



**SERS Retirement Board  
Special Technology Committee  
Meeting April 16, 2026  
8:30 A.M.**

Join Zoom Meeting

<https://ohsers.zoom.us/j/96584020102?pwd=7FKLF2eB1epFbraXdu11RSFWXAdeuW.1>

**Meeting ID: 965 8402 0102      Password: 12345**

To join by phone, dial: +1 309 205 3325 US and enter the Meeting ID: **965 8402 0102** and Password: **12345** when prompted.

1. Roll call
2. Approval of **December 18, 2025**, Technology Committee Minutes (R)
3. Opening Remarks
4. AI Update
5. Information Technology Quarterly Update
6. Risk Management Quarterly Update
7. Executive Session pursuant to R.C. 121.22(G)(6) to discuss a security matter (R)
8. Upcoming Technology Committee Meetings
  - Future Topics
  - Next Meeting Date(s)
9. Adjournment

**SERS Special  
Technology  
Committee Meeting  
April 16, 2026**

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

**Roll Call:**

Frank Weglarz \_\_\_\_\_

Matthew King \_\_\_\_\_

Aimee Russell \_\_\_\_\_

Daniel Wilson \_\_\_\_\_

**APPROVAL OF MINUTES OF THE TECHNOLOGY COMMITTEE MEETING HELD ON  
DECEMBER 18, 2025**

\_\_\_\_\_ 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:

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

<b>School Employees Retirement System</b>	<h1>TECHNOLOGY COMMITTEE MINUTES</h1>		
<b>Preparer</b>	Megan Robertson	<b>Meeting Date:</b>	December 18, 2025
<b>Committee Chair</b>	Frank Weglarz		
<b>Agenda</b>	<ol style="list-style-type: none"> <li>1. Roll call (R)</li> <li>2. Approval of September 18, 2025, minutes (R)</li> <li>3. Opening Remarks</li> <li>4. Information Technology Quarterly Update</li> <li>5. Risk Management Quarterly Update</li> <li>6. Executive Session pursuant to R.C. 121.22(G)(6) to discuss a security matter (R) <i>(if needed)</i></li> <li>7. Upcoming Technology Committee Meetings <ul style="list-style-type: none"> <li>o Future Topics</li> <li>o Next meeting Date(s)</li> </ul> </li> <li>8. Adjournment</li> </ol>		
<b>Discussion</b>	<p>The SERS Regular Technology Committee meeting began in open session at 1:00 p.m.</p> <p><b><u>Roll Call</u></b></p> <p>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.</p> <p>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.</p> <p><b><u>Approval of Minutes (R)</u></b></p> <p>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.</p> <p><b><u>Information Technology (IT) Quarterly Update</u></b></p> <p>SERS Deputy Executive Director, Karen Roggenkamp provided opening comments regarding the agenda.</p> <p>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</p>		

	<p>questions from the Committee the presentation continued with metrics on the SMART Refund Reimagination Project Experience.</p> <p>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.</p> <p>This concluded Mr. Patel's IT update.</p> <p><b><u>Risk Management Quarterly Update</u></b></p> <p>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.</p> <p>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.</p> <p>After a question and brief discussion from the Committee, this concluded Ms. Barricks' presentation.</p> <p><b><u>Upcoming Technology Committee Meetings – Future Topics and Next Meeting Dates</u></b></p> <p>The Chair thanked the team for their presentations.</p> <p>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.</p> <p>Technology Committee Chair, Frank Weglarz, adjourned the meeting at 1:26 p.m.</p>		
	<b>Action Items</b>	<b>Assigned Person</b>	<b>Due Date</b>
<b>Action Items</b>	n/a		

