



**SERS Retirement Board  
Technology Committee  
Special Meeting Agenda  
July 27, 2021  
1:00 P.M.  
or Immediately Following the  
SERS Special Compensation Committee Meeting**

Click to join the Zoom meeting:

<https://ohsers.zoom.us/j/94014219361?pwd=bjRCRXI4bUcza3c3NDZXCtD2ams5QT09>

**Meeting ID:** 940 1421 9361      **Password:** 678459

To join by phone, dial: (301) 715-8592 and enter the meeting ID: **940 1421 9361** and password: **678459** when prompted.

1. Roll Call
2. Approve **June 28, 2021** Technology Committee Minutes (R)
3. Hybrid Work Technology Update – *Jay Patel*
4. 5-Year Capital Budget Planning – *Jay Patel*
5. Executive Session pursuant to R.C. 121.22(G)(6) to discuss security matters (R)
  - Disaster Recovery Review Update – *Joe Bell*
6. Upcoming Technology Committee Meetings
  - Topics – *Committee Members*
  - Next Meeting Date(s) – *Joe Marotta & Matt King*
7. Adjournment (R)

Appendix A - Expedient Report

**SERS Technology  
Committee Meeting  
July 27, 2021**

\_\_\_\_\_ A.M.

**Roll Call:**

- Matthew King \_\_\_\_\_
- James Rossler \_\_\_\_\_
- Frank Weglarz \_\_\_\_\_
- Daniel Wilson \_\_\_\_\_

**APPROVAL OF MINUTES OF THE TECHNOLOGY COMMITTEE MEETING HELD ON  
JUNE 28, 2021**

\_\_\_\_\_ moved and \_\_\_\_\_ seconded the motion to approve the minutes of the Technology Committee meeting held on Monday, June 28, 2021.

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	_____	_____	_____

<b>School Employees Retirement System</b>		<b>TECHNOLOGY COMMITTEE MINUTES</b>	
<b>Preparer</b>	Vatina Gray	<b>Meeting Date:</b>	June 28, 2021
<b>Committee Chair</b>	<b>Matthew King</b>	Committee roll call was as follows: Matthew King, James Rossler, Frank Weglarz, and Daniel Wilson  <b>Also in Attendance:</b> Sam Peppers from the Ohio Attorney General's Office and SERS Staff: Richard Stensrud, Joe Marotta, Joe Bell, Jay Patel, Tracy Valentino, and Vatina Gray	
<b>Agenda</b>	<ol style="list-style-type: none"> <li>1. Roll Call</li> <li>2. Approval of <b>June 1, 2021</b> Technology Committee meeting minutes (R)</li> <li>3. Executive Session pursuant to R.C. 121.22(G)(6) to discuss security matters (R)</li> <li>4. Upcoming Technology Committee Meetings <ul style="list-style-type: none"> <li>• Topics</li> <li>• Next Meeting Dates</li> </ul> </li> <li>5. Adjournment (R)</li> </ol>		
<b>Discussion</b>	<p>The special SERS Technology Committee meeting began in open session at 10:03 am.</p> <p><b><u>ROLL CALL</u></b> The special SERS Technology committee meeting began with the roll call as follows: Present – Matthew King, James Rossler, Frank Weglarz, and Daniel Wilson. Others present included Sam Peppers from the Ohio Attorney General’s Office and several SERS Staff members.</p> <p><b><u>APPROVAL OF JUNE 1, 2021, SPECIAL TECHNOLOGY COMMITTEE MINUTES</u></b> Frank Weglarz moved and James Rossler seconded the motion to approve the June 1, 2021 special SERS Technology Committee meeting minutes. Upon roll call, the vote was as follows: Yea: Matthew King, James Rossler, Frank Weglarz, and Daniel Wilson. The motion carried.</p> <p><b><u>EXECUTIVE SESSION</u></b> James Rossler moved and Daniel Wilson 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: Yes: Matthew King, James Rossler, Frank Weglarz, and Daniel Wilson. The motion carried.</p> <p>The SERS Technology Committee meeting convened in Executive Session at 10:07 a.m.</p> <p>The SERS Technology Committee meeting returned to open session at 11:49 a.m.</p> <p><b><u>UPCOMING TECHNOLOGY COMMITTEE MEETINGS</u></b></p> <ul style="list-style-type: none"> <li>• Topics – 5-year Capital Budget Plan</li> <li>• Next Meeting Dates - TBD</li> </ul> <p><b><u>ADJOURNMENT</u></b> The Technology Committee meeting adjourned at 12:01 p.m.</p>		
	<b>Action Items</b>	<b>Assigned Person</b>	<b>Due Date</b>
<b>Action Items</b>			
<b>Agenda for Next Meeting</b>			



