



**SERS Retirement Board
Technology Committee Meeting
June 16, 2022
1:00 P.M.**

**or Immediately Following the SERS Regular Board Meeting
(If the board meeting extends beyond 1:00 p.m.)**

Join Zoom Meeting

<https://ohsers.zoom.us/j/92746279635?pwd=aHZyY1NCUTZZTU9IVEI5ZGxWL1VTQT09>

Meeting ID: 927 4627 9635

Password: 925273

To join by phone, dial: (929) 205-6099 and enter the Meeting ID: **927 4627 9635** and Password: **925273** when prompted.

1. Roll call
2. Approval of **March 17, 2022**, Committee Minutes (R)
3. Technology and Information Security Quick Notes
4. Technology Roadmap – FY2023 Major Projects
 - SMART Digital Enhancements
 - Infrastructure Technology Refresh
 - a) Telecommunications Platform (UCaaS)
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
June 16, 2022**

_____ P.M.

Roll Call:

Matthew King _____

James Rossler _____

Frank Weglarz _____

Daniel Wilson _____

School Employees Retirement System	<h1>TECHNOLOGY COMMITTEE MINUTES</h1>		
Preparer	Gina Scarver	Meeting Date:	March 17, 2022
Committee Chair	Matthew King	Committee roll call was as follows: Matthew King, James Rossler, Frank Weglarz, Daniel Wilson Also in Attendance: David Lindberg from Wilshire; 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, Vatina Gray, and Gina Scarver.	
Agenda	<ol style="list-style-type: none"> 1. Roll call (R) 2. Approval of minutes (R) 3. Executive session pursuant to R.C. 121.22 (G) (6) to discuss security matters(R) 4. Cyberwarfare Overview 5. Technology committee requests and follow-up items 6. Adjournment 		
Discussion	<p>The SERS Technology Committee meeting began in open session at 12:30 pm</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. Also in attendance were David Lindberg, Wilshire; 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, Vatina Gray, and Gina Scarver.</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 February 17, 2022. Upon roll call, the vote was as follows: Yea: Matthew King, James Rossler, Frank Weglarz, Daniel Wilson. The motion carried.</p> <p><u>Executive session pursuant to R.C. 121.22 (G) (6) to discuss security matters (R)</u></p> <p>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.</p> <p>The committee convened in executive session at 12:31 p.m.</p> <p>The committee returned to open session at 12:52 p.m.</p> <p><u>Cyberwarfare Overview</u></p> <p>Joe Bell, SERS Chief Risk Officer, introduced Phil Grim, SERS Information Security Officer, who provided a presentation which gave an overview of the differences in warfare between the Kinetic World and the Cyber World.</p>		

	<p>Mr. Grim explained the characteristics of Offensive Cyber Capabilities. He then explained the various tiers that select countries around the world fall under as to their preparedness, followed by overviews of current cyber capabilities of both Russia and China.</p> <p>Mr. Grim provided an overview at the national level if a retaliatory attack were to occur, as well as the institutions more likely to be targets.</p> <p>He concluded his presentation by discussing the numerous controls and areas of focus at SERS to protect against cyber risks.</p> <p>The Committee thanked Mr. Grim for his presentation.</p> <p><u>Committee Requests and Follow Up Items</u></p> <p>There were no requests or follow up items discussed.</p> <p>The next regular Technology Committee meeting will be held Thursday, June 16, 2022 at 12:30 pm or immediately following the regular SERS Board Meeting.</p> <p>Chairman King adjourned the meeting at 1:21 p.m.</p>		
	Action Items	Assigned Person	Due Date
Action Items	n/a		
Agenda for Next Meeting			



