

SERS Retirement Board Technology Committee Meeting September 18, 2025 12:30 P.M.

Join Zoom Meeting

https://ohsers.zoom.us/j/97473318773?pwd=sObYgkbZWehpJEuCskGg1ZMZengKBY.1

Meeting ID: 974 7331 8773 **Password:** 12345

To join by phone, dial: +1 305 224 1968 US and enter the Meeting ID: 974 7331

8773 and Password: 12345 when prompted.

1. Roll call

- 2. Approval of **June 18, 2025**, Technology Committee Minutes (R)
- 3. Opening Remarks
- 4. Information Technology Quarterly Update
- 5. Risk Management Quarterly Update
- 6. Executive Session pursuant to R.C. 121.22(G)(6) to discuss a security matter
- 7. Upcoming Technology Committee Meetings
 - Future Topics
 - Next Meeting Date(s)
- 8. Adjournment

SERS Technology Committee Meeting September 18, 2025

			P.M.
Roll Call:			
	Matthew King		
	Aimee Russell		
	Frank Weglarz		
	Daniel Wilson		

School Employees Retirement System

TECHNOLOGY COMMITTEE MINUTES

Preparer	Megan Robertson		Meeting Date:		June 18, 2025		
Freparer	iviegan Robert	Soft Weeting Date. Suffer 10, 2025		Julie 10, 2025			
Committee Chair	Matthew King	Committee roll call was as follows: Matthew King, James Rossler, Frank Weglarz, Dan Wilson. Also in Attendance: The representative of the Ohio Attorney General, Maggie O'Shea. SERS Board Members: Aimee Russell. Staff Members: Colette Barricks, Phil Grim, Jay Patel, Jeff Davis, Joe Marotta, Richard Stensrud, Karen Roggenkamp, Laura Troiano, Olivia Hill, Vatina Gray, Nikki Whitacre, and Megan Robertson. Guests attended virtually on Zoom.					
Agenda	2. Appro 3. Openi 4. Strate 5. Inform 6. Executor of prop 7. Risk N 8. Executor matter	call (R) Dival of March 20, 2025, Technology Committee Minutes (R) Ling Remarks Legic Goal #3 – Technology Update Legic Goal #3 – Technology U					
Discussion	p.m. Roll Call The SERS Sp roll call was as Daniel Wilson. The represent Members: Aim Jeff Davis, Joe Olivia Hill, Vat virtually on Zo Approval of Management Members and Members: Aim Jeff Davis, Joe Olivia Hill, Vat virtually on Zo Approval of Members and Members a	ecial Technols follows: Presentive of the Conee Russell. See Marotta, Ricina Gray, Nikom. Indicates Indic	logy Committee begansent: Matthew King, Johno Attorney General Staff Members: Colette chard Stensrud, Karer ki Whitacre, and Meg	n with a James F , Maggi e Barric n Rogge an Rob	a roll call. The committee Rossler, Frank Weglarz, e O'Shea. SERS Board cks, Phil Grim, Jay Patel, enkamp, Laura Troiano, ertson. Guests attended e motion to approve the March 20, 2025. Upon roll k Weglarz, Matthew King,		

Strategic Goal #3 - Technology Update

Deputy Director, Keren Roggenkamp, provided opening remarks and introduced the day's agenda items. Mr. Roggenkamp advised we are coming to the end of the 5-year Technology Roadmap and need to plan the next steps. Ms. Roggenkamp introduced Chief Technology Officer, Jay Patel, who went over the current tactics the Technology goal on the Fiscal Year (FY) 2025 – FY2029.

Mr. Patel went over the different ways the work of the IT department is supported through the membership-based organization known as Ohio X. Mr. Patel reviewed the results of the OhioX State of AI 2025 Survey.

Chief Risk Officer (CRO), Colette Barricks, continued the presentation sharing how Risk Management stays current with emerging trends. Ms. Barricks explained the groups that Risk Management collaborates with to address threats.

