SERS Retirement Board
Technology Committee Meeting
March 19, 2026
12:30 P.M.

Join Zoom Meeting
https://ohsers.zoom.us/j/92843328789?pwd=eW6G6HoLzc2OBI7YsgaGJppLpbCadj.1

Meeting ID: 928 4332 8789   **Password:** 12345

To join by phone, dial: +1 646 931 3860 US and enter the Meeting ID: **928 4332 8789** and Password: **12345** when prompted.

1. Roll call

2. Approval of **December 18, 2025,** Technology Committee Minutes (R)

3. Opening Remarks

4. Q3 Service Improvements

5. Information Technology Q3 Highlights

6. Risk Management Q3 Highlights

7. Executive Session pursuant to R.C. 121.22(G)(6) to discuss a security matter

8. Upcoming Technology Committee Meetings
   - Questions & Future Topics
   - Next Meeting Date(s)

9. Adjournment

**SERS Technology
Committee Meeting**

March 19, 2026

_____ P.M.

Roll Call:

Frank Weglarz   _____

Matthew King   _____

Aimee Russell   _____

Daniel Wilson   _____

APPROVAL OF MINUTES OF THE TECHNOLOGY COMMITTEE MEETING HELD ON
<u>DECEMBER 18, 2025</u>

_____ moved and_____seconded the motion to approve the minutes of the Technology Committee meeting held on December 18, 2025.

Upon roll call, the vote was as follows:

<u>ROLL CALL:</u>	<u>YEA</u>	<u>NAY</u>	<u>ABSTAIN</u>
Matthew King	_____	_____	_____
Aimee Russell	_____	_____	_____
Daniel Wilson	_____	_____	_____
Frank Weglarz	_____	_____	_____

School Employees Retirement System	TECHNOLOGY COMMITTEE MINUTES		
Preparer	Megan Robertson	**Meeting Date**:	December 18, 2025
Committee Chair	Frank Weglarz		

Agenda	1. Roll call (R)
	2. Approval of September 18, 2025, 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 (R) (*if needed*)
	7. Upcoming Technology Committee Meetings
	    o Future Topics
	    o Next meeting Date(s)
	8. Adjournment		

Discussion	The SERS Regular Technology Committee meeting began in open session at 1:00 p.m. **Roll Call** The SERS Regular Technology Committee began with a roll call. The committee roll call was as follows: Present: Matthew King, Aimee Russell, Frank Weglarz, Dan Wilson. Also in attendance was the representative of the Ohio Attorney General, Mary Therese Bridge. Board Members: Catherine Moss, James Rossler, and Jeanine Alexander. Staff Members: Colette Barricks, Phil Grim, Jay Patel, Joe Marotta, Richard Stensrud, Karen Roggenkamp, Nicole Whitacre, Andrew Gartner, Michelle Miller, Vatina Gray, and Megan Robertson. Guests attended virtually on Zoom. **Approval of Minutes (R)** Matthew King moved, and Aimee Russell seconded the motion to approve the minutes of the Technology Committee meeting held on September 18, 2025. Upon roll call, the vote was as follows: Yea: Matthew King, Aimee Russell Daniel Wilson, Frank Weglarz. The motion carried. **Information Technology (IT) Quarterly Update** SERS Deputy Executive Director, Karen Roggenkamp provided opening comments regarding the agenda. Jay Patel, SERS Chief Technology Officer, shared a Technology Roadmap (TRM) update on FY2026 Infrastructure projects and FY2026 SMART projects. Mr. Patel highlighted several SMART projects and metrics associated with their progress and success. Mr. Patel made it a point to comment on the great teamwork and collaboration between the IT, Communications, and Finance departments on many of these SMART initiatives. Mr. Patel continued with a high-level look at several Infrastructure projects that are in progress. He shared an update on process of researching disaster recovery evaluation vendors resulting with the completed review of the agreement with vendor Expedient. After brief discussions and		

questions from the Committee the presentation continued with metrics on the SMART Refund Reimagination Project Experience.

Mr. Patel continued his presentation by sharing his experience at a recent State of Artificial Intelligence (AI) conference focused on Generative Artificial Intelligence (GenAI). Mr. Patel connected this with an update on AI updates and trial runs internally at SERS, reminding the Committee of the AI Oversight Committee's due process and SERS AI policy.

This concluded Mr. Patel's IT update.