# Technology Committee

July 27, 2021

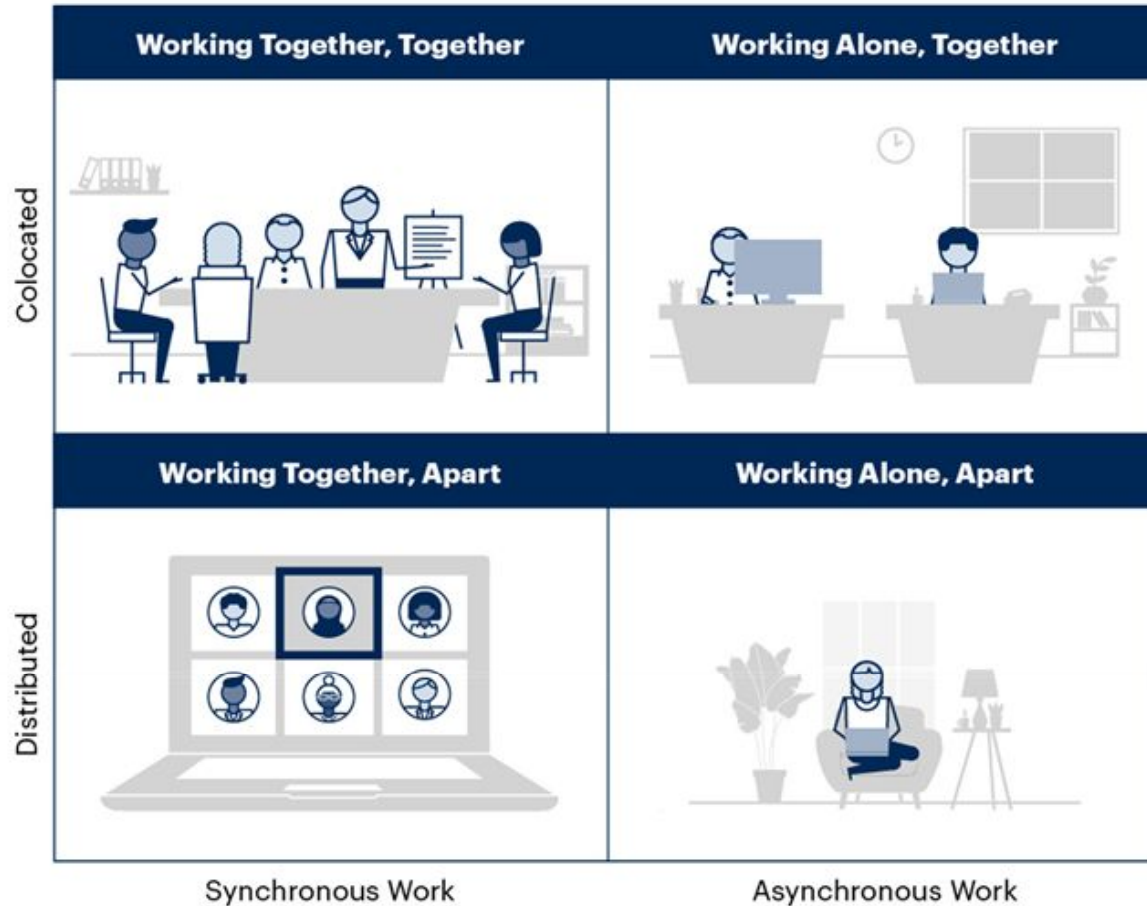
# Agenda – July 27, 2021

- Opening Comments – Matt King
- Minutes from June 28, 2021 Meeting
- Hybrid Work Technology Update – Jay Patel
- 5-Year Capital Budget Planning – Jay Patel
- Disaster Recovery Review Update (Executive Session) – Joe Bell
- Upcoming Technology Committee Meetings
  - Topics – Committee Members
  - Next Meeting Date(s) – Joe Marotta & Matt King



# Collaboration Technology Challenges

## Four Collaboration Modes Charted by Location and Time Spend



Source: Gartner  
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# Hybrid Work Technology (HWT) at SERS



Capability	Pre-COVID On-Site	During COVID Majority Remote	Post COVID Hybrid
Connectivity			
Remote Desktop	Yes	Yes	Yes
Virtual Desktop Infrastructure (VDI)	No	Yes	Yes
Collaboration Platform			
Microsoft Teams	No	Yes	Yes
Access to SMART	Yes	Yes	Yes
Remote Printing	No	No	TBD
Video Conferencing			
Zoom	No	Yes	Yes
Microsoft Teams	No	Yes	Yes
Instant Messaging	No	Yes	Yes
Tele Conferencing	Yes	Yes	Yes
VOIP	No	Yes	Yes
Security Bubble	Yes	Yes	Yes
Service Desk (Support)	Yes	Yes	Yes



