



**SERS Retirement Board
Special Technology Committee
Meeting June 18, 2025
12:30 P.M.**

Join Zoom Meeting

<https://ohsers.zoom.us/j/94087531196?pwd=lcZ9KkbYsXn5dUs4ZOFINB3MnOzAiY.1>

Meeting ID: 940 8753 1196 **Password:** 12345

To join by phone, dial: +1 646 931 3860 US and enter the Meeting ID: **940 8753 1196** and Password: **12345** when prompted.

1. Roll call
2. Approval of **March 20, 2025**, Technology Committee Minutes (R)
3. Opening Remarks
4. Strategic Goal #3 – Technology Update
5. Information Technology Quarterly Update
6. Executive Session pursuant to R.C. 121.22(G)(2) to discuss the purchase of property
(*if needed*)
7. Risk Management Quarterly Update
8. Executive Session pursuant to R.C. 121.22(G)(6) to discuss a security matter (*if needed*)
9. Upcoming Technology Committee Meetings
 - Future Topics
 - Next Meeting Date(s)
10. Adjournment

**SERS Technology
Committee Meeting**

June 18, 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: | March 20, 2025 |
| Committee Chair | Matthew King | Committee roll call was as follows: Matthew King, James Rossler, Frank Weglarz, Dan Wilson. Also in Attendance: SERS Board Members: Jeanine Alexander, Aimee Russell. Staff Members: Colette Barricks, Phil Grim, Jay Patel, Jeff Davis, Joe Marotta, Richard Stensrud, Karen Roggenkamp, Laura Troiano, Mike Flanagan, Vatina Gray, Nikki Whitacre, and Megan Robertson. The representative of the Ohio Attorney General, Lisa Reid, and guests attended virtually on Zoom. | |
| Agenda | <ol style="list-style-type: none">1. Roll call (R)2. Approval of December 19, 2024, Technology Committee Minutes (R)3. Opening Remarks4. Executive Session pursuant to R.C. 121.22(G)(6) to discuss a security matter5. Risk Management Quarterly Update6. Information Technology Quarterly Update7. Upcoming Technology Committee Meetings<ul style="list-style-type: none">o Future Topicso Next meeting Date(s)8. Adjournment | | |
| Discussion | <p>The SERS Special Technology Committee meeting began in open session at 1:00 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>SERS Board Members: Jeanine Alexander, Aimee Russell. Staff Members: Colette Barricks, Phil Grim, Jay Patel, Jeff Davis, Joe Marotta, Richard Stensrud, Karen Roggenkamp, Laura Troiano, Mike Flanagan, 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>Frank Weglarz moved, and James Rossler seconded the motion to approve the minutes of the Technology Committee meeting held on December 19, 2024. Upon roll call, the vote was as follows: Yea: James Rossler, Frank Weglarz, Matthew King, Daniel Wilson. The motion carried.</p> <p><u>Executive Session</u></p> <p>Frank Weglarz moved, and James Rossler 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:</p> | | |

| | | | |
|---------------------|--|------------------------|-----------------|
| | <p>Yea: James Rossler, Frank Weglarz, Daniel Wilson, Matthew King. The motion carried.</p> <p>The committee convened in Executive Session at 1:02 p.m.</p> <p>The committee returned to open session at 1:14 p.m.</p> <p><u>Risk Management Quarterly Update</u></p> <p>Chief Risk Officer, Colette Barricks shared FY2025 quarter three highlights for the Risk Management department. Ms. Barricks shared updates on leading edge tools that SERS is adopting to regularly address vulnerabilities. Ms. Barricks also walked through information security metrics. There was a robust discussion with the committee.</p> <p><u>Information Technology Quarterly Update</u></p> <p>Jay Patel, SERS Chief Technology Officer, shared FY2025 quarter three highlights for The Information Technology department. Mr. Patel, shared a Technology Roadmap (TRM) update on FY2025 Infrastructure projects and FY2025 SMART projects.</p> <p>Mr. Patel continued his presentation, updating the committee on the Static Member self Service Portal (MSS) Web Chat, highlighting its usefulness to the members while leveraging existing technology.</p> <p>Mr. Patel provided an update on the Sagitec Support Agreement Linea Assessment. The Sagitec Support and Maintenance (S&M) five-year contract for SMART is scheduled to expire on July 30, 2025. Linea solutions evaluated the best SMART support model moving forward. A draft report was provided, reviewed, and being finalized.</p> <p>Mr. Patel and Karen Roggenkamp, SERS Deputy Executive Director, provided context and details regarding the requested Project Manager position on the IT Development team. There was a robust discussion with the committee.</p> <p><u>Upcoming Technology Committee Meetings – Future Topics and Next Meeting Dates</u></p> <p>The next special Technology Committee meeting will be held Thursday, June 18, 2025, at 12:30 pm or immediately following the regular SERS Board Meeting.</p> <p>Technology Committee Chair, Matthew King, adjourned the meeting at 1:42 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
March 20, 2025**

