



**SERS Retirement Board
Special Technology Committee
Meeting April 18, 2024
12:30 P.M.**

Join Zoom Meeting

<https://ohsers.zoom.us/j/97070686800?pwd=NmlwbzJldDJRcjQ3QkxhUktHbm1XQT09>

Meeting ID: 970 7068 6800 **Password:** 12345

To join by phone, dial: +1 305 224 1968 and enter the Meeting ID: **970 7068 6800** and Password: **12345** when prompted.

1. Roll call
2. Approval of **December 21, 2023**, Technology Committee Minutes (R)
3. Opening Remarks
4. Information Technology Update
 - Technology Roadmap – Infrastructure and SMART
 - Telecomm/Contact Center Conversion (UCaaS/CCaaS)
 - Member Services Upcoming Projects
 - Technology Roadmap Financial Tracking
5. Risk Management and Information Security Quarterly Update
 - School Cyber Incident Notification SERS
 - FY2025 Budget
6. Executive Session pursuant to R.C. 121.22(G)(6) to discuss a security matter (*if needed*)
7. Upcoming Technology Committee Meetings
 - Future Topics
 - Next Meeting Date(s)
8. Adjournment

**SERS Special
Technology
Committee Meeting
April 18, 2024**

_____ P.M.

Roll Call:

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

**APPROVAL OF MINUTES OF THE TECHNOLOGY COMMITTEE MEETING HELD ON
December 21, 2023**

_____ moved and _____ seconded the motion to approve the minutes of the Technology Committee meeting held on **December 21, 2023**.

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	_____	_____	_____

TECHNOLOGY COMMITTEE MINUTES

Preparer Megan Robertson **Meeting Date:** December 21, 2023

Committee Chair Matthew King
 Committee roll call was as follows: Matthew King, James Rossler, Frank Weglarz, Daniel Wilson
Also in Attendance:
 SERS Board Members: Aimee Russell, Jeff DeLeone, Jim Haller, Barbra Phillips. SERS Staff Members: Joe Bell, Jay Patel, Jeff Davis, Joe Marotta, Richard Stensrud, Karen Roggenkamp, Vatina Gray, Nikki Whitacre, Olivia Hill, and Megan Robertson. Representative of the Ohio Attorney General, Lisa Reid and guests attended virtually on Zoom.

- Agenda**
1. Roll call (R)
 2. Approval of September 21, 2023, minutes (R)
 3. Opening Remarks
 4. Executive Session pursuant to R.C. 121.22(G)(6) to discuss a security matter
 5. Artificial Intelligence (AI) and SERS
 6. Information Technology Update
 - o Infrastructure
 - o SMART
 7. Risk Management and Information Security Quarterly Update
 - o Quarterly Information Security Metrics
 8. Upcoming Technology Committee Meetings
 - o Future Topics
 - o Next meeting Date(s)
 9. Adjournment

Discussion

The SERS Technology Committee meeting began in open session at 1:30 p.m.

Roll Call

The SERS regular Technology Committee began with a roll call. The committee roll call was as follows: Present: James Rossler, Frank Weglarz, Daniel Wilson, Matthew King.

Also in attendance were SERS Board Members: Aimee Russell, Jeff DeLeone, Jim Haller, Barbra Phillips. SERS Staff Members: Joe Bell, Jay Patel, Jeff Davis, Joe Marotta, Richard Stensrud, Karen Roggenkamp, Vatina Gray, Nikki Whitacre, Olivia Hill, and Megan Robertson. Representative of the Ohio Attorney General, Lisa Reid and guests attended virtually on Zoom.

Approval of Minutes

Jamie Rossler moved, and Frank Weglarz seconded the motion to approve the minutes of the Technology Committee meeting held on September 21, 2023. Upon roll call, the vote was as follows: Yea: Matthew King, James Rossler, Frank Weglarz, Daniel Wilson. The motion carried.

Executive Session

Frank Weglarz moved, and James Rossler 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: Yea: Matthew King, James Rossler, Frank Weglarz, Daniel Wilson. The motion carried.

The committee convened in Executive Session at 1:31 p.m.

The committee returned to open session at 1:50 p.m.