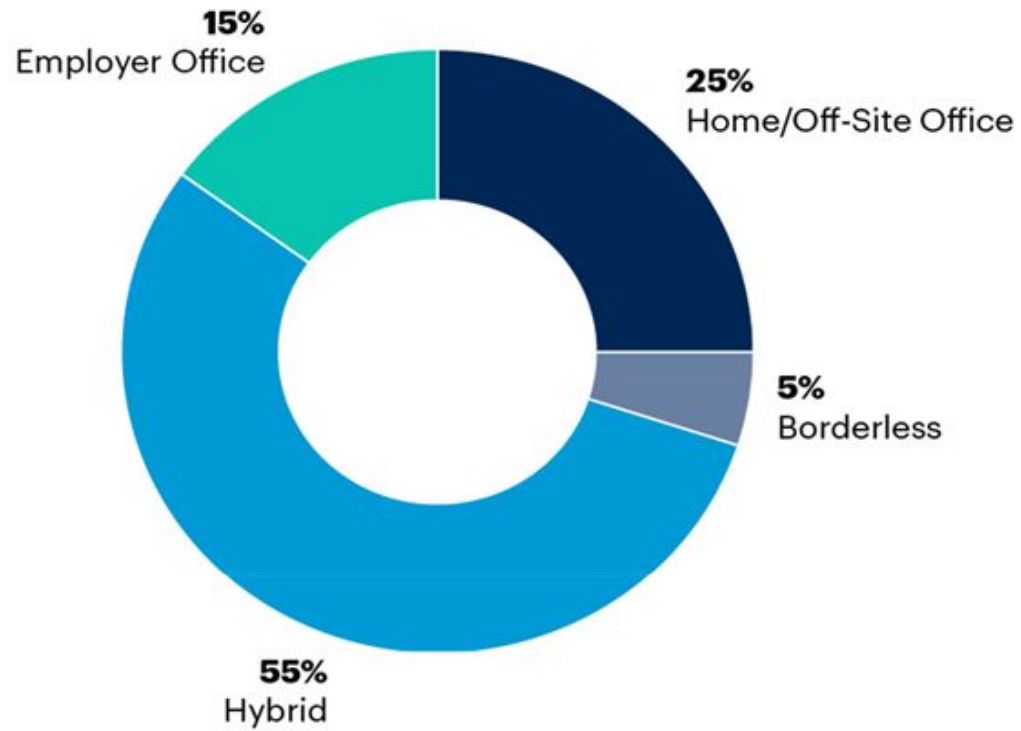
# HWT Challenges for SERS

- SERS' technology portfolio was architected and designed primarily for on-site work models.
- SERS and IT pivoted during the pandemic, with challenges:
  - Speed (and scale) of technology deployment may conflict with compatibility
  - Seamless technology experience (transition) between on-site vs. remote
  - More reliant on Internet Service Provider (ISP) for connectivity
  - Multiple technology options causing support challenges
  - Almost 7x18 Service Desk support (burn out for the service desk team)
  - Debugging and isolation of the problem
- IT will continue to debug and resolve issues to improve user experience which may require additional investment in technology.



# Flexible Work Patterns

## Flexible Work Model Patterns — Projected Distribution Estimates



Source: Gartner  
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Gartner.



