

School Employees Retirement System		TECHNOLOGY COMMITTEE MINUTES	
Preparer	Megan Robertson	Meeting Date:	September 21, 2023
Committee Chair	Matthew King	Committee roll call was as follows: Matthew King, James Rossler, Frank Weglarz, Daniel Wilson Also in Attendance: SERS Staff Members: Joe Bell, Jay Patel, Jeff Davis, Joe Marotta, Richard Stensrud, Karen Roggenkamp, Vatina Gray, and Megan Robertson. Board members: Aimee Russell. Representative of the Ohio Attorney General, Lisa Reid. Guests attended virtually on Zoom.	
Agenda	1. Roll call (R) 2. Approval of July 20, 2023, minutes (R) 3. Technology and Information Security Comments 4. Technology Roadmap – Progress Updates - o MVVM Upgrade 5. Information Security Quarterly Update - o Artificial Intelligence – Progress Update 6. Executive Session pursuant to R.C. 121.22(G)(6) to discuss security matters 7. Upcoming Technology Committee Meetings - o Future Topics - o Next meeting Date(s) 8. Adjournment		
Discussion	The SERS Technology Committee meeting began in open session at 1:00 p.m. <u>Roll Call</u> 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 Staff Members: Joe Bell, Jay Patel, Jeff Davis, Joe Marotta, Richard Stensrud, Karen Roggenkamp, Vatina Gray, and Megan Robertson. Board members: Aimee Russell. Representative of the Ohio Attorney General, Lisa Reid. Guests attended virtually on Zoom. <u>Approval of Minutes</u> Frank Weglarz moved, and James Rossler seconded the motion to approve the minutes of the Technology Committee meeting held on July 20, 2023. Upon roll call, the vote was as follows: Yea: Matthew King, James Rossler, Frank Weglarz, Daniel Wilson. The motion carried. <u>Technology & Information Security Comments</u> SERS Deputy Executive Director, Karen Roggenkamp, provided a brief introduction of the meeting agenda. Ms. Roggenkamp reported FY2024 projects are underway and will change how SERS provides service. Ms. Roggenkamp mentioned the meeting would include an update on where SERS is headed in terms of shaping strategy and policy around Artificial Intelligence (AI).		

Technology Roadmap – Progress Update: MVVM Upgrade

Jay Patel, SERS Chief Technology Officer, shared an update on FY2024 SMART projects, beginning with the Reimagine MSS Portal Registration project. The project kicked-off on August 15 and deployment is planned for late Q2 FY2024. Next, Mr. Patel provided an update on the now deployed MVVM Upgrade which makes MSS and eSERS portals now functional on cellphones and tablets. Mr. Patel reported this project deployed in production on August 4 and took significant effort across the organization and the result will be helpful for members. Mr. Patel reports there has been positive feedback from users and made a point to thank staff for their tremendous commitment to getting this project done. Mr. Patel went over statistics and metrics for the now deployed project and reports post-production support will be on-going.

Mr. Patel opened the floor to questions. Board member, Frank Weglarz inquired if many issues were found in 30-day warranty window for the MVVM project. Mr. Patel reported most issues found were related to clarification and any issues found were fixed.

Mr. Patel continued his report on the remaining FY24 SMART project timelines and estimated budgets. The Refund Reimagination project will allow members to have self service capability. An Agile project team has been formed to analyze current challenges and a kick-off meeting was held to initiate the discovery process. The eDelivery project will allow SERS to send communication to members effectively through email and texting. A Master Agreement and Statement of Work to upgrade Planet Press Software is under review as the current software is coming to an end of life. Finally, Mr. Patel reported the ePayments – Other System Transfer and ePayment – Employer and CSPC projects are on track and. Expected to deploy by December 2023 and on budget.

Mr. Patel continued with the FY24 infrastructure projects update. The Committee received a detailed timeline of all infrastructure FY24 projects and Mr. Patel provided an update that the phone system replacement RFP process is underway. The Network and wireless Refresh project was completed on September 08, 2023, and has been a major lift for IT by modernizing infrastructure in terms of the network. This project is expected to be under budget by approximately \$70K. Mr. Patel concluded there is no breaking news on the remaining projects.