Artificial Intelligence (AI) and SERS

SERS Deputy Executive Director, Karen Roggenkamp, provided a brief introduction on the topic of Artificial Intelligence (AI), explaining SERS has been aggressively evaluating the opportunities as well as the risks. Ms. Roggenkamp explained the presentation would highlight the opportunities and approach that SERS is taking with AI.

SERS Chief Risk Officer, Joe Bell, shared a detailed presentation covering the types of AI technologies and pension system risks and opportunities. Mr. Bell expounded on SERS' Governance approach and the initiatives SERS has taken thus far, including the new Artificial Intelligence (AI) Usage Policy. Mr. Bell explained SERS will have processes and controls in place to help evaluate risks and possibilities of AI use cases that help from a business perspective. Mr. Bell shared responsible AI uses, as well as examples of prohibited uses. The board saw a high-level look at the Internal Approval Process for anyone at SERS pursuing a particular use case. Mr. Bell shared examples of potential AI use cases and went over SERS expectation for leadership when it comes to AI.

Following several questions and a robust discussion, the board requested an AI demonstration with SERS' expert advisor vendor, Linea, which will take place at the February board retreat. Executive Director, Richard Stensrud closed by sharing SERS will be restrictive on what AI is used for at SERS, and all AI will be properly vetted before being brought in, assuring the board there will always be a human in the loop of a process.

Technology Roadmap

Jay Patel, SERS Chief Technology Officer, shared an update on FY2024 Infrastructure projects and FY2024 SMART projects, beginning with the USaaS, CCaaS project which replaces end of life Phone system. Mr. Patel reported that Zoom is the selected vendor working with the legal team on a Master Service Agreement and Statement of Work, with anticipation of the project starting in January 2024. Zoom has AI capability which is being evaluated as part of the project. Mr. Patel continued his report on the remaining FY2024 SMART project timelines and estimated budgets. The SMART - ePayments project was completed and came in early and on budget.

Mr. Patel concluded his update providing an update on the Technology Roadmap Budget, sharing some initiatives may get pushed to FY2025, but otherwise as of this month the technology roadmap is under budget and tracking through the FY2024 plan.

	<p>Mr. Patel opened the floor to questions, and hearing none, the board thanked Mr. Patel for his update.</p> <p><u>Risk Management and Information Security Update</u></p> <p>Mr. Bell, continued with the Information Security update, providing an update on the recently completed external penetration test of member and employer self-service portals. The third-party review returned positive results. Mr. Bell shared a biannual cyber scenario tabletop exercise will take place with Kroll on January 17, 2024, and board members are welcome to participate onsite or virtually.</p> <p>In response to a board member follow-up request from the September Technology Committee meeting, Mr. Bell reported communication on protecting member information. This communication will go out in January 2024 and will be a balanced article explaining what SERS is doing to protect members and retiree data, as well as what members and retirees can do to protect themselves.</p> <p>Mr. Bell continued his report by providing the key metrics on Information Security's three lines of defense: Proofpoint, Microsoft, and Staff. There were no incidents to note in this last quarter. Key benchmarks are improving more as SERS works on remediation plan.</p> <p>Mr. Bell continued his report on inbound email and blocked messages. This data comes from Proofpoint, SERS' front-end filter. This tool helps reduce unnecessary and potential phishing emails by removing approximately 70% of inbound emails.</p> <p>The Committee thanked Mr. Bell for his update and the AI presentation.</p> <p><u>Upcoming Technology Committee Meetings – Future Topics and Next Meeting Dates</u></p> <p>Matt King reiterated the request for an AI demonstration to take place at a future meeting.</p> <p>The next regular Technology Committee meeting will be held Thursday, March 21, 2024, at 12:30 pm or immediately following the regular SERS Board Meeting.</p> <p>Technology Committee Chair, Matthew King, adjourned the meeting at 2:28 p.m.</p>		
	Action Items	Assigned Person	Due Date
Action Items	n/a		



