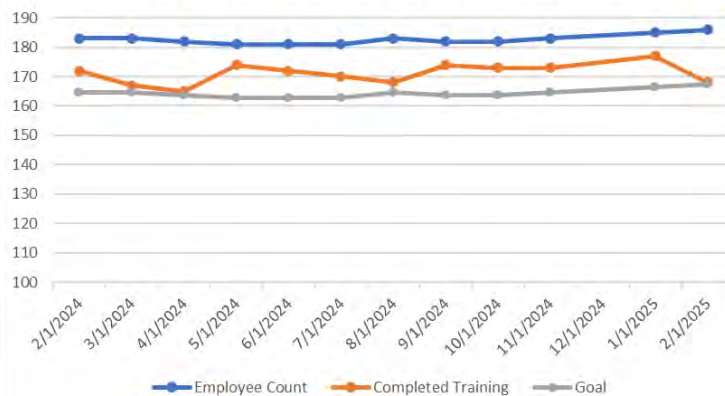


Volume of messages continues to increase with 84% of messages being malicious or spam.

Metrics: Awareness and Training Strengthen Our Line of Defense



Monthly InfoSec Training Participation - Last 12 Months

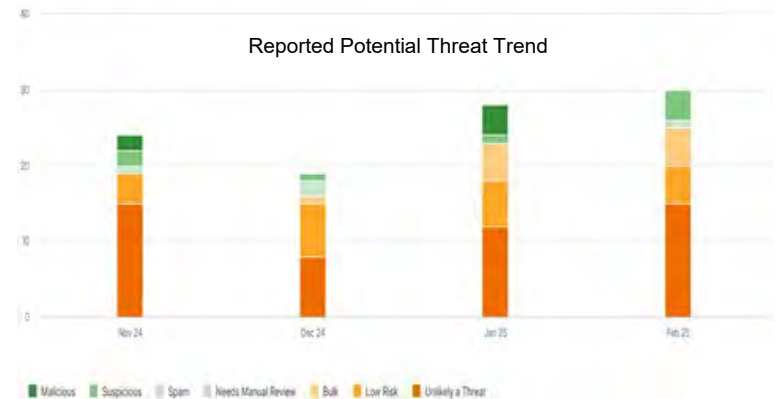


Security Awareness Training > 90% Goal - **MET**

Three Lines of Defense:

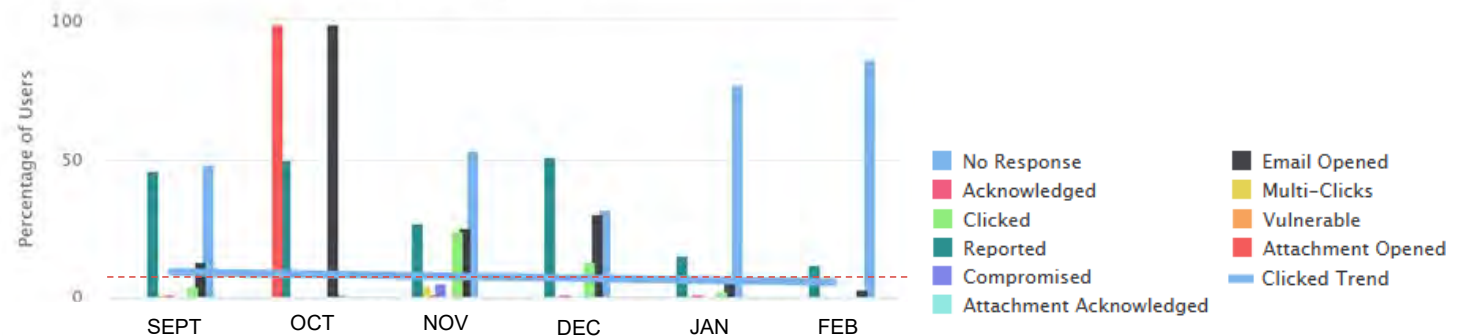
1. Proofpoint
2. Microsoft
3. Staff

Reported Potential Threat Trend



Reported Email Response < 7-day goal - **MET**

Recent Campaigns



Phishing Test Failure Rate < 5% - **MET**



Job Description

Job Title:	Application Development Project Manager	Job Code:	5-K-XX
Department:	Information Technology	Employee Type:	Full-time
Reports to:	Assistant Director – Application Development	FLSA Status:	Exempt
Travel Required:	None	Supervisory Responsibility:	No
Prepared Date:	March 2025	Salary Grade:	K

Summary of Responsibilities

The Application Development Project Manager is responsible for leading the planning, execution, and delivery of software development projects. The Project Manager effectively managing timelines, budgets, and resources while fostering collaboration across technical and business teams.