Information Technology Quarterly Update

Jay Patel, SERS Chief Technology Officer, shared FY2025 quarter four highlights for The Information Technology department. Mr. Patel, shared a Technology Roadmap (TRM) update on FY2025 Infrastructure projects, highlighting the VxRail project benefits, and FY2025 SMART projects.

After a brief discussion and questions from the Committee Mr. Patel continued his presentation by providing an update on the Sagitec Support Agreement Linea Assessment. The Sagitec Support and Maintenance five-year contract for SMART is scheduled to expire on July 30, 2025. SERS is currently in discussions with Sagitec on terms and conditions for a three-year renewal.

In closing, Mr. Patel shared that it was a very productive FY 2025 with many large initiatives accomplished, thanking the Committee for their support and continued investment in technology.

After a robust discussion the Committee thanks Mr. Patel for his presentation.

Risk Management Quarterly Update

Chief Risk Officer, Colette Barricks, shared FY2025 quarter four highlights for the Risk Management department. Ms. Barricks shared updates on the increasing risk with third party software experiencing fraud and other areas vulnerabilities and how SERS Training continues to be critical to combating threats and vulnerabilities.

Ms. Barricks continued her presentation going over other highlights, sharing that SERS continues to look at the AI request process and to try to stream line the process SERS is creating an inventory and modernizing internal forms.

Ms. Roggenkamp pointed out to the Committee that supplemental material were provided in the Technology Committee materials including Information Security metrics and TRM financial tracking. Ms. Roggenkamp pointed out that while in general pension systems continue to be targeted, SERS remains diligent and takes active measures to protect and follow best security practices.

<u>Upcoming Technology Committee Meetings – Future Topics and Next Meeting Dates</u>

Action Items	Assigned Person	Due Date			
The next regular Technology Committee meeting will be held Thursday, September 18, 2025, at 12:30 pm or immediately following the regular SERS Board Meeting. Technology Committee Chair, Matthew King, adjourned the meeting at 1:38 p.m.					
Committee member, James Rossler requested a future topic to take a deeper five on the TRM budget and where we anticipate the figure finishing after year five.					
Committee Chair, Matthew King, thanked Jay, Colette, and Karen for their presentations.					

Matthew King, Committee Chair	Richard Stensrud, Secretary

APPROVAL OF MINUTES OF THE TECHNOLOGY COMMITTEE MEETING HELD ON $\underline{{\sf JUNE~18,~2025}}$

Committee meeting held		conded the mot	ion to approve the minu	utes of the Technology
Upon roll call, the vote	e was as follows:			
ROLL CALL:	YEA	<u>NAY</u>	<u>ABSTAIN</u>	
Matthew King Aimee Russell				
Daniel Wilson Frank Weglarz				



Agenda



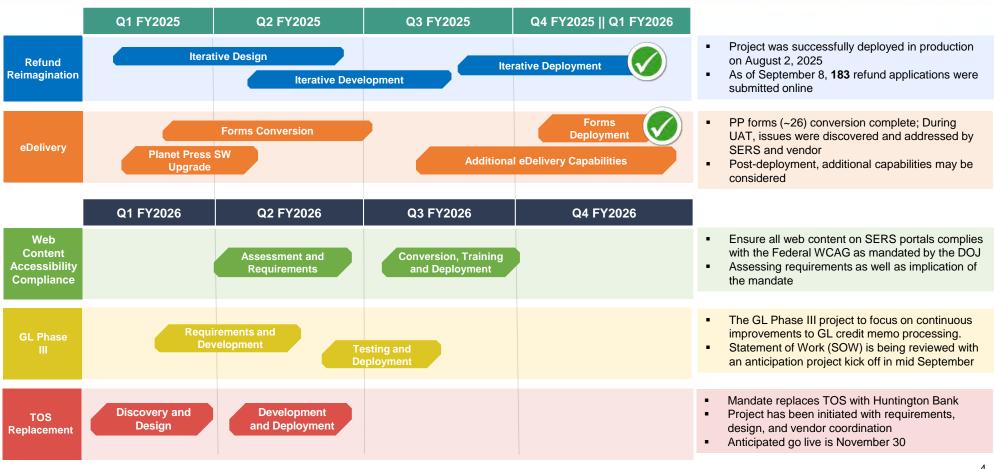
- Approval of Prior Meeting Minutes
- Opening Remarks
- Information Technology
 - Project Highlights
 - Technology Roadmap (TRM) Financial Review and Forecast
- Risk Management
 - Q1 Highlights
 - Major Projects for FY2026
 - Project Spotlight: Brand Information for Message Identification
- Executive Session pursuant to R.C. 121.22(G)(6) to discuss a security matter
- Questions/Future Topics
- Supplemental Materials