TECHNOLOGY COMMITTEE

April 18, 2024

Agenda Items



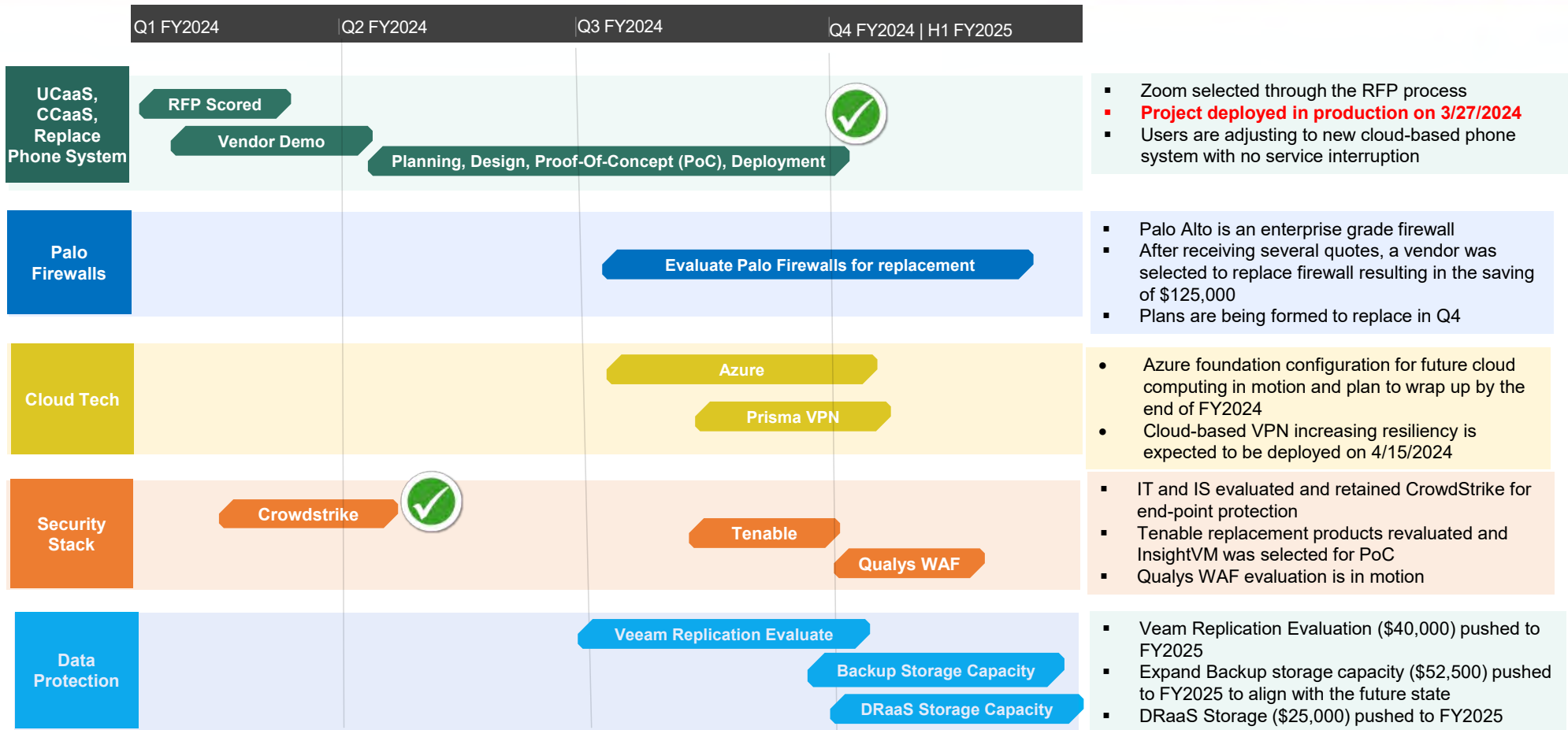
- **Opening Remarks**
- **Information Technology Update**
 - Technology Roadmap (TRM) – Infrastructure and SMART
 - Telecomm/Contact Center Conversion (UCaaS/CCaaS)
 - Member Services Upcoming Projects
 - Technology Roadmap Financial Tracking
- **Risk Management FY2024 3Q Update**
 - School Cyber Incident Notification SERS
 - FY2025 Budget
 - Questions/Future Topics
- **Appendix**