_____ moved and _____ seconded the motion to approve the minutes of the
Technology Committee meeting held on **Thursday, March 20, 2025**.

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**

June 18, 2025

Agenda



- Approval of Prior Meeting Minutes
- Opening Remarks
- Strategic Goal #3 – Technology Update
- Information Technology Q4 Highlights
- Risk Management Q4 Highlights
- Questions/Future Topics
- Supplemental Materials

Strategic Goal #3

Technology Update

GOAL 3:

TECHNOLOGY

Utilize technology to improve efficiency, reliability, and security, while maintaining a personalized customer service experience.



TECHNOLOGY

Strategy 3.1

Continue to identify, plan for, fund, and implement **Technology Roadmap** initiatives that benefit our members, retirees, and employers

Strategy 3.2

Continue to enhance the capability and value of **our pension and health care administration system (SMART)**

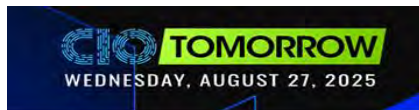
Strategy 3.3

Continue to assess and strengthen **technology risk management** measures and practices

How Does IT Stay Current with Emerging Tech Trends?



OhioX is a statewide, nonprofit trade association focused on connecting, promoting, and advocating for the growth of tech and innovation in Ohio. It aims to build Ohio into a leading tech hub by representing and connecting those committed to growing the state's economy through technology and innovation. OhioX's mission is to connect, promote, and advocate for Ohio's tech and innovation ecosystem.



CIO Tomorrow is a conference focused on IT and technology leadership, specifically targeting CIOs, C-suite executives, and emerging IT talent. It's a gathering where these professionals can connect, share ideas, and learn about current and future trends in the technology landscape. The conference explores how technology can be leveraged to drive business strategy and innovation.



Gartner is a leading global research and advisory company. They provide insights, advice, and tools to help businesses and organizations make better, more informed decisions, particularly in the technology and business landscape. They offer a variety of resources, including research reports, conferences, and consulting services, to help their clients navigate complex challenges and achieve their goals.



The purpose of the PRISM organization is to provide opportunities for IT management of public retirement funds to collaborate and share their experiences with new technologies affecting the retirement and IT industries.

OhioX - State of AI 2025 Survey



How would you rate your organization's current level of Generative AI adoption?

Exploring potential applications (*pilot stage*)

36%

Actively implementing GenAI in limited areas

30%

Broadly deploying GenAI across multiple departments

18%

Fully integrated GenAI into core business processes

14%

Not currently using GenAI

8%

Commentary: Most companies are at the Exploring and Limited implementation stages for Gen AI (62% in total) with 30% more advanced (more broadly deploying and fully integrating). 8% are not using GenAI at all.

What types of generative AI applications have you put into production or plan to deploy in the next 6 months? (*select all that apply*)

Copilots: The AI works alongside users in an app in multiple ways, a mix of everything

69%

Tools: Users control the AI to generate something, in accurate and reliable ways

67%

Chats: Users converse with the AI as a peer, using natural language, in real time

54%

Agents: AI has autonomy over how it approaches a task, works across other systems

26%

None

10%

Commentary: Copilots, Tools, and Chats are the most common types of GenAI applications, each at over 50% of the responses. Agents are less common.