Frank Weglarz, Committee Chair

Richard Stensrud, Secretary



# TECHNOLOGY COMMITTEE

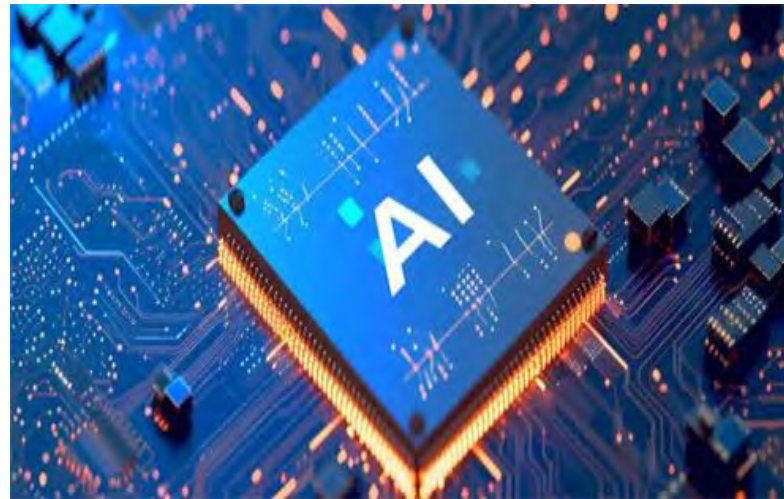
April 16, 2026

# Agenda



- **Approval of Prior Meeting Minutes**
- **Opening Remarks**
- **SERS AI Update**
- **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**

# AI Update



# SERS' Core AI Principles



## Responsible Artificial Intelligence (AI) Use

SERS is dedicated to ethical and responsible AI practices that comply with applicable laws, regulations, and industry standards.

## Transparency and Clarity

AI systems will be implemented to ensure transparency and explainability, promoting trust and accountability, with human oversight and clear disclosure and acknowledgement of AI usage.