# Hybrid Work Trends

## 1. Shift to flexible work location choices?

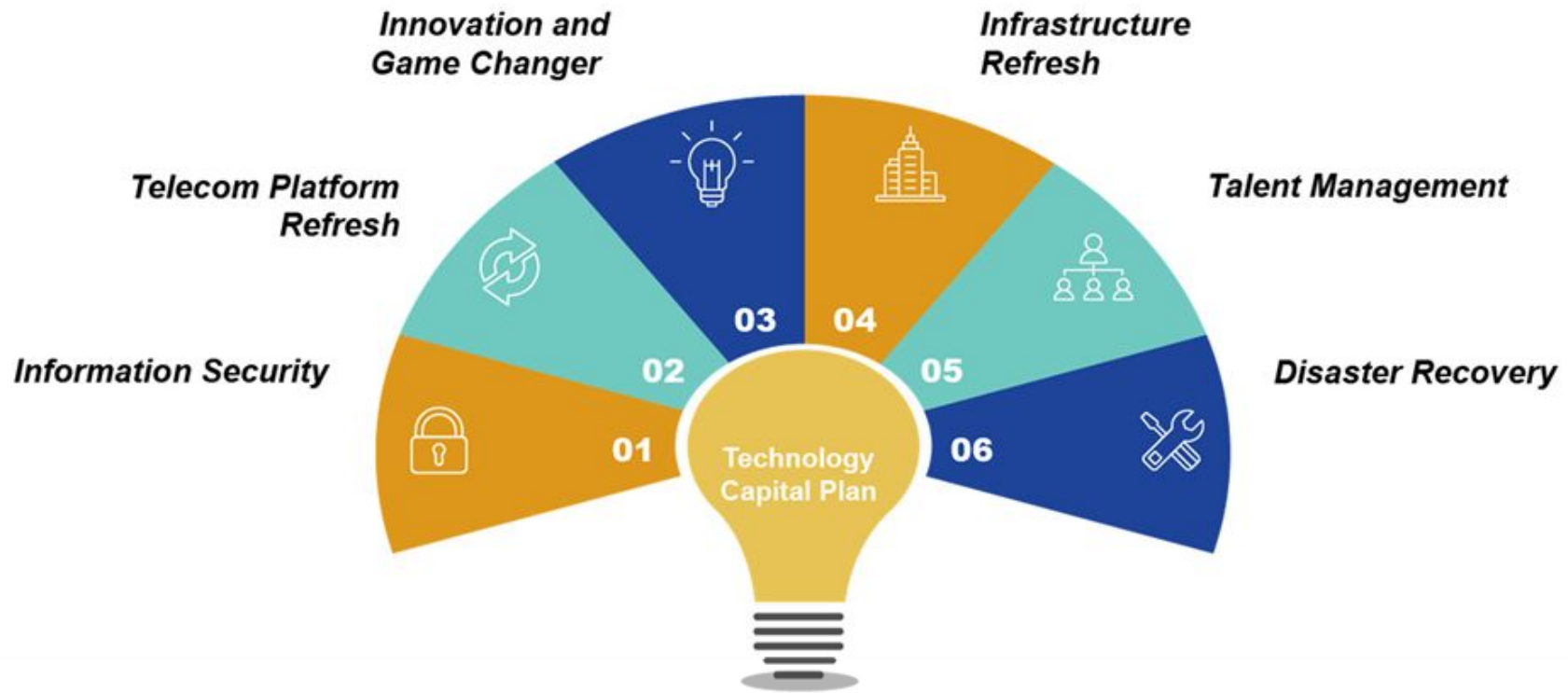
- Information Security & IT requires 24/7 coverage – more adaptable to hybrid models
- MST (Call Center) & Employer Services – VoIP allows for expanded business continuity
- Member Counseling & Health Care – limited options based on Member choices
- Essential Staff – on-site required
- Hiring Expectations – Internet & Home office specifications?

## 2. Commercial Office Space

- Monitoring Columbus office space vacancy trends
- Proactive in space configurations & retaining tenants



# IT Capital Plan Components



# 5-Year Capital Planning – Target December 2021



## 1. Information Security – Maturity Evolution & SERS Alignment

- Micro-Segmentation / Malicious Actor Containment / Malware Prevention
- 24/7 Managed Security Services Provider (MSSP) with possible response action
- Security Orchestration, Automation, and Response (SOAR) technologies
- External Penetration Testing / Internal Playbooks align to Incident Response Plan
- Cloud Security with O365 / Amazon Web Services – data loss prevention
- Vendor Management / Supply Chain (on premises through software as a service)

## 2. Telecomm Platform Refresh

- Unified Communication As A Service (UCaaS)
- SMART + Voice Integration
- VoIP Roll-out

## 3. Innovation - Member Services

- Frictionless user experience - electronic retirement & refund applications, document uploads, email/text payment notifications, eDelivery
- Mobile App / Virtual Chat
- Robotic Process Automation (RPA)
- Member Counseling – Zoom and Teams options along with in-person

# 5-Year Capital Planning – Target December 2021



## (continued) Innovation – Health Care

- Direct Payments: Reconciliation and Collection Improvements
- Healthcare Portal Design
- Electronic Medical Plan Enrollment

## 4. Infrastructure Refresh

- Host Replacement
- Network Replacement
- Data Center Components (UPS etc.) Replacement
- End-point Replacement

## 5. Talent Management – Pending Benchmarking Results

- Training and Development
- Upsizing Talent

## 6. Disaster Recovery

- RFP to be issued in August
- Analysis of cloud vs. physical on-prem and back-up site benefits & costs
- External and internal support costs

**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:

<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	_____	_____	_____

**IN EXECUTIVE SESSION AT \_\_\_\_\_ A.M./P.M.**

**RETURN TO OPEN SESSION AT \_\_\_\_\_ A.M. / P.M.**

# Technology Committee

## Meetings & Action Items



- **Upcoming Committee Meetings**
  - Topics
  - Next Meeting Date(s)
  
- **Meeting Action Items**



**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