Information Technology

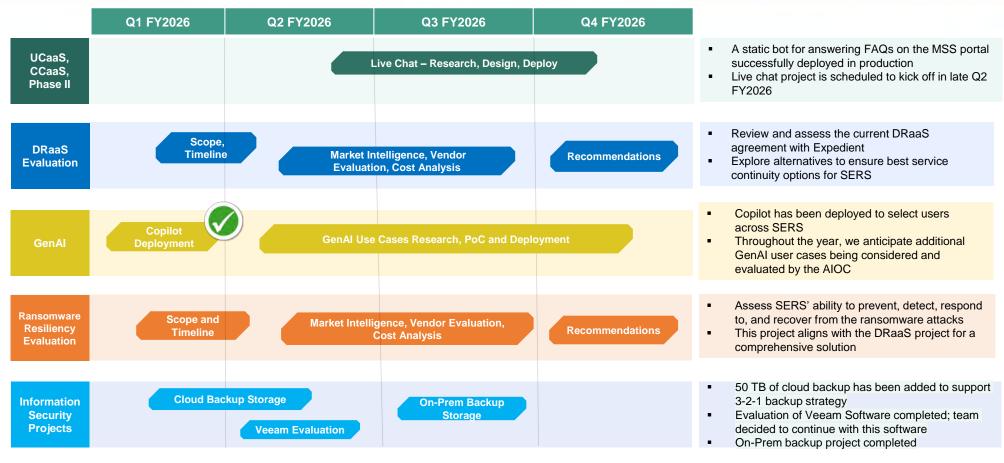
Technology Roadmap - FY2025/FY2026 SMART Projects





Technology Roadmap - FY2026 Infrastructure Projects





SMART Support Contract Renewal



- SERS and Sagitec have agreed to a three-year support and maintenance contract, effective July 1, 2025.
- We successfully negotiated a three-year contract with a modest 2% increase each year.
- Additionally, we secured ~\$106,000 worth of development hours at no cost to SERS.

Technology Roadmap Review (FY2023 - FY2025) Accomplishments



Member Service Improvements

- Streamlined Member Portal Registration
- Online Refund
- Member
 Communication
 Enhancements
 (Correspondences
 and eDelivery)
- Member Portal Improvements (Refund and Retirement Status)
- Employer and Child Support ePayments

Security (Protection)

- Firewall Protection
- Multi Factor Authentication (MFA)

Hybrid Technology

- Board Room -Virtual Meeting Experience
- SERS'
 Conference
 Rooms Virtual
 Engagement

Business Operational Improvements

- Accounting Tool Replacement
- Account Reconciliation Tool
- General Ledger Controls
- Med-B Enhancements
- Healthcare Workflow Queues

SMART Platform Refresh

- Business Process Model (BPM) -Workflow Replacement
- SMART Portal on Cell Phone and Tablets (MVVM)
- Service
 Resiliency
 (3-2-1 Backup
 and Storage)

Technology Modernization

- Network Infrastructure Replacement
- VXRail (Server Infrastructure)
 Replacement