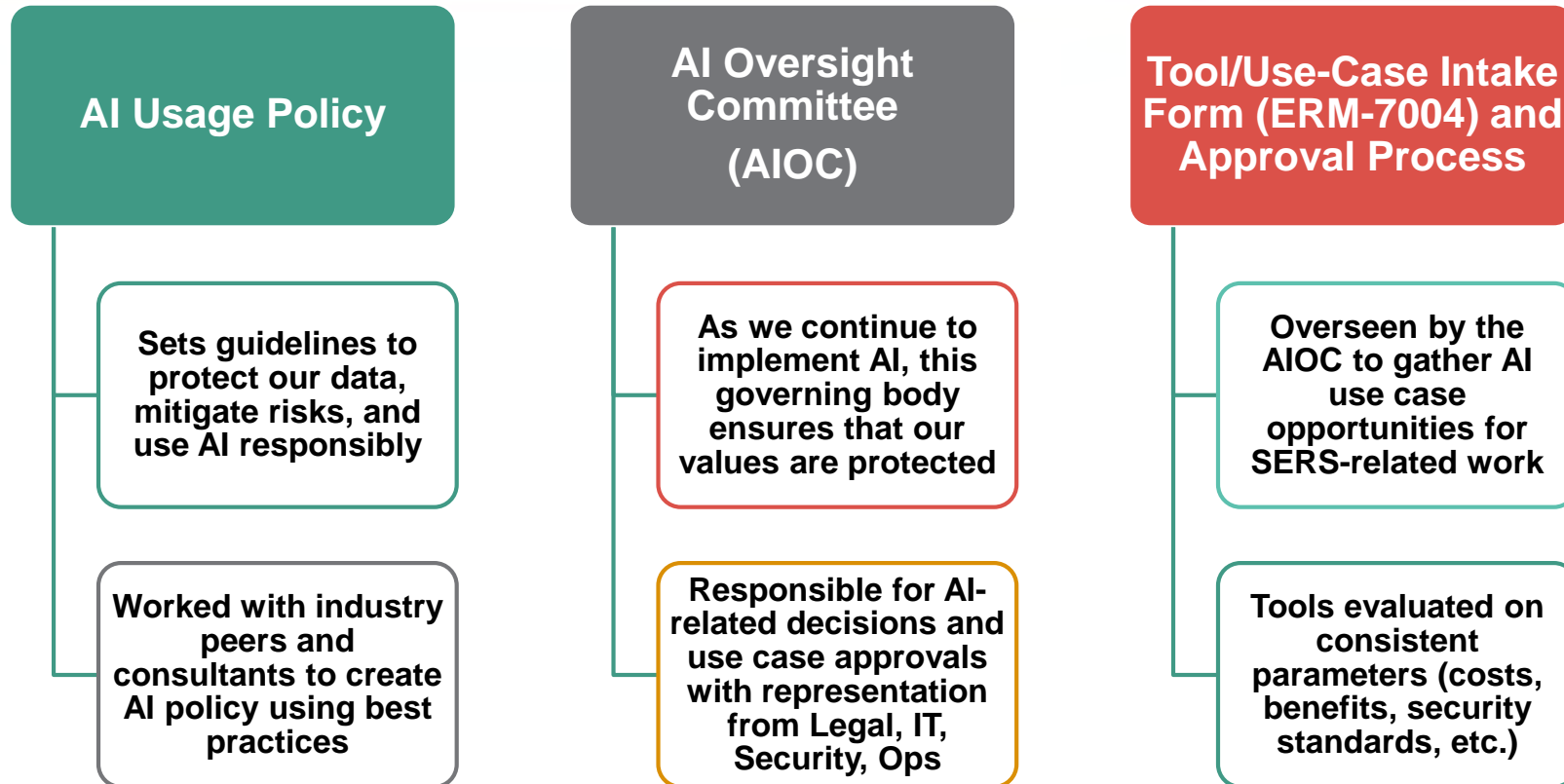


## Careful Technology Integration

SERS carefully weighs the risks and benefits of AI to responsibly implement technology that supports its mission and personalized customer service approach.

***SERS employs AI to improve member, employer, and stakeholder experiences and enhance staff efficiency, not to replace personnel.***

# SERS Governance Process



The AI Oversight Committee includes Executive Director, Deputy Executive Director, CFO, CTO, General Counsel, CRO, Assistant Director Engagement and Communication Strategy, Assistant Director – IT Infrastructure and Assistant Director – Information Security. Meetings coordinated by ERM Officer.

# SERS' AI Opportunities



## **Productivity** *(OUR CURRENT FOCUS)*



First draft communications, in compliance with SERS' Style Guide



Automated meeting minutes and action item tracking



Data transformation, code generation, database query assistance, etc.



Image generation and AI avatars for communication or publication content

## **Pension Business Uses**



Chatbots assisting in delivering customer service to members and retirees



Cybersecurity, automated threat detection, and identity verification services to keep member data safe, secure emails



AI pattern recognition for investment opportunity detection and decision-making assistance



IT Software development, debugging code, explaining legacy code, enhancing code

# Current Key GenAI Tools Adopted and Testing



Microsoft Copilot	SmartBear/TestComplete	GitHub Copilot
<p>Functions as an AI assistant integrated with Microsoft applications (Teams, PowerPoint, Word, Notes, Excel, Outlook)</p>	<p>Currently used by the IT Quality Assurance team</p>	<p>Currently conducting a proof of concept of AI Coding Assistant Tool</p>
<p>Current users: 80</p>	<p>Enables team to efficiently collaborate and automate SMART testing</p>	<p>Use to support developers with SMART coding</p>
<p>Supports: drafting emails, taking Teams meeting notes, assisting with Excel, summarizing tasks, and creating presentations</p>	<p>Intelligent Quality has AI features</p>	
<p>Users must submit a ticket to request</p>		
<p>Coming Soon: Excel Agent capability</p>		<p>Several of our current tools incorporate AI assistants to allow us to query data and provide other assistance (e.g. NetSuite, Workiva)</p>



# Microsoft Copilot Usage at SERS

Filters: Periods: Past 90 days (Dec 11, 2025 - Mar 10, 2026) ▾

Enabled users | 81 | Active users | 69 | Active users rate | 85.2% | Total prompts submitted | 5,066 | Average prompts submitted per user | 73

## Adoption

### Adoption by app

Summary

Trend

The number of enabled and active users of Microsoft 365 Copilot apps for the selected period [See metric definitions](#).