OhioX - State of AI 2025 Survey



What level of priority does your organization currently place on integrating AI technologies into production by 2025?

High

51%

Moderate

33%

Low

33%

Unsure

3%

Commentary: Almost half have a high priority of integrating AI into production.

What ways are you capturing business value using AI?
(select all that apply)

Process efficiency by reducing manual steps

91%

Discovery & insights to unleash creativity

58%

Cost reduction

53%

Growth through personalized customer experiences

50%

Faster products & services to market

38%

Commentary: Process efficiency is by far the top way they are capturing business value. Discover/insights, cost reduction, and customer growth are clumped together as the next choices.

OhioX - State of AI 2025 Survey



What resource does your organization need most to advance Generative AI adoption?

Increased budget or funding

40%

Skilled AI/ML professionals

24%

Other

14%

Knowledge of regulatory and ethical guidelines

11%

Access to high-quality datasets

9%

Enhanced GenAI tools and platforms

8%

Commentary: Increased funding was the top need to advance GenAI adoption. Skilled professionals was #2. At the AI Summit, high quality datasets was #2.8%

How effective has executive support been in advancing Generative AI adoption in your organization?

Very effective – GenAI is a top priority with strong support

39%

Somewhat effective – support is present but not prioritized

34%

Neutral – limited executive involvement

22%

Very ineffective – GenAI is not on the executive agenda

7%

Somewhat ineffective – executive support is minimal

4%

Commentary: In general, executives have been supportive of GenAI, 70% of the time.

SERS continues
learning GenAI

But we are
giddy



How Does Risk Stay Current With Emerging Trends?



FS-ISAC is a member-driven, not-for-profit organization that advances cybersecurity and resilience in the global financial system, protecting institutions and the individuals they serve. Our real-time information-sharing network amplifies the intelligence, knowledge, and practices of its members for the financial sector's collective security and defense.

New **Public Pension System Fraud Investigators Network**

The fraud investigators network helps information security professionals and those responsible for fraud investigations in public retirement funds to collaborate and share their experiences. This collaboration focuses on addressing new threats and technologies to reduce risk and protect the fund and its members.



The Central Ohio ISSA (Information Systems Security Association) chapter exists to inform, educate, and train their members and community on the latest trends, topics, and key issues in the information security space. This is accomplished through monthly meetings, multiple technical training sessions each year, annual CISSP training, and an annual Information Security Summit.