INFORMATION TECHNOLOGY UPDATE

Technology Roadmap

Technology Roadmap – FY2024 Infrastructure Projects



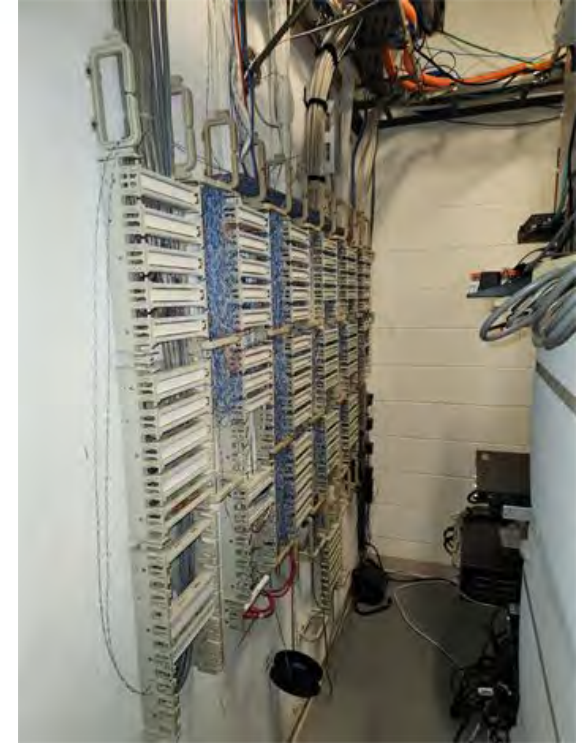
On Premises Avaya Infrastructure



SERS Telecom Room



Avaya Rack



Wiring

UCaaS / CCaaS - Key Benefits



UCaaS (Unified Communication as a Service)

- Cloud-based solution provides disaster recovery / service continuity
- Voicemail messages transcribed to text and emailed
- E911 feature supports hybrid work model
- Place and receive phone calls using Zoom phone app in any work-related location
- Reduced desk phones in the building.

CCaaS (Contact Center as a Service)

- Enhanced customer service
 - Callback assist
 - Call-waiting message
 - SMS text messages (links)
- Quality management including reviewing and scoring calls, sentimental analysis
- Workforce management and optimization
- Web service and live chat (Phase II)

SERS' Dream Team (March Madness)

- Information Technology – Mary (PM), Mike, Ben, Eric, Todd, Jessica, Darin, Tom, John
- Member Services – Audra, Chris C. Sara, Holly, Sharon
- Employer Services – Chris C. Carlisa, Angela
- Health Care – Chris M.
- Information Services – Phil
- Communications / Legal – Nikki, Pam, Todd
- Building Services – Mike M.



INTERNAL CALLS

Reaching out to a coworker?

Please continue to use Teams to chat, call, or have a video meeting.

*Remember to check the individual's status before calling in case they're in a meeting or otherwise unavailable to talk.

EXTERNAL CALLS

Reaching out to someone external, like a member, employer, legislator, bank, etc.?

Use your Zoom Phone. If it's someone you call regularly, you can add them to your contact list or even "star" their contact info so they're easier to reach.