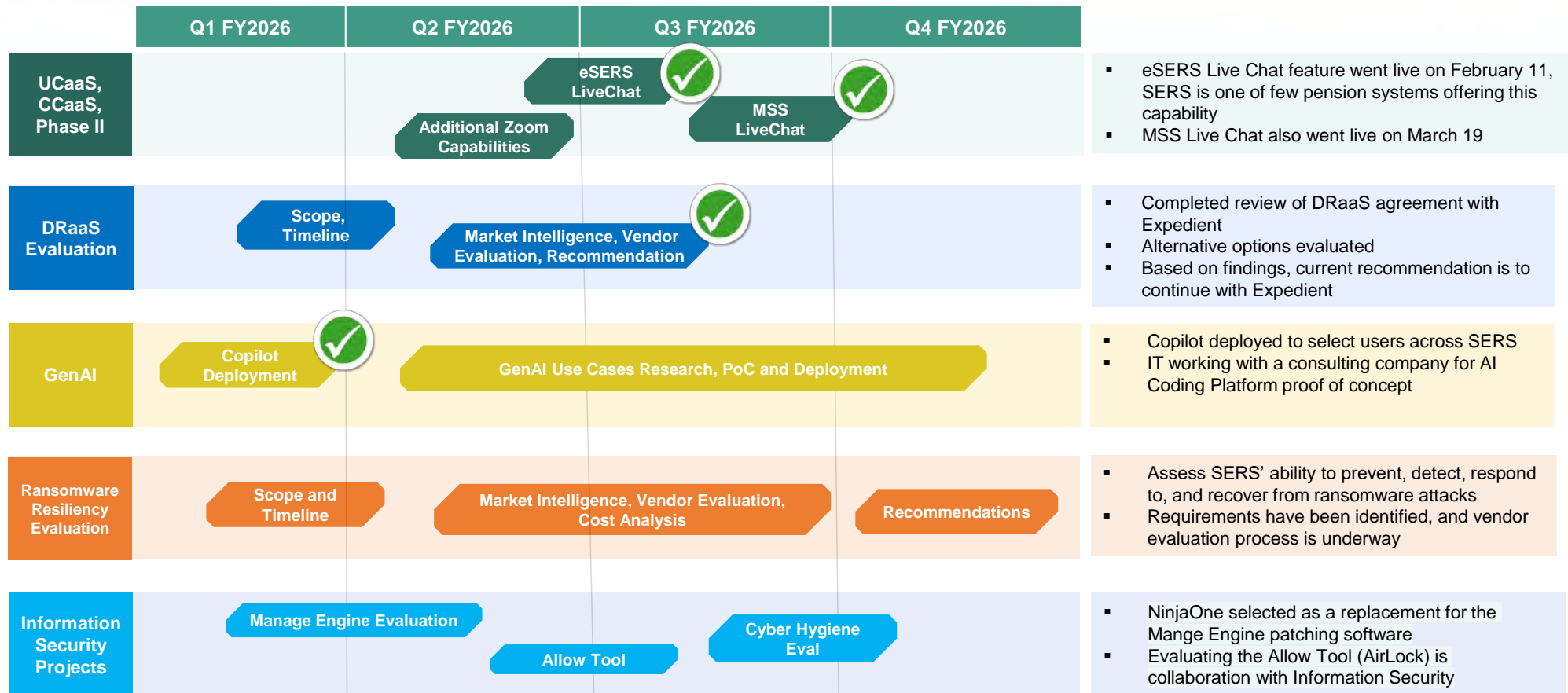




# Information Technology

## Q3 Highlights

# Technology Roadmap – FY2026 Infrastructure Projects



# eSERS and Member Self Serve Live Chat Features



**LiveChat**

- Our call center software, Zoom, includes a Live Chat feature at no additional cost.
- eSERS and MSS Live Chat Hours: 8:00 a.m. to 3:30 p.m. EDT
- Live Chat informs users of their position in the queue.
- Employer Services and MST can transfer a Live Chat session to a phone call for improved engagement.

## eSERS Metrics (2/11 – 3/27)

- Completed Chat Sessions: 194
- Average Chat Time: 8 min 55 sec
- Average Wait Time: 15 seconds
- # of chats upgraded to call: 7
- Usage Patterns:
  - Average 6 chats / day