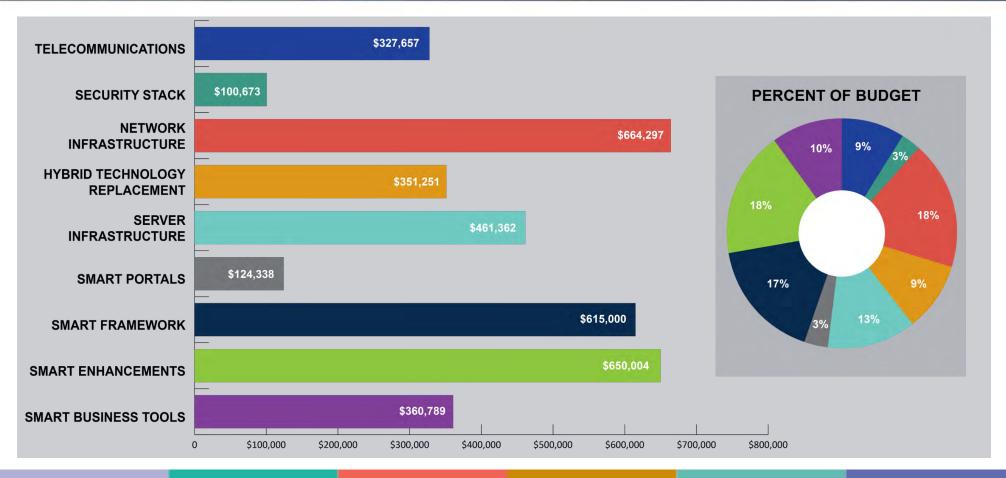
Artificial Intelligence

Microsoft Copilot

Technology Roadmap (FY2023 - FY2025)