Risk Management Quarterly Update

Chief Risk Officer, Colette Barricks, shared FY2026 second quarter highlights for the Enterprise Risk Management (ERM) department. Ms. Barricks shared updates on completed projects such as the finalized micro-segmentation project, and action taken based on Linea's recommendations. She also shared the success of the Brand Indicators for Message Identification (BIMI) project, the SERS logo now appears next to new emails providing recipients assurance the email is from SERS as an added security measure. ERM is continuing ongoing investment compliance support for the Clearwater project. A successful disaster recovery test for IT only has been completed and a comprehensive test including IT and the business units is scheduled for a future quarter. Ms. Barricks elaborated on preparations for a future fiduciary audit.

Ms. Barricks also pointed out to the Committee that supplemental materials provided in the Technology Committee materials include Information Security metrics and TRM financial tracking.

After a question and brief discussion from the Committee, this concluded Ms. Barricks' presentation.

Upcoming Technology Committee Meetings – Future Topics and Next Meeting Dates

The Chair thanked the team for their presentations.

The next regular Technology Committee meeting will be held Thursday, March 19, 2026, at 12:30 pm or immediately following the regular SERS Board Meeting.

Technology Committee Chair, Frank Weglarz, adjourned the meeting at 1:26 p.m.

	Action Items	Assigned Person	Due Date
Action Items	n/a		

_____   _____

Frank Weglarz, Committee Chair   Richard Stensrud, Secretary

# TECHNOLOGY COMMITTEE

March 19, 2026

Agenda

- **Approval of Prior Meeting Minutes**

- **Opening Remarks**

- **Q3 Service Improvements**

- **Information Technology Q3 Highlights**

- **Risk Management Q3 Highlights**

- **Executive Session** pursuant to R.C. 121.22(G)(6) to discuss a security matter

- **Questions/Future Topics**

- **Supplemental Materials**

  - **Technology Roadmap Budget**

  - **Information Security Metrics**

Q3 Service Improvements

eSERS Live Chat Feature Details
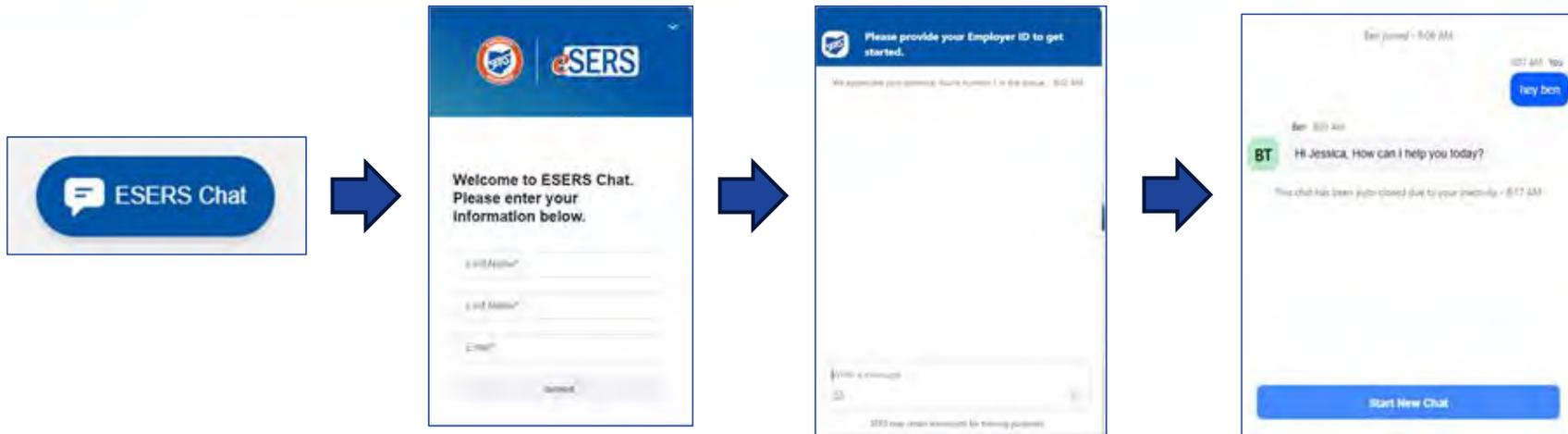
- Our call center software, Zoom, includes a Live Chat feature at no additional cost.

- eSERS Live Chat Hours: 8:00 a.m. – 3:30 p.m. EST.

- Live Chat informs users of their position in the queue.