## MSS Metrics (3/19 – 3/27)

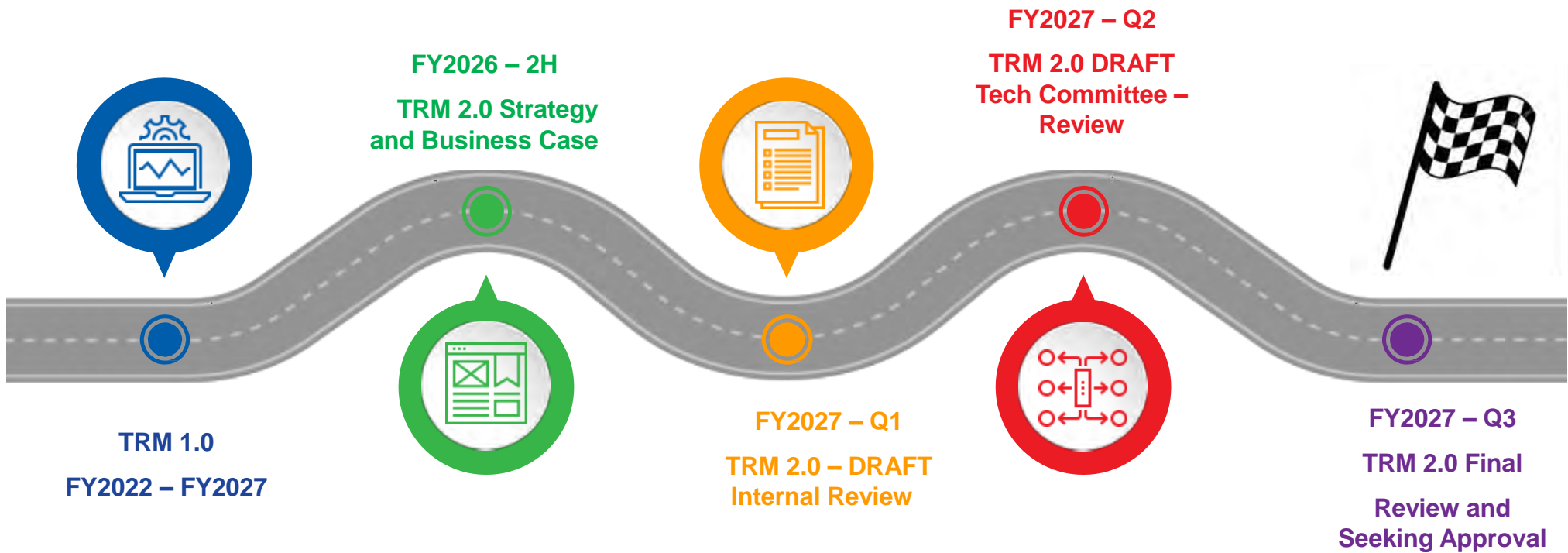
- Completed Chat Sessions: 276
- Average Chat Time: 10 min 14 sec
- Average Wait Time: 4 min 30 sec
- # of chats upgraded to call: 8
- Usage Patterns:
  - Average 39 chats / day

# Technology Roadmap - FY2026 SMART Projects



	Q1 FY2026	Q2 FY2026	Q3 FY2026	Q4 FY2026	
<b>Online Refund (Socure)</b>		Discovery and SOW	Develop and Deploy		<ul style="list-style-type: none"> <li>Kicked off project to activate Socure in a “decision mode” with stepped-up security</li> <li>Team is working through operational processes to ensure an off-ramp for members</li> </ul>
<b>Delivery (MS Office)</b>	Discovery and Analysis	Testing and Deployment			<ul style="list-style-type: none"> <li>SMART has over 700 correspondence generated by MS Office 2016</li> <li>Since Office 2016 is depreciated, this project will migrate them to the latest version</li> <li>Project was deployed in production in February</li> </ul>
<b>Web Content Accessibility Compliance</b>		Assessment and Requirements	Conversion, Training and Deployment		<ul style="list-style-type: none"> <li>Ensure all web content on SERS portals complies with the Federal WCAG as mandated by the DOJ</li> <li>Project in progress; User Acceptance Testing expected to start in early March</li> </ul>
<b>School District Tax Withholding (Mandate)</b>			Discovery and Requirements	Requirements and Development	<ul style="list-style-type: none"> <li>Mandate from the State of Ohio must be completed by December 2026</li> <li>The project commenced, team is collaborating with other pension systems</li> <li>Initial assessment is large, complex project</li> </ul>
<b>TOS Replacement</b>	Discovery and Design	Development and Deployment			<ul style="list-style-type: none"> <li>Mandate replacing TOS with Huntington Bank project initiated with requirements, design, and vendor coordination</li> <li>Project deployed in production on November 15 and transition is complete</li> </ul>

# Technology Roadmap – Next Iteration (TRM 2.0)





# **Risk Management Q3 Highlights**

## FY2026 Q3 Highlights – Risk Management



- A disaster recovery test has been completed.
- 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.