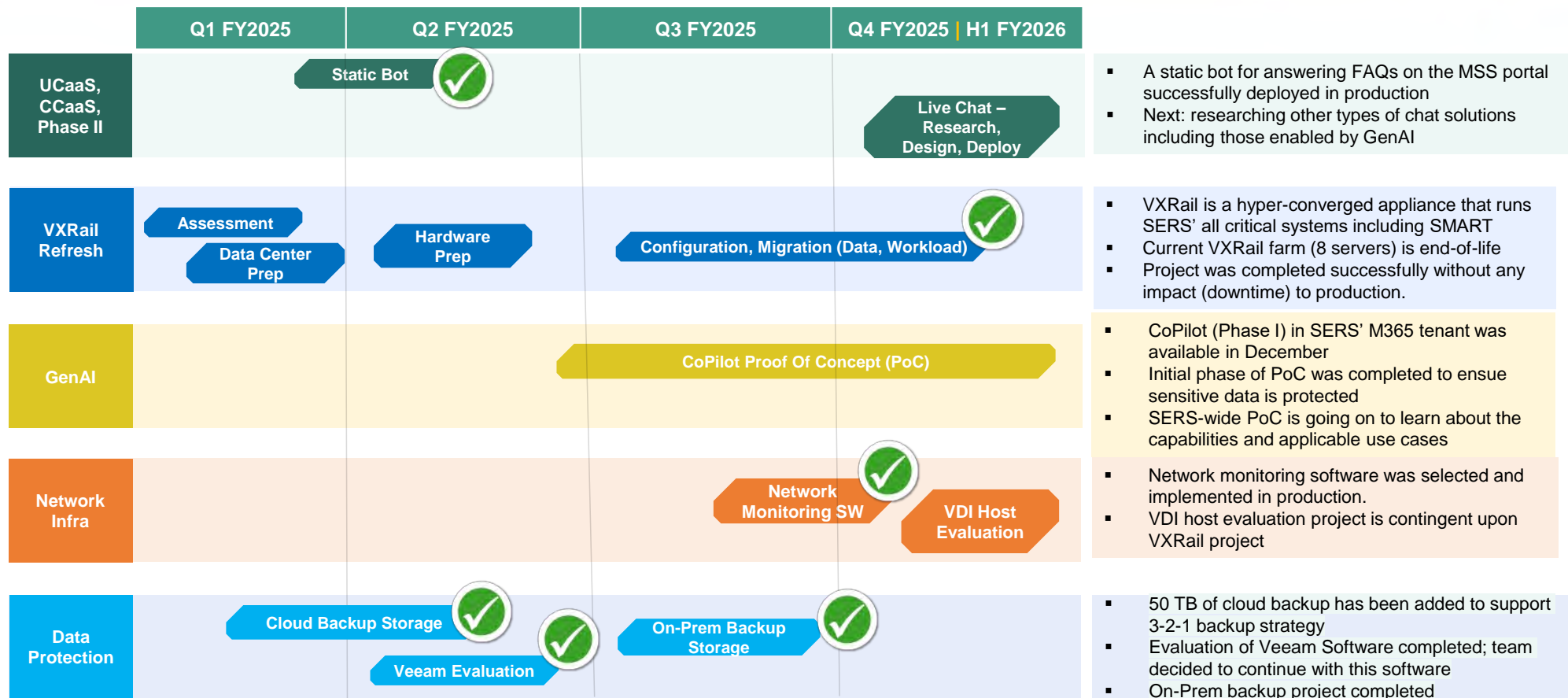
Public Pension System ERM Peer Group

The ERM peer group for the public pension systems aims to create a platform for ERM professionals from public retirement funds to work together and exchange their insights. Quarterly virtual meetings take place, along with an annual in-person conference. This year, the conference will be hosted by OPERS.

Information Technology

Q4 Highlights

Technology Roadmap (TRM) – FY2025 Infrastructure Projects



VXRail Project Benefits



Computer Optimization

- Upgraded ~50 GHz of CPU capacity while *reducing* the number of cores, resulting in significant VMware licensing cost savings.

Memory Expansion

- Added ~1.5 TB of RAM capacity, supporting projected growth needs for the next 5 years.

Storage Growth

- Provisioned ~90 TB of additional storage, ensuring scalability for future business requirements over the next 5 years.

Cost Optimization

- Achieved approximately **\$300,000** in hardware cost optimization by replacing old system appliances with new server infrastructure.

Operational Improvements

- Increased agility for system updates, patching, and faster vulnerability remediation.
- Gained greater control and flexibility over infrastructure management.

Physical Infrastructure Enhancements

- Improved server rack organization, making the environment more efficient and safer to work in.
- Proper cable management with professional routing and labeling.

Resiliency and Testing

- Conducted thorough resiliency testing across both networking and server layers.
- Validated system failover capabilities to ensure operational continuity.