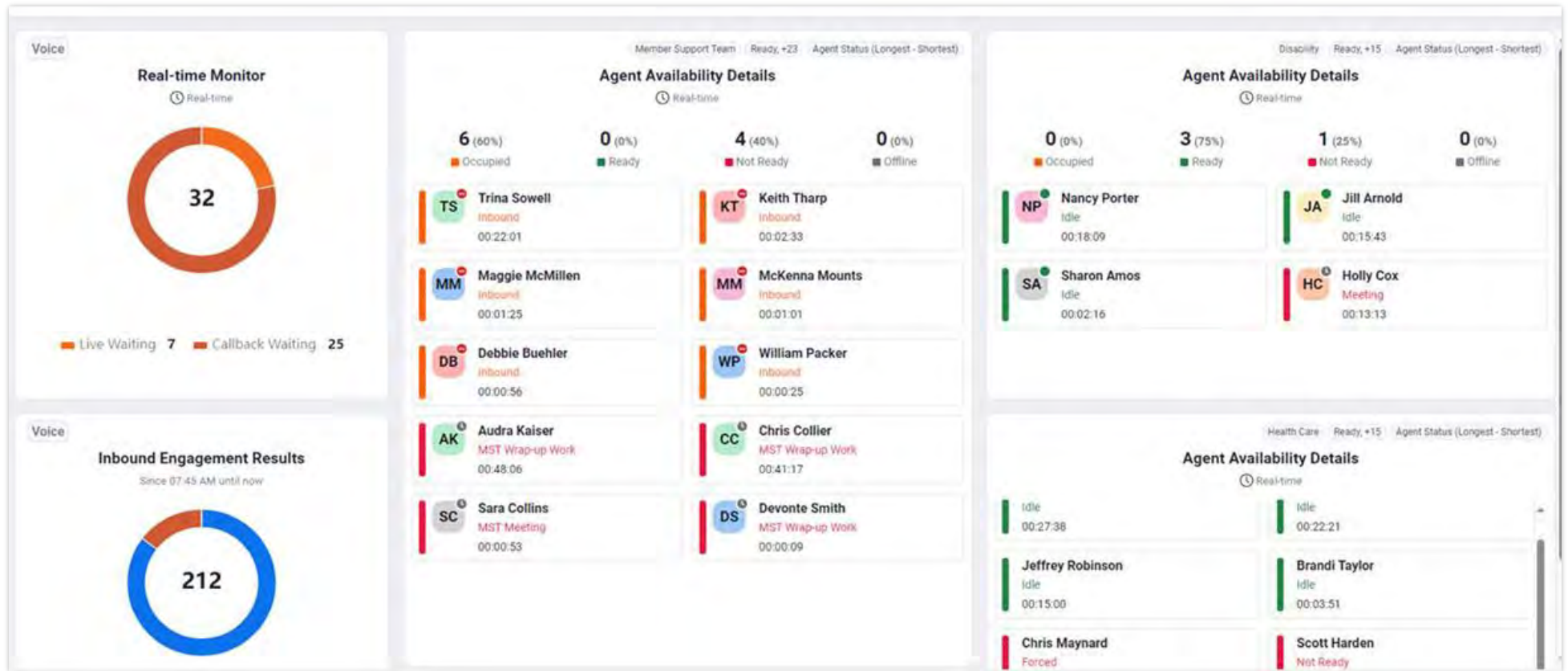
Member Support Team (MST)



- Created in 2016
 - Manager, Supervisor, Team Lead, and 12 MST representatives
- Answers all incoming member, retiree, beneficiary calls, and most health care calls
- 189 of calls escalated to the Health Care Services team
- In 2023, the team took **130,082** calls
- Recent survey results (on a 10-point scale)

Ease of reaching a person	9.3
Courtesy	9.6
Staff answers	9.4
Staff knowledge	9.4

CCaaS – Member Support Team Dashboard





Other Conversion Benefits

- Final phase out of remaining cell phones / plans (business continuity)
- Member voicemail to text conversion
- Cost reduction in 1-800 minutes
- Staff development and training opportunities
- Improved self-awareness of daily production
- To date - Approximately 30% callback assist adoption rate

Phase Two Planning

- Live chat
- AI capabilities

Technology Roadmap – FY2024 SMART Projects



Q1 FY2024

Q2 FY2024

Q3 FY2024

Q4 FY2024

	Q1 FY2024	Q2 FY2024	Q3 FY2024	Q4 FY2024	
Refund Reimagination	Project Initiation	Requirements and Design		Phased Deployment	<ul style="list-style-type: none"> Analysis, design and development iteration in progress Several features have been implanted in production
eDelivery	Project Initiation	Requirements and Design Planet-Press SW Upgrade		Phased Conversion	<ul style="list-style-type: none"> PP Connect software installation complete SERS IT team has been trained in the PP connect product PP forms (~26) conversion has started
ePayments-Other System Transfer (OST)	Requirements and Development	Deployment			<ul style="list-style-type: none"> Project team formed and requirements analysis and design underway Project deployed in production ahead of schedule and on budget (\$20,312)
ePayment – Employer and CSPC	Requirements and Development	Deployment			<ul style="list-style-type: none"> Project team formed and requirement analysis and design underway Project deployed in production ahead of schedule and on budget (\$28,295)
Reimagine MSS Portal Registration	Project Initiation	Req and Development		Change Mgmt and Deployment	<ul style="list-style-type: none"> Due to Sagitec's incident, project was on hold since 12/02/23 and has been restarted Project plan is being re-recalibrated with an anticipated deployment in May Change management activities initiated