## FY2026 Q3 Highlights – Risk Management (continued)



- 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 29th.
- 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:

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



## **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

# Supplemental Materials

- **Technology Roadmap Budget**
- **Information Security Metrics**

# Technology Roadmap Budget (Tracking to Plan)



## Five Year Technology Roadmap Budget

Description	FY23,FY24&FY25				Total Roadmap Spend to Date	Remaining Roadmap Amount **
	Total 5-Year Plan	Actual Spend	FY2026 Plan*	FY2026 Spend to Date		
Telecommunications	\$ 250,000	\$ 327,657	\$ 50,000	\$ -	\$ 377,657	\$ (127,657)
Security Stack	\$ 899,600	\$ 100,673	\$ 163,000	\$ -	\$ 263,673	\$ 635,927
Network Infrastructure Refresh	\$ 886,000	\$ 664,297	\$ 75,000	\$ -	\$ 739,297	\$ 146,703
Hybrid Technology Replacement	\$ 419,000	\$ 351,251	\$ 87,000	\$ 164,870	\$ 438,251	\$ (19,251)
Server Infrastructure	\$ 1,216,700	\$ 277,334	\$ 86,000	\$ 35	\$ 363,334	\$ 853,366
Backup and Recovery	\$ 532,754	\$ 184,029	\$ 565,250	\$ -	\$ 749,279	\$ (216,525)
SMART Portals	\$ 196,000	\$ 124,338	\$ -	\$ 57,400	\$ 124,338	\$ 71,662
SMART Framework	\$ 760,000	\$ 615,000	\$ 100,000	\$ -	\$ 715,000	\$ 45,000
SMART Enhancements	\$ 2,623,000	\$ 650,004	\$ 810,000	\$ 123,048	\$ 1,460,004	\$ 1,162,996
SMART Business Tools	\$ 500,000	\$ 360,789	\$ 50,000	\$ 52,223	\$ 410,789	\$ 89,211
<b>SMART total</b>	<b>\$ 4,079,000</b>	<b>\$ 1,750,132</b>	<b>\$ 960,000</b>	<b>\$ 232,671</b>	<b>\$ 2,710,132</b>	<b>\$ 1,368,869</b>
<b>Infrastructure Total</b>	<b>\$ 4,204,054</b>	<b>\$ 1,905,241</b>	<b>\$ 1,026,250</b>	<b>\$ 164,905</b>	<b>\$ 2,931,491</b>	<b>\$ 1,272,563</b>
<b>Total Budget</b>	<b>\$ 8,283,054</b>	<b>\$ 3,655,372</b>	<b>\$ 1,986,250</b>	<b>\$ 397,576</b>	<b>\$ 5,641,622</b>	<b>\$ 2,641,432</b>

\* The FY26 Budget was modified to include two security stack projects totaling 90,000

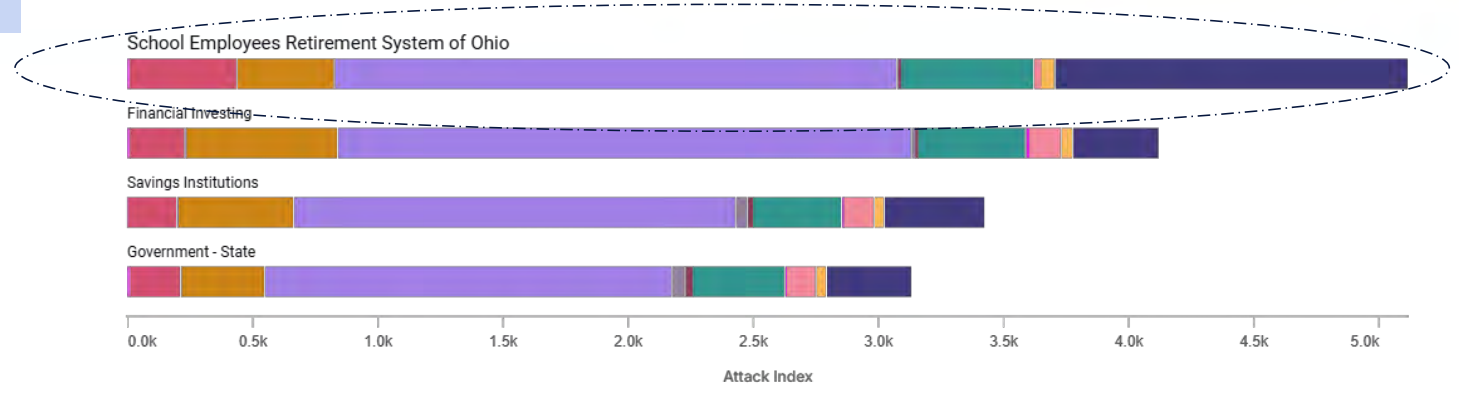
\*\* Remaining Roadmap is equal the Total 5-Year Plan less FY2023, FY2024, & FY2025 Actuals, and less FY2026 Plan