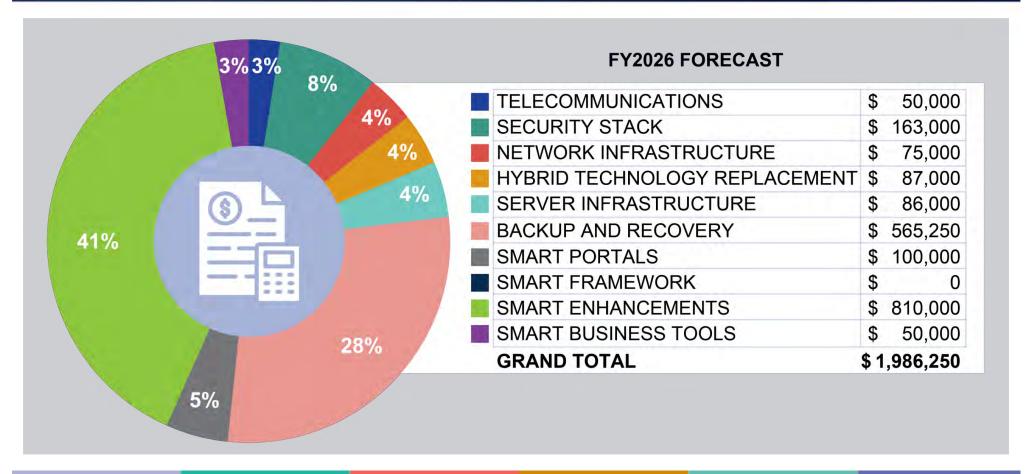


TOTAL SPEND: \$3.7M of \$8.2M 5-YEAR PLAN®



FY2026 Technology Roadmap Forecast





Technology Roadmap Journey





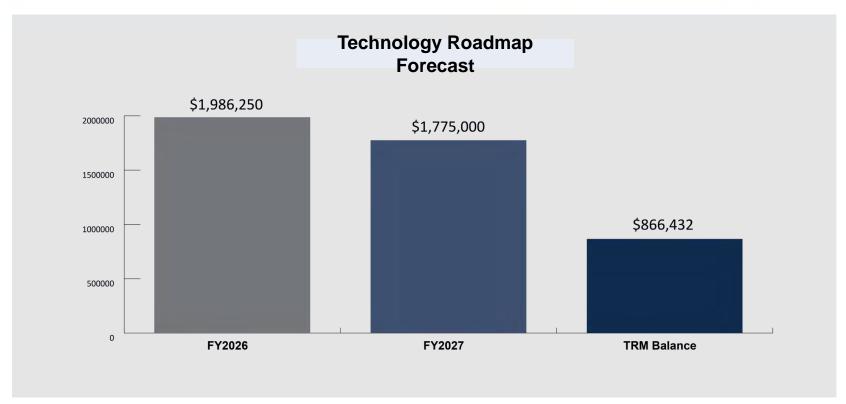
- Striking balance between keeping trains running on time (operation) and Technology Roadmap Projects with SERS IT resources
- Ability to find/utilize skilled and knowledgeable resources from Sagitec and other consulting companies
- Unplanned mandates (i.e., Treasury of State, Tax Withholding etc.)
- Ever-changing technology landscape and shifting age demographics of SERS members



- GenAl Use Cases, Proof-of-Concept and Deployment
- Security Escalating identity Proofing and Fraud Prevention requirements
- Member Portal Self-service Capabilities including health care information
- Technology Infrastructure Refresh and Rightsize

Technology Roadmap Five Year Forecast





Technology Roadmap V2.0 - As we approach the completion of Technology Roadmap V1.0 in FY2027, we are preparing to introduce Technology Roadmap V2.0. This next phase will continue our technology investment journey, aligning with SERS' strategic goals and leveraging emerging technologies to enhance member engagement and service experience.

Technology Roadmap Financial Tracking



Five Year Technology I	Roadma	p Budget										
			ı	FY23,FY24&FY25					Tota	al Roadmap Spend	Rei	maining Roadmap
Description	Tota	l 5-Year Plan		Actual Spend		FY2026 Plan*	FY2	2026 Spend to Date		to Date		Amount **
Telecommunications	\$	250,000	\$	327,657	\$	50,000	\$	-	\$	377,657	\$	(127,657)
Security Stack	\$	899,600	\$	100,673	\$	163,000	\$	-	\$	263,673	\$	635,927
Network Infrastructure Refresh	\$	886,000	\$	664,297	\$	75,000	\$	-	\$	739,297	\$	146,703
Hybrid Technology Replacement	\$	419,000	\$	351,251	\$	87,000	\$	-	\$	438,251	\$	(19,251)
Server Infrastructure	\$	1,216,700	\$	277,334	\$	86,000	\$	-	\$	363,334	\$	853,366
Backup and Recovery	\$	532,754	\$	184,029	\$	565,250	\$	-	\$	749,279	\$	(216,525)
SMART Portals	\$	196,000	\$	124,338	\$	-	\$	-	\$	124,338	\$	71,662
SMART Framework	\$	760,000	\$	615,000	\$	100,000	\$	-	\$	715,000	\$	45,000
SMART Enhancements	\$	2,623,000	\$	650,004	\$	810,000	\$	36,729	\$	1,460,004	\$	1,162,996
SMART Business Tools	\$	500,000	\$	360,789	\$	50,000	\$	17,095	\$	410,789	\$	89,211
SMART total	\$	4,079,000	\$	1,750,132	\$	960,000	\$	53,824	\$	2,710,132	\$	1,368,869
Infrastructure Total	\$	4,204,054	\$	1,905,241	\$	1,026,250	\$	-	\$	2,931,491	\$	1,272,563
Total Budget	\$	8,283,054	\$	3,655,372	\$	1,986,250	\$	53,824	\$	5,641,622	\$	2,641,432
* The FY26 Budget was modified to include two se	curity s	tack projects to	otal	ing 90,000								
** Remaining Roadmap is equal the Total 5-Year F	lan less	FY2023, FY202	4, 8	kFY2025 Actuals, an	d le	ss FY2026 Plan						