VXRail Project – Spring Rack Consolidation and Clean-up



C&C



TRM – FY2025 SMART Projects



| | Q1 FY2025 | Q2 FY2025 | Q3 FY2025 | Q4FY25 1HFY26 | |
|-----------------------------------|------------------------------|--|-----------------------------------|------------------|---|
| Refund Reimagination | Iterative Design | | Iterative Deployment | | <ul style="list-style-type: none"> Analysis, design, and development iteration in progress with a few features in production Socure (fraud prevention) software has been implemented in a "learning mode" Post Linea review, project is recalibrated and is in motion with good progress |
| eDelivery | Planet-Press SW Upgrade | Forms Conversion | Additional eDelivery Capabilities | | <ul style="list-style-type: none"> PP forms (~26) conversion complete; During UAT, issues were discovered and being addressed by SERS and vendor Post-deployment, additional capabilities may be considered |
| Business Process Management (BPM) | Project Kick-off | Model, Development, Optimize, Conversion | Testing and Deployment | | <ul style="list-style-type: none"> BPM project's goal is to replace unsupported business process workflow technology This project will model, optimize, and convert ~170+ SMART business processes Project deployed in production on 5/3 |
| GL Improvements Phase I and II | Requirements and Development | Phase I Testing Deployment | Phase II | | <ul style="list-style-type: none"> The GL Phase I project successfully deployed to production in October of 2024 2nd phase of this project was also deployed in production in April |
| Comm Engine Upgrade | | | | Project SOW | <ul style="list-style-type: none"> The communication engine enables the generation of all SMART correspondence Project will begin once the BPM project is live in production |

Proposal: Sagitec Contract Renewal

- Sagitec Support and Maintenance (SSM) five-year contract for SMART expires on June 30, 2025.
- Contract includes product support, upgrades to the Neospin framework software, and ongoing security enhancements. The monthly cost for this service is \$35,000.
- Currently in discussions with Sagitec on terms and conditions for a three-year renewal.

EXECUTIVE SESSION

_____ moved and _____ seconded the motion that the Technology Committee convene in Executive Session pursuant to R.C. 121.22(G)(2) to discuss the purchase of property.

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

Q4 Highlights

FY2025 Q4 Highlights – Risk Management



- Fraud Updates:
 - Another retirement system attacked with account take-over and fake website.
 - LexisNexis breach (SERS vendor for death verifications).
 - Kettering Health Network hit by ransomware.
- The micro-segmentation project to enhance security is currently in progress.
- The Department of Homeland Security's Internet Scanning-As-A-Service has been completed.
- Proof-of-concept projects for data loss prevention, data security, and posture management are underway.
- Vulnerability management continues, with SERS addressing 56,281 vulnerabilities in the last 90 days.
- A new process for AI software upgrades and inventory maintenance has been adopted.
- Ongoing investment compliance support is being provided for Clearwater (investment master record keeper) implementation.
- Metrics are included in your supplemental materials.