.....TECHNOLOGY COMMITTEE

June 16, 2022

Agenda



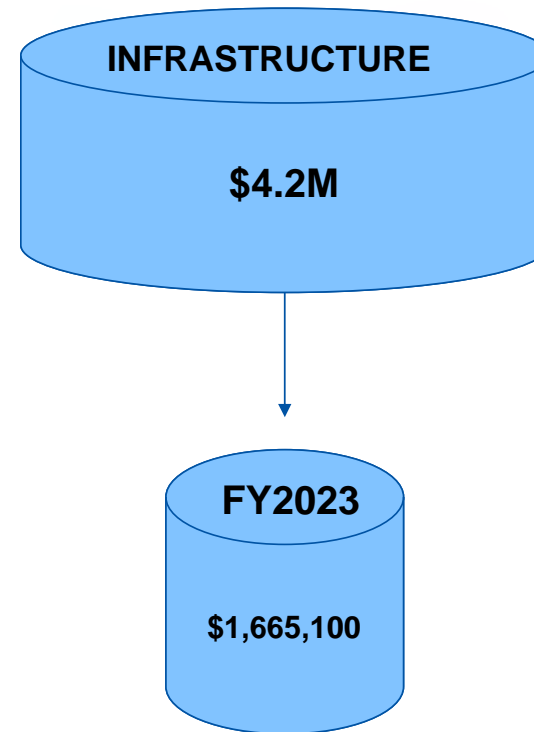
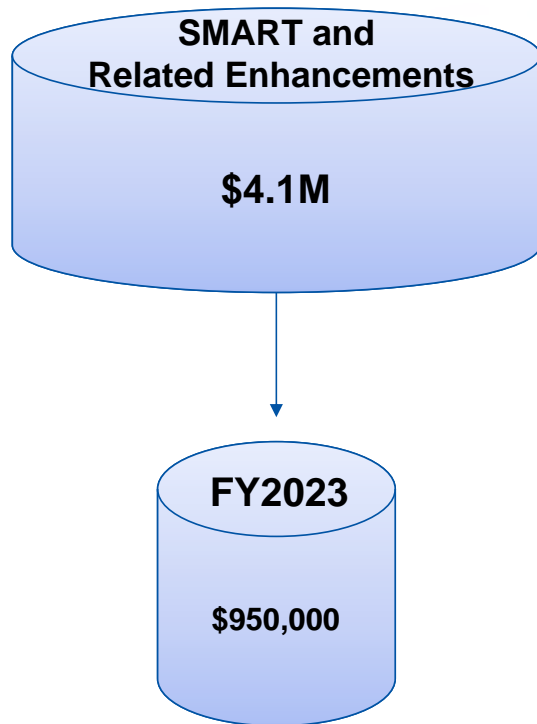
- **Opening Remarks** (Matt)
- **Technology and Information Security Quick Notes** (Karen)
- **Technology Roadmap – FY2023 Major Projects** (Jay)
 - SMART Digital Enhancements
 - Infrastructure Technology Refresh
 - Telecommunications Platform (UCaaS)
- **Information Security Updates - Executive Session** (Joe)
 - Cloud Migration and DR Project
 - Cybersecurity
 - Emergency Response Program (ERP)



SERS Technology Roadmap = Technology Sustainability

- Thank you to the Technology Committee and Board
- Feedback from May PRISM (Public Retirement Information Systems Management) Conference: SERS Technology approach is ahead of our peers; high level of interest in our Technology Roadmap
- SERS staff is committed and excited to move forward
- Cloud migration and DR project is moving through testing toward June 30 target date; other components in planning
- FY2023 IT projects are in the early stages with status to be reported quarterly
- Expected FY2023 challenges: balancing Roadmap with daily processing, managing third-party support, supply chain constraints, inflation, competitive labor market, etc.
- Cybersecurity threat escalation with reports from vendors and schools; SERS Risk Management/IT continues to measure, monitor, and adjust