Portal Reimagination – Upcoming



- Portal Security – make it easier and increase security
 - Approximately 11,000 calls per year for portal registration assistance
 - OKTA security software integration (May 2024)
 - Expecting ~60% call reduction in registration assistance
 - Existing Member portal accounts deactivated
 - New portal registrations with security questions and email/text verification codes
 - Verification code security for ongoing portal access
- Online Refund Processing with Socure (Target – Q2 FY2025)
 - Refunds less than \$5,000 processed online by member
 - Identity verification and fraud prevention through Socure
 - Seamless user experience

Technology Roadmap Financial Tracking



Five Year Technology Roadmap Budget

Description	Total 5-Year Plan	FY2023 Actual Spend	FY2024 Plan*	FY2024 Spend to Date	Total Roadmap Spend to Date	Remaining Roadmap Amount **
Telecommunications	250,000	175,848	206,491	114,517	290,365	(132,339)
Security Stack	899,600	-	432,200	81,443	81,443	467,400
Network Infrastructure Refresh	886,000	638,914	120,000	14,179	653,092	127,086
Hybrid Technology Replacement	419,000	121,297	10,000	2,203	123,499	287,703
Server Infrastructure	1,216,700	-	288,100	-	-	928,600
Backup and Recovery	532,754	140,455	117,500	-	140,455	274,799
SMART Portals	196,000	-	196,000	26,250	26,250	-
SMART Framework	760,000	175,000	510,000	175,000	350,000	75,000
SMART Enhancements	2,623,000	73,836	855,000	47,496	121,331	1,694,165
SMART Business Tools	500,000	96,400	250,000	208,942	305,342	153,600
SMART Total	\$ 4,079,000	\$ 345,236	\$ 1,811,000	\$ 457,687	\$ 802,923	\$ 1,922,765
Infrastructure Total	\$ 4,204,054	\$ 1,076,514	\$ 1,174,291	\$ 212,341	\$ 1,288,855	\$ 3,991,713
Total Budget	\$ 8,283,054	\$ 1,421,749	\$ 2,985,291	\$ 670,029	\$ 2,091,778	\$ 3,876,014

* Two infrastructure projects have been realigned with category descriptions to better reflect their underlying expense.

The total FY2024 Plan did not change.

** Remaining Roadmap is equal the Total 5-Year Plan less FY2023 Actuals and less FY2024 Plan





RISK MANAGEMENT UPDATE

FY2024 Third Quarter Update

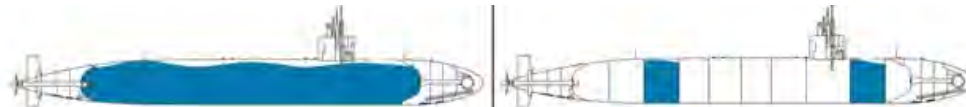


School Cyber Incident Notification to SERS

- Follow-up to protect member and school data
- Communication to schools by Employer Services (February)
- Ohio Administrative Code language proposed in April 2024 board meeting (Legal)
- JCARR review and approval/Final SERS Board approval
- Future notification to Finance's Employer Services team

Information Security Enhancements in FY2025 Budget Request Δ +\$169k

- Segmentation tool - Dividing devices and networks into isolated segments to protect data and enhance security (\$85k)



- Access management – replacing manual processes with automation for improved audit controls (\$60k)

FY2025 Staffing Budget Request (1)

- Information Security Addition – monitoring, oversight, key person risk (\$85k-\$105k). Job description draft (See Appendix)

Information Security Metrics & Monitoring – January to March 2024 (See Appendix)

ONLY IF NEEDED

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.



**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