# Metrics: Targeted Attacks

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

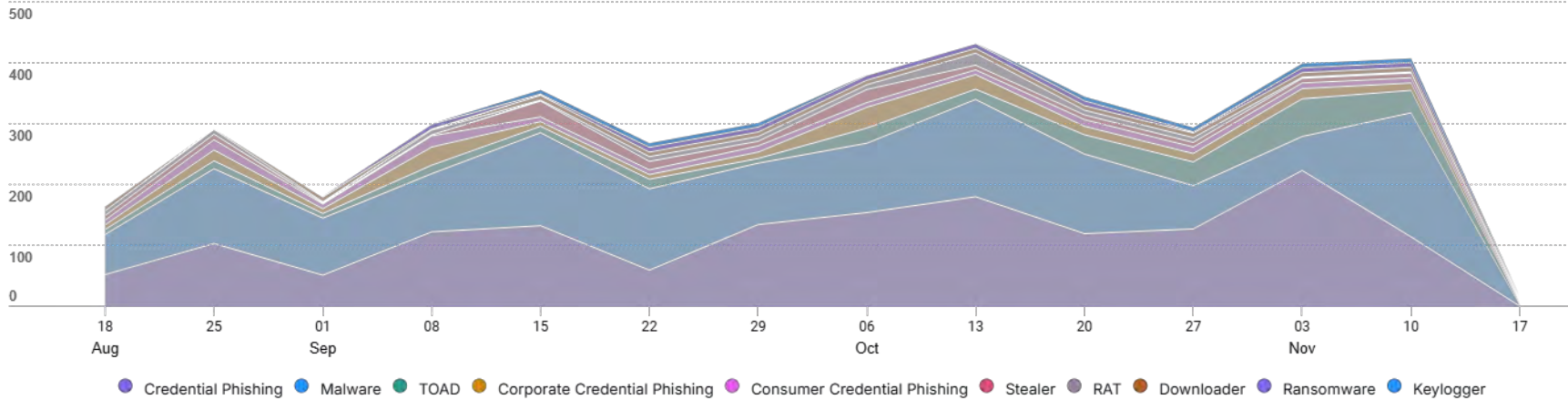


## Types of Attacks by Industry



## Attack Type Over 90 Days

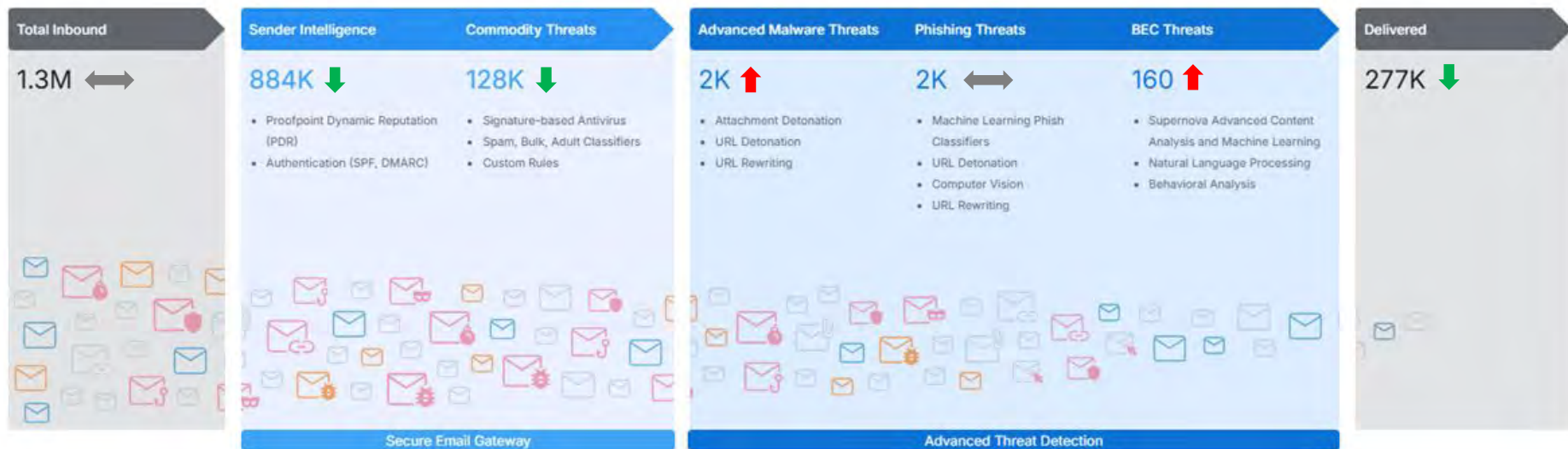
Total Message Volume



# Metrics: Inbound Email and Blocked Messages



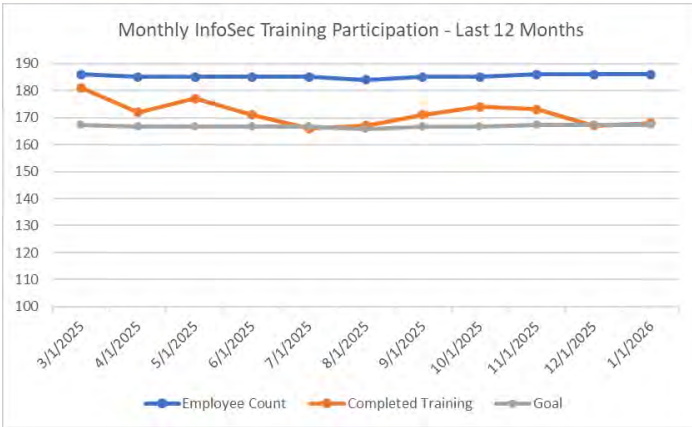
## Reporting Period – 90 Days



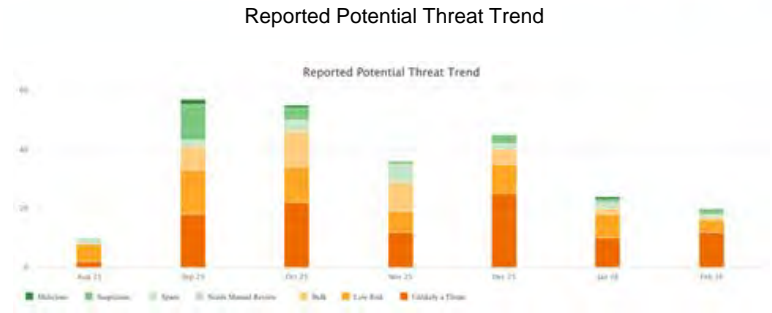
Specialized emails that are malicious is still a concern.