- Employer Services has the option to transfer a Live Chat session to a phone call for improved engagement.
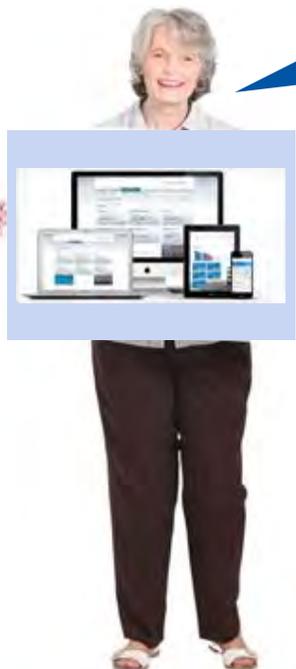
**Employer Experience
(2/11 – 2/25)**

- Completed Chat Sessions: 50
- Average Chat Time: 7 min 54 sec
- Average Wait Time: 15 sec
- # of chats upgraded to call: 2
- Usage Patterns:
  - 60% in the morning
  - 40% in the afternoon
  - Average 4.5 chats/day

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Branded Caller ID – Reduce Fraud and Improve Call Completion

Digital User Experience

I can log in to the portal from my tablet.

…authentication is *easy*.

I *trust* the email communication.

Call Experience

Vulnerable to call spoofing.

Caller not recognized.

Send to voicemail.