Essential Duties and Responsibilities

- Collaborate with SERS leadership, stakeholders, architects, and IT infrastructure team to define, plan, and manage end-to-end application development initiatives, ensuring alignment with business goals, established time frame, and budget.
- Apply life-cycle project management methodology, standards & best practices to drive project results including change management, ownership of documentation, communication plans and process training.
- Define project scope, objectives, deliverables, and success metrics in collaboration with stakeholders.
- Develop comprehensive project plans, timelines, and resource allocation strategies.
- Facilitate effective communication across cross-functional teams, including developers, QA, and business stakeholders. Regularly meets with development team to determine progress and address questions or challenges projects and.
- Identify potential risks, dependencies, and obstacles, implementing proactive mitigation strategies.
- Manage project budgets, partners with finance team on tracking expenses and variance reporting.
- Ensure adherence to development best practices, security protocols, and quality standards.
- Oversee testing (business unit, integration, UAT) and bug fixing process
- Drive continuous improvement by implementing lessons learned and optimizing project delivery processes.
- Provides monthly and quarterly reports to IT leadership regarding ongoing projects.
- Effectively communicate project issues and resolve problems/conflicts at all levels of the organization both internally and externally.
- Ensures the confidentiality, integrity, and security of all Personally Identifiable Information (PII) and Protected Health Information (PHI) data by strictly adhering to federal and state laws, regulations, policies, and best practices for data protection and access control.
- Other responsibilities as assigned.

Education, Skills, and Qualifications

- High School Diploma or G.E.D.;
- Project Management Professional designation, preferred, with
- Proven experience managing application development projects using Agile, Scrum, or other relevant methodologies.
- 7+ years of Development Project Manager experience with gradually increasing responsibilities and a demonstrated understanding of Project Management processes, artifacts, and tools.
- Strong technical background with a solid understanding of software development life cycles.
- Strong leadership skills with a focus on fostering collaboration, accountability, and trust.
- Ability to build and maintain ongoing, collaborative, working relationships with coworkers to achieve the goals
- Demonstrated strong attention to detail skills
- Ability to adapt to changing priorities and manage multiple projects simultaneously.
- Equivalent combination of education, skills, and experience

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.

Working Conditions

This role operates in a professional office environment and is subject to prolonged periods of sitting or standing at a desk and working on a computer. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines and may need to be able to lift up to 10 pounds at times. The noise level in the work environment is usually moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Information Technology staff members are eligible to work remotely 2 days per week, after 30 days of employment. Remote working days are not guaranteed and subject to change based on organizational needs.

Competencies

Focus on Service - Employee demonstrates dedication to delivering service that meets or exceeds the needs and satisfaction of our members, retirees, employers, and fellow employees. Actions and decisions put the needs of the customer first. Establishes and maintains effective relationships with customers and seeks feedback to use for improvement.

Accountability - Takes personal responsibility for one's work in both successes and failures. Shows commitment and dedication in one's work. Follows through on all projects, goals, commitments made to others, and all other aspects of one's work. Consistently shows attention to quality, accuracy, and completeness of work activities. Uses failures as an opportunity to learn and grow. Attends work and arrives as scheduled.

Collaboration - Interacts with others in ways that demonstrate teamwork and cooperation. Builds partnerships and works collaboratively with others at all levels of the organization to achieve goals and support ONE SERS. Acknowledges others' contributions and considers their ideas without judgment. Focuses energy on working together to find solutions.

Inclusivity - Able to work with many people with different backgrounds. Shows respect for individual differences, thoughts, and opinions of other team members and is supportive of new ideas and different perspectives shared by others. Seeks to understand through open communication and active listening.

Adaptability - Able to adjust to new or changing assignments, processes, people, and environments and easily consider new approaches. Strives to find efficient and innovative ways to overcome challenges and improve current processes and work products. Takes action on opportunities to improve. Embraces change and feedback in order to be more effective, efficient, and best serve our members, retirees, employers, and fellow employees. Shows dedication to positive thinking and forward momentum when facing challenges.

Disclaimer: This job description is not meant to be all-inclusive and the position itself is subject to change.