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

Supplemental Materials

- Technology Roadmap Financial Tracking
- Information Security Metrics

Technology Roadmap Financial Tracking



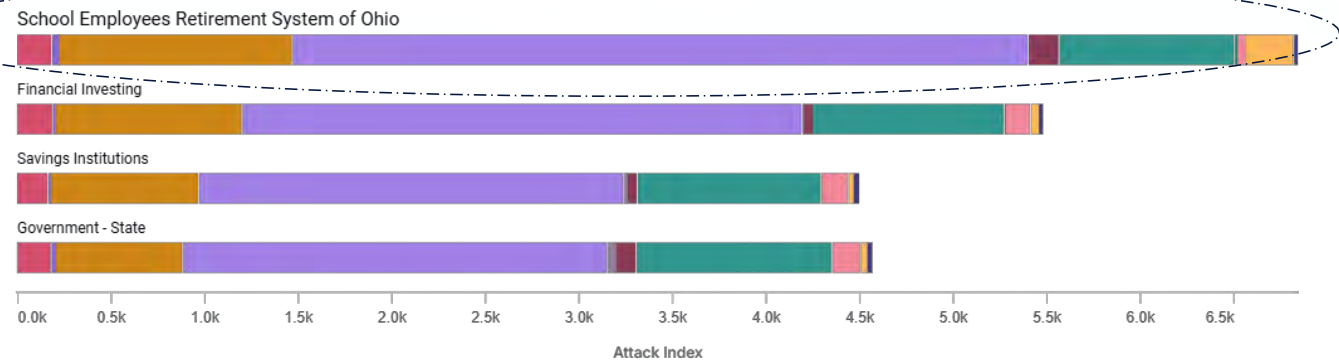
| Five Year Technology Roadmap Budget | | | | | | | |
|--|-------------------|--------------|--------------|----------------------|---------------|----------------|--|
| Description | FY2023 & FY2024 | | FY2025 Plan | FY2025 Spend to Date | Total Roadmap | Remaining | |
| | Total 5-Year Plan | Actual Spend | | | | Roadmap Amount | |
| 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 | \$ 12,610 | \$ 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 | \$ 277,334 | \$ 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 | \$ 418,660 | \$ 1,034,911 | \$ 1,588,089 | |
| SMART Business Tools | \$ 500,000 | \$ 334,414 | \$ 100,000 | \$ 26,376 | \$ 434,414 | \$ 65,586 | |
| SMART total | \$ 4,079,000 | \$ 1,130,757 | \$ 1,118,567 | \$ 445,036 | \$ 2,249,324 | \$ 1,829,676 | |
| Infrastructure Total | \$ 4,204,054 | \$ 1,296,269 | \$ 1,179,850 | \$ 580,886 | \$ 2,476,119 | \$ 1,727,935 | |
| | | | | | | | |
| Total Budget | \$ 8,283,054 | \$ 2,427,026 | \$ 2,298,417 | \$ 1,025,922 | \$ 4,725,443 | \$ 3,557,611 | |
| | | | | | | | |
| | | | | | | | |
| ** Remaining Roadmap is equal the Total 5-Year Plan less FY2023 & FY2024 Actuals, and less FY2025 Plan | | | | | | | |