Unknown
(800) 878-5853

Go live date Q4 2026

Branded Caller ID – Reduce Fraud and Improve Call Completion

Input File Overview

342
Outbound Numbers

2,380
Average Monthly Calls to Landlines

3,934
Estimated Monthly Calls to Wireless

Tags checked on 1/29/2026

SERS of Ohio
(800) 878-5853

Expected go live in Q4

Dialing Health Overview

3% Calls with spam tagging

54.1% Landline calls with correct Caller ID

8% Wireless calls with correct Caller ID*

0 negative crowdsourced feedback comments in the last **6** months
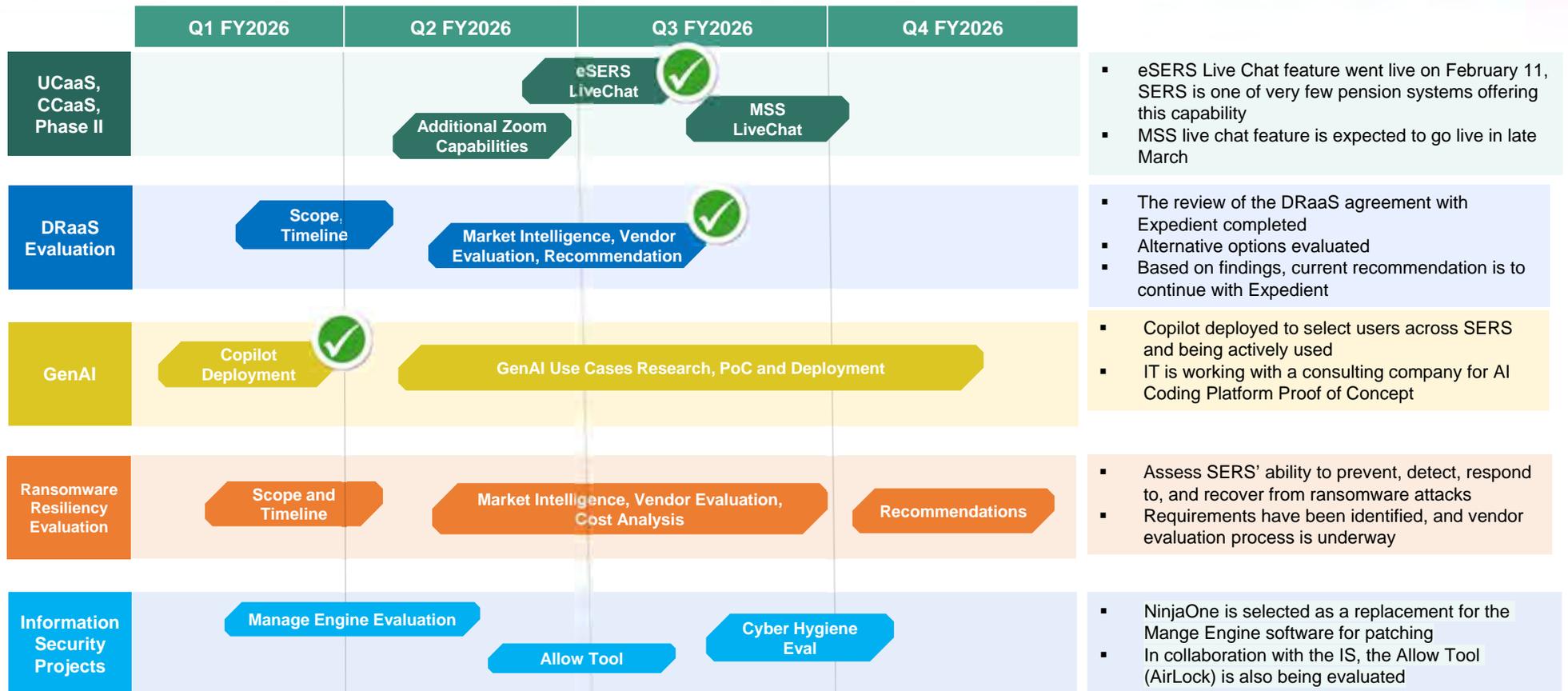
Information Technology
Q3 Highlights
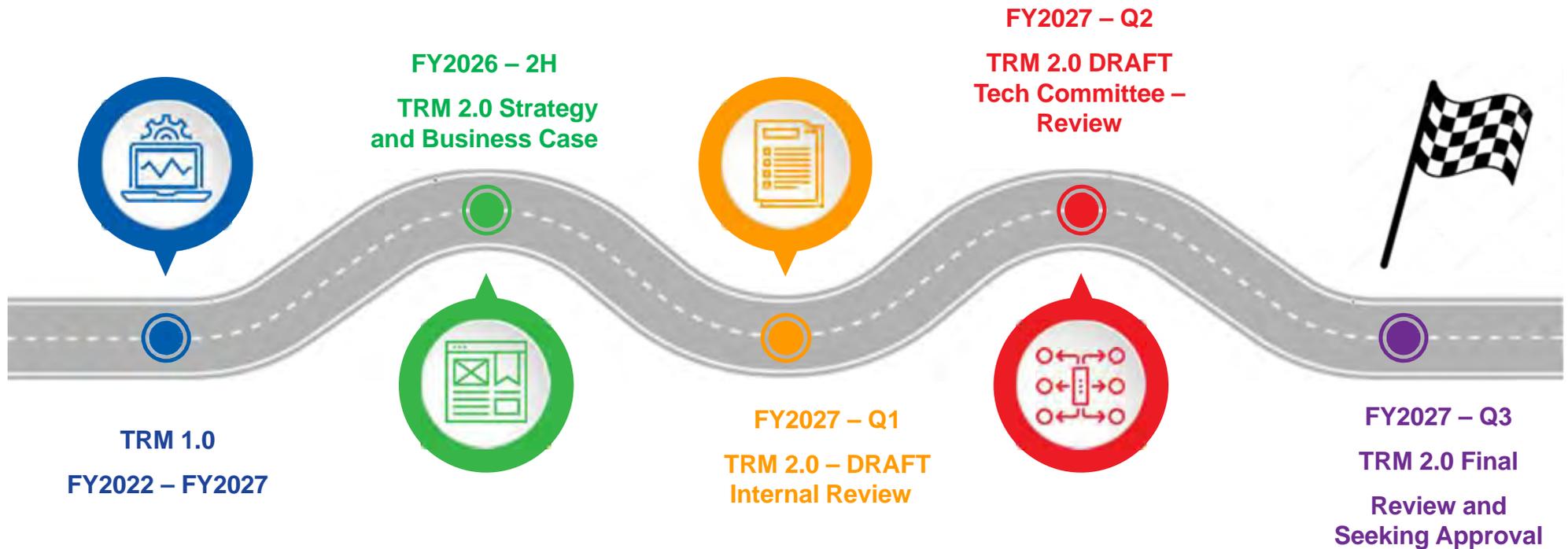
Technology Roadmap - FY2026 SMART Projects