Risk Management

FY2026 Q1 Highlights - Risk Management



- Fraud Awareness Updates:
 - Euclid City Schools breach. (approximately 325 actives members)
 - Jennings Local Schools breach. (approximately 35 active members)
 - City of Middletown hit by ransomware.
 - West Chester Township hit by ransomware.
 - TransUnion data breach of 4.4 million customers.
 - State of Nevada hit by ransomware. Nevada pension system not impacted.
- The micro-segmentation project to enhance security is currently making good progress.
- Vulnerability management (patching and configuration management) continues, with SERS addressing 43,281 vendor and related vulnerabilities in the last 90 days.
- Ongoing investment compliance support is being provided for Clearwater (investment master record keeper) implementation.
- Completed infrastructure audit with IT and internal audit.
- Al usage policy updated and included in your supplemental materials.
- Metrics are included in your supplemental materials.



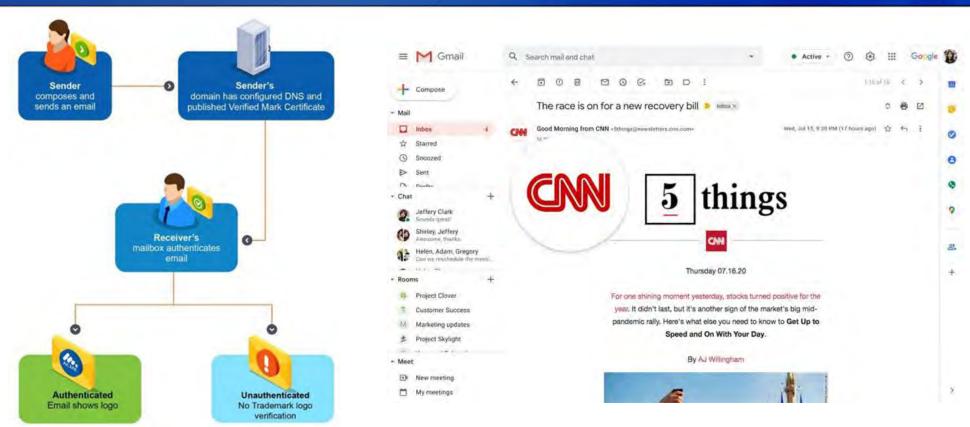
Risk Management FY2026 Key Projects



- Implementation of Socure (identity verification tool)
 - Refund Reimagination Project to improve member security and streamline the refund process to enhance member experience
 - Full implementation for both member and employer portals
 - · Banking validation
- Push notifications to more easily verify members during Member support calls
- Final implementation micro-segmentation to prevent lateral movement and spread final implementation
- Implement Data Management tools (DLP/DSPM)
- Conduct Cyber Incident Tabletop and third-party Attack and Penetration Test
- Implement Clearwater Analytics (investment master record keeper) tools for investment compliance
- Implement Copilot within our team to increase productivity and improve documentation
- Dark Web monitoring, Allow Listing, Brand Indicators for Message Identification & Cyber Hygiene Monitoring

Brand Indicators for Message Identification (BIMI)





Industry Reports Suggest 26% Increase in Response Rates

EXECUTIVE SESSION

			otion that the Technolo	
convene in Executive	Session pursuant	to R.C. 121.22(G	G)(6) to discuss a securi	ty matter.
Upon roll call, the vo	to was as follow	c.		
opon foil call, the vo	nte was as ioliow	5.		
ROLL CALL:	<u>YEA</u>	NAY	ABSTAIN	
Matthew King				
Aimee Russell Daniel Wilson				
Frank Weglarz		-		
3				
IN EXECUTIVE SESS	SION AT	A.M./P.	М.	
RETURN TO OPEN S	SESSION AT	A.N	Л. / Р.М.	



QUESTIONS/ FUTURE TOPICS

ADJOURNMENT(R)

moved that the Tec	hnology Committee adjourn to meet on	
for the next scheduled meeting.		
The meeting adjourned at	p.m.	
	Frank Weglarz, Chair	