Metrics: Targeted Attacks

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

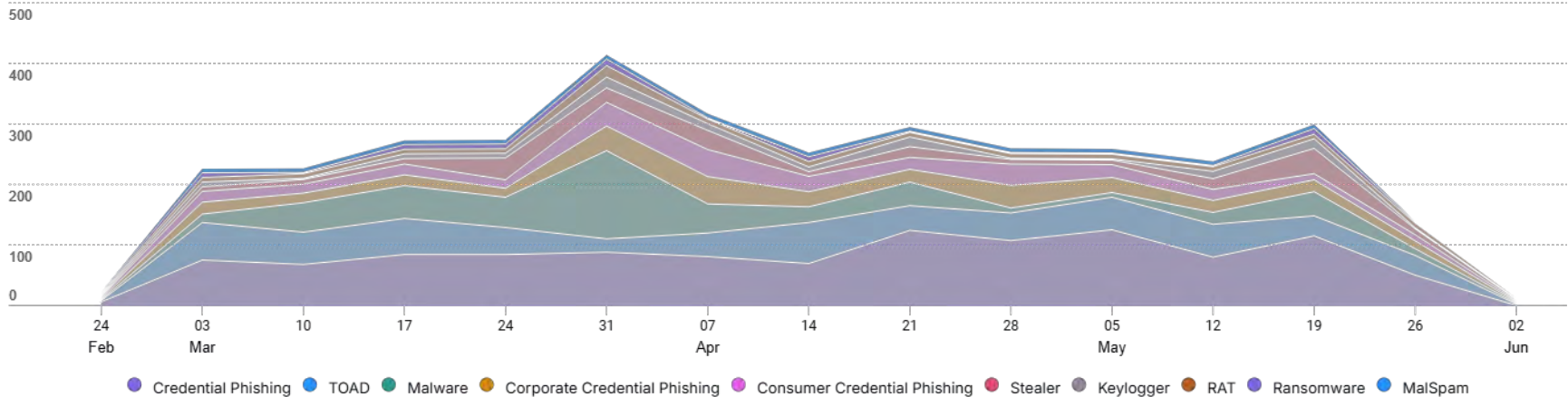


Types of Attacks by Industry



Attack Type Over 90 Days

Total Message Volume



Metrics: Inbound Email and Blocked Messages



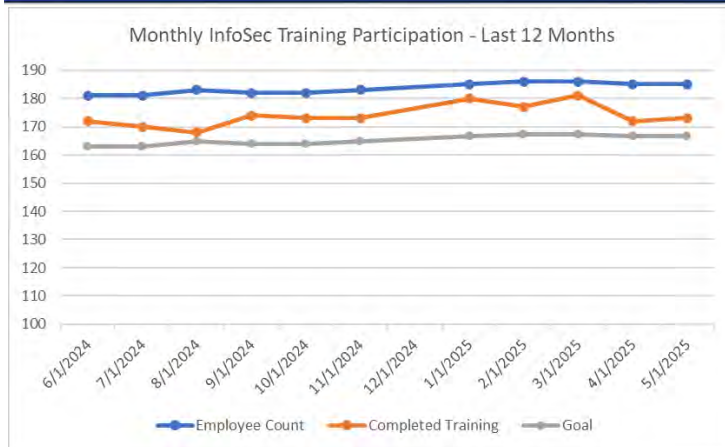
Reporting Period – 90 Days (as of 2/28/2025)

Inbound Email Protection Breakdown



Malicious emails as a % of overall volume is still a concern.

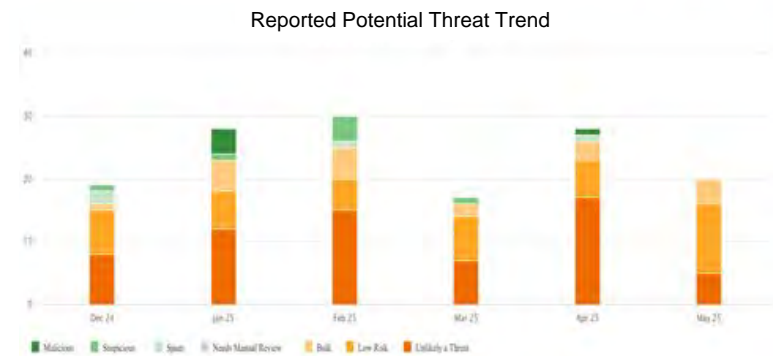
Metrics: Awareness and Training Strengthen Our Line of Defense



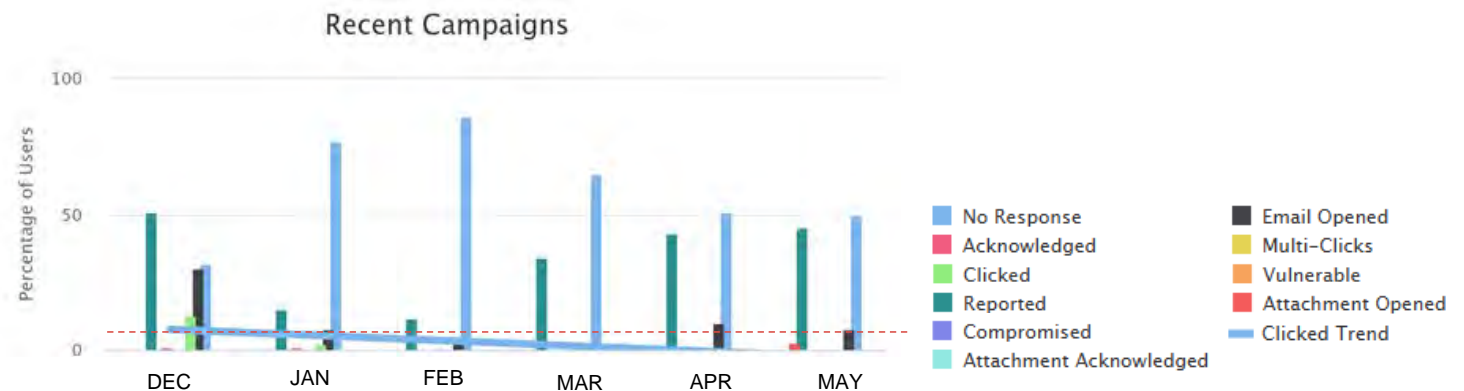
Three Lines of Defense:

1. Proofpoint
2. Microsoft
3. Staff

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



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



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