5 Year Technology Roadmap Investment Summary



FY2023 SMART Digital Enhancements



Investment Category	Description	Benefits
Model-View-View-Model (MVVM) Architecture	MVVM is an emerging architecture pattern for evolving web applications that take advantage of the user's device capabilities and browser memory to improve performance and usability.	<ul style="list-style-type: none">▪ Avoid technology obsolescence▪ Better user experience on different mobile devices▪ Pop-up navigation▪ Powerful dashboards▪ Improved performance
Member Self-Service (MSS) Enhancements – Member Registration Process	Member Self-Service (MSS) is an online web portal for members to securely access their pension information as well as perform some basic services (i.e., view member statement, create estimates, sign up for events etc.)	<ul style="list-style-type: none">▪ Improved user experience▪ Ease of registration▪ Strengthen security

FY2023 Infrastructure Technology Refresh



Physical Tech	Network Assessment/Evaluate: Floor, Core, Tor Switches, UPS, Backbone	\$	606,000
	Wireless Network Access Evaluate	\$	120,000
	Unified Communication As-A-Service (UCaaS)	\$	250,000
	Hybrid Technology Deployment (42 devices, plus peripherals for existing devices)	\$	105,000
	Server Hardware Refresh	\$	41,100
	Conference Room AV Equipment	\$	20,000
	Backup & Recovery – Appliance Refresh 3-year lease	\$	150,000

Digital SAS		\$	60,000
	Network Monitoring	\$	25,000
	Software Distribution & Patching Tool Evaluate	\$	30,000
	Security Info Event Mgmt (SIEM) Evaluate	\$	47,000
	Software Security (Static & Dynamic) Evaluate	\$	16,000
	Multi-Factor Authentication Evaluate - offered as a service, evaluating change to the product	\$	80,000

Growth	Virtualization hosts (hardware)	\$	65,000
	Backup Storage Capacity	\$	50,000

Telecommunications Platform (UCaaS)



OVERVIEW

Refers to the technology supporting voice and other multi-modal communications, including fax, web chat and web conferencing for customer. The modern Unified Communication system consists of software and hardware and physical connections to a phone service provider via internet as service.