	Q1 FY2026	Q2 FY2026	Q3 FY2026	Q4 FY2026	
Online Refund (Socure)		Discovery and SOW	Develop and Deploy		▪ Project to activate Socure in a "decision mode" with the stepped-up security has been kicked of. ▪ Team is working through operational processes to ensure an off-ramp for members
Delivery (MS Office)	Discovery and Analysis	Testing and Deployment ✔			▪ SMART has over 700 correspondence generated by MS Office 2016 ▪ Since Office 2016 is depreciated, this project will migrate them to the latest version ▪ Project was deployed in production in February
Web Content Accessibility Compliance		Assessment and Requirements	Conversion, Training and Deployment		▪ Ensure all web content on SERS portals complies with the Federal WCAG as mandated by the DOJ ▪ Project in progress; User Acceptance Testing expected to start in early March
School District Tax Withholding (Mandate)			Discovery and Requirements	Requirements and Development	▪ Mandate from the State of Ohio must be completed by December 2026 ▪ The project commenced, team is collaborating with other pension systems ▪ Initial assessment is large complex project
TOS Replacement	Discovery and Design	Development and Deployment ✔			▪ Mandate replacing TOS with Huntington Bank ▪ project initiated with requirements, design, and vendor coordination ▪ Project deployed in production on November 15 and transition is complete

Technology Roadmap – FY2026 Infrastructure Projects

	Q1 FY2026	Q2 FY2026	Q3 FY2026	Q4 FY2026	
UCaaS, CCaaS, Phase II		Additional Zoom Capabilities	eSERS LiveChat ✓ / MSS LiveChat		• eSERS Live Chat feature went live on February 11, SERS is one of very few pension systems offering this capability • MSS live chat feature is expected to go live in late March
DRaaS Evaluation	Scope, Timeline	Market Intelligence, Vendor Evaluation, Recommendation ✓			• The review of the DRaaS agreement with Expedient completed • Alternative options evaluated • Based on findings, current recommendation is to continue with Expedient
GenAI	Copilot Deployment ✓	GenAI Use Cases Research, PoC and Deployment			• Copilot deployed to select users across SERS and being actively used • IT is working with a consulting company for AI Coding Platform Proof of Concept
Ransomware Resiliency Evaluation	Scope and Timeline	Market Intelligence, Vendor Evaluation, Cost Analysis		Recommendations	• Assess SERS' ability to prevent, detect, respond to, and recover from ransomware attacks • Requirements have been identified, and vendor evaluation process is underway
Information Security Projects	Manage Engine Evaluation	Allow Tool	Cyber Hygiene Eval		• NinjaOne is selected as a replacement for the Mange Engine software for patching • In collaboration with the IS, the Allow Tool (AirLock) is also being evaluated

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Technology Roadmap's Roadmap – Next Iteration (TRM 2.0)

FY2026 – 2H

TRM 2.0 Strategy and Business Case

FY2027 – Q2

TRM 2.0 DRAFT Tech Committee – Review

TRM 1.0

FY2022 – FY2027

FY2027 – Q1

TRM 2.0 – DRAFT Internal Review

FY2027 – Q3

TRM 2.0 Final

Review and Seeking Approval

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Risk Management
Q3 Highlights

FY2026 Q3 Highlights – Risk Management

- A disaster recovery test has been completed.

- The AI Oversight Committee has approved the proof of concept (PoC) for Microsoft Copilot Github to aid the IT team in developing code for SMART.

- An executive dashboard is being developed with assistance from executive, business, and functional leaders to track enterprise-wide metrics, enhancing visibility and enabling data-driven decision-making.

- The annual review of the risk register has been completed, and the associated risks have been updated.

- Implementing allow-listing, a "deny by default" approach, to prevent unauthorized or malicious software from running on endpoints. This includes applications, scripts and executables, and browser extensions.

- Data Security Platform was deployed to help understand, control, and continuously monitor who has access to what data, and whether those permissions are appropriate.

- Reviewing past recommendations and audits for the ORSC ten-year fiduciary audit and coordinating with departments to confirm readiness.

- Cyber tabletop exercises are set for April 29.

- The Clearwater investment compliance work continues with a focus on compliance with benchmarks.

- The vendor risk management program is being improved by incorporating a tool used to evaluate the cyber hygiene of third-party vendors.

- Solutions for branded caller ID are being assessed to minimize the likelihood of outgoing SERS calls being flagged as SPAM.

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:

ROLL CALL:	YEA	NAY	ABSTAIN
Matthew King	_____	_____	_____
Aimee Russell	_____	_____	_____
Daniel Wilson	_____	_____	_____
Frank Weglarz	_____	_____	_____

IN EXECUTIVE SESSION AT _____ A.M./P.M.

RETURN TO OPEN SESSION AT_____A.M. / P.M.

Executive Session

pursuant to R.C. 121.22(G)(6) to discuss a security matter

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.

_____
Frank Weglarz, Chair