# Metrics: Awareness and Training Strengthen Our Line of Defense

## All three metrics have met target

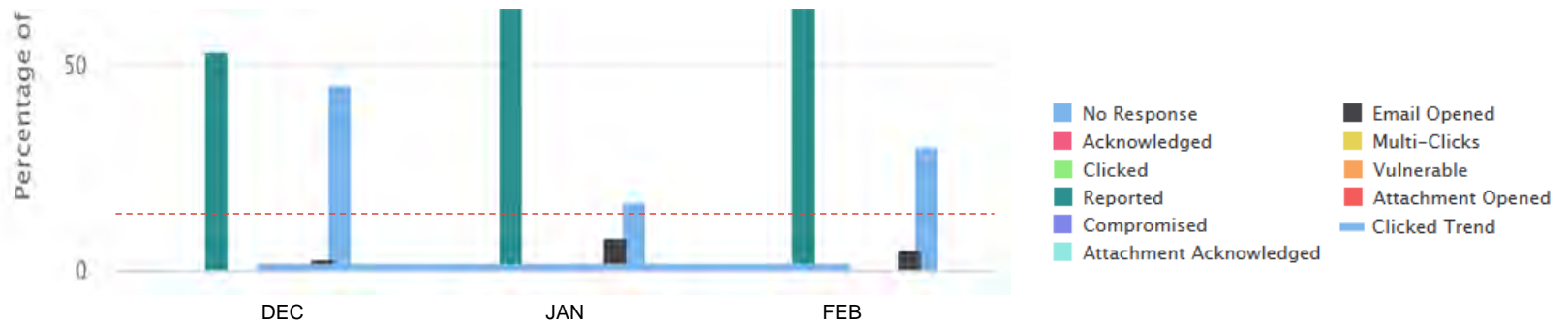


- Three Lines of Defense:**
1. Proofpoint
  2. Microsoft
  3. Staff



Security Awareness Training > 90% Goal - MET

Reported Email Response < 7-day goal - MET



Phishing Test Failure Rate < 5% - MET (added mandatory training after a failed test in response to high click rate)