Project Budget
\$250,000

CHALLENGES

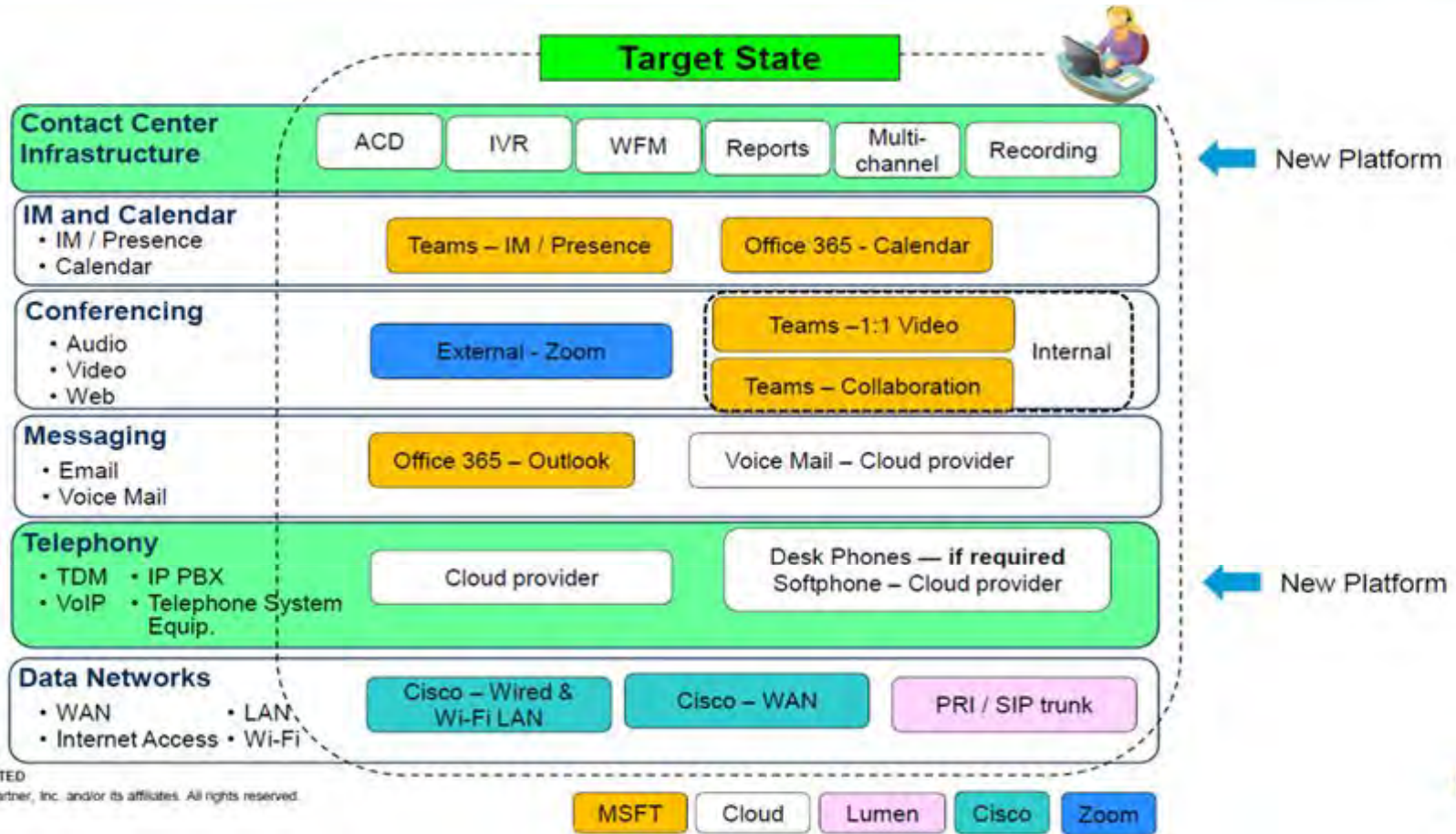
- Original platform was implemented in ~2003
- Current product is – EOL (End of Life)
- No scope for newer capabilities (i.e., call wait time, callback etc.)
- VOIP deployment maxed out
- Incompatible with the DR strategy
- Difficult to get on-going vendor support

Solution

PROJECT MARKERS

Issuance of RFP:	April 15, 2022 - complete
Intent to Respond:	April 22, 2022 - complete
Question Deadline:	April 29, 2022 - complete
Response to Written Questions:	May 12, 2022 - complete
RFP Response Deadline:	May 31, 2022 - In-motion
Production demo	May 23 – June 10, 2022
Projected Commencement Date:	~July 11, 2022

Telecommunications Platform (UCaaS) – Vision



RESTRICTED
9 © 2021 Gartner, Inc. and/or its affiliates. All rights reserved.

Gartner

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:

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

The logo for the State Employees Retirement System (SERS) of Ohio, featuring the acronym "SERS" in white over a blue outline of the state of Ohio.

ERP

EMERGENCY RESPONSE PROGRAM

April 2022

What's New



Former Program

Name: Corporate Emergency Preparedness Program (CEPP)

5 Branches: Communications Plan, Employee Safety and Business Security, Business Continuity, Disaster Recovery, Cyber Incident

Docs Storage: All-in-One paper copy and OHSERS.org website

CEPP information located in multiple locations



Current Program

Name: Emergency Response Program (ERP)

3 Branches: Business Continuity, Disaster Recovery, Cyber Incident

- Communications Plan will be applicable to all 3 branches
- Employee Safety and Building Security is under Business Continuity

Docs Storage: ERP SharePoint Site

Employee ERP site-one central location for all related information



Business Continuity



- Business Continuity (BC) is a map of procedures to ensure operations are minimally impacted by unexpected, disruptive scenarios at 300 E. Broad Street.
- The BC plan strives to:
 - Ensure employee, tenant, and visitor safety
 - Continue to serve members, retirees, and employers
 - Honor contractual obligations

Business Continuity Scenario Examples:

- Fire
- Bomb Threat
- Active Assailant
- Pandemic
- Civil Unrest
- Extreme Weather Event



Disaster Recovery



- Disaster Recovery (DR) is a map of procedures to ensure operations are minimally impacted by an unexpected technology event that would impact the software, hardware, databases, applications, and network used by SERS employees, members, retirees, and employers.
- DR plan strives to:
 - Restore technology to a usable state as quickly as possible
 - Have a technology uptime of 99.9%
 - Provide a back-up recovery site either at a physical or cloud location in the event of a longer outage
 - Minimize impact on SERS' operations

Disaster Recovery Scenarios Examples:

- Network goes down or is interrupted
- Patch or upgrade causes system outage
- Hardware or server suffers a physical failure
- File corruption



Cyber Incident



- This Cyber Incident Response Plan (CIRP) describes the approach that SERS follows regarding response to Information Security incidents and in particular cyber incidents as well as wider response arrangements to help ensure the organization is prepared for any size of cyber incident as required by SERS' Information Security policy.
- CIRP strives to:
 - Assist SERS in identifying, managing, investigating, and remediating various types of cyber incidents
 - Ensure damage caused by a cyber incident is minimized
 - Ensure likelihood of recurrence of the security incident is reduced by the review and implementation of appropriate preventative measures

Cyber Incident Scenarios Examples:

- The loss, theft, damage, or destruction of information
- The loss or theft of IT equipment on which such information is stored
- User account compromise
- Network intrusion
- Malware outbreak
- Ransomware



Event Response Teams



Initial Incident Response Team

- 1st responders to an event
- Small group – ERM, HR, Building Services
- Assess and communicate
- Determine what other teams need to be involved

Departmental Response Teams

- Provide additional assistance as needed
- Representatives from all departments
- Enact their specific plans to maintain operations

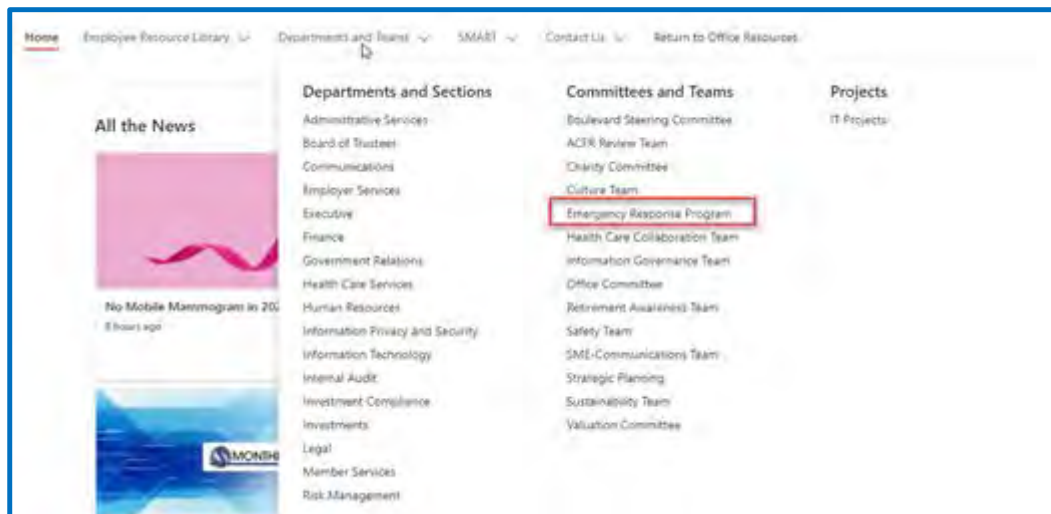
Floor/Fire Wardens

- Respond and assist to a fire/building related event
- Volunteers from each floor
- Trained in CPR

Your Role



- Know your evacuation plan and muster station
- Make sure you're signed up for Athoc notifications
- If you see something, say something
- Visit the new ERP SharePoint Site



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