Next, Mr. Patel provided a status update on the Commvault cloud storage for back-up commitment. Mr. Patel reminded the committee that this matter was brought to the full Board in February 2022 as a request to move SERS backup data into the cloud and stop the daily outbound transfer of tapes to the offsite storage vendor (FireProof). Daily inbound transfer of tapes from FireProof to SERS continued so existing tapes can be recycled, and an update was provided in December 2022. Mr. Patel reported as of the end of FY2023, SERS received ~1,200 tapes from Fireproof and they have all been recycled. It has been one year since SERS has done any tape back-ups and reported it all goes to cloud storage.

Mr. Patel continued his presentation going over the Technology Roadmap Budget, reporting there are no significant updates. Mr. Patel reminded the Committee that FY24 will be an active year, and this is a fluid budget in that the money carries forward, and we are tracking to the budget we have allocated for FY2024.

The Committee thanked Mr. Patel for his presentation.

Information Security Update

Ms. Roggenkamp introduced the next topic of AI, reporting it is a quickly developing area that holds exciting possibilities in investments. Ms. Roggenkamp explained AI can be viewed in two ways, how does it benefit us and how do we utilize it in a very secure manner. Ms. Roggenkamp introduced SERS Chief Risk Officer, Joe Bell, to discuss further. Mr. Bell echoed the sentiment that AI is continually evolving, and SERS is looking at the risks and opportunities. Mr. Bell reported on a contract in place with Linea Solutions, a company of subject matter experts in AI and pensions systems, in an effort to ensure there is a good governance structure in place. This consultant will aid SERS with strategy, policy, tools/platforms, and security. Additionally, SERS will remain in touch with other pension systems that have implemented tools involving AI. SERS strategy is to use these resources to continue a path towards setting the right strategy and culture around AI. Mr. Bell concluded the AI discussion by noting nothing comes without risk, and SERS will put a plan in place with due consideration of those risks.

Mr. Bell, continued with the Information Security update, providing an update on planned communication to members and retirees on safeguards over their sensitive data. At the request of the Committee, Mr. Bell and his team will provide communication to SERS' members and retirees about what is being done to protect their data and be cognizant of the protected data of theirs that SERS is responsible for. At this time a draft plan is to include these updates in the quarterly retiree newsletter and website portal account login. Board member, Frank Weglarz suggested quicker movement on getting this information out to the members due to online petition signing which asks for members and retirees to give their last four digits of their social security number. Board member, Dan Wilson asked why the last four digits of a social security number are needed and recommended eliminating that request. Executive Director, Richard Stensrud, explained members and retirees are given an option to provide either the last four digits of their social security number or the last four digits of their SERS membership ID. Mr. Bell concluded on an assurance to involve the chair when the communication on safeguards over sensitive data is rolled out.

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. SERS continues to inform staff on how to be more secure and have good cyber hygiene. When issues are recorded, Information Security works closely with IT to make sure those vulnerabilities do not have an impact. Mr. Bell once again reported that SERS' cyber exposure is slightly lower than industry average, however, planned replacement of aging infrastructure within the next year is expected to help address these vulnerabilities. Older equipment gives a higher risk score, but there is a remediation plan in place. Mr. Bell assured the Committee they will continue to see these metrics, but it is not new, different, or concerning.

Mr. Bell continued his report on inboard email and blocked messages. This data comes from Proofpoint, SERS' front-end filter. This tool helps to look at this and roughly takes out between 66% - 70% of threats. Mr. Bell went over typical threats such as sender intelligence, phishing attempts, spam, and malware. AI looks at the type of inbox emails coming in and if it recognizes a threat, it knocks them out before they get any further. Once the email goes through Proofpoint it then goes through Microsoft which looks for further anomalies. Mr. Wilson inquired if there are any standards of organizations our size to compare to see if this is normal activity in terms of volume. Mr. Bell confirmed he will investigate this matter, but reports it is likely consistent with the volumes SERS experiences.

	The Committee thanked Mr. Bell for his presentation. <u>Executive Session</u> 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 security matters. 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 1:32 p.m. The committee returned to open session at 1:47 p.m. <u>Upcoming Technology Committee Meetings – Future Topics and Next Meeting Dates</u> Board member, Dan Wilson, asked if SERS waits for a new technology roadmap budget or if it is viewed as a rolling five years. Ms. Roggenkamp explained we look at the \$8.3 million as a rolling budget. A rolling budget adds a future period's budget to replace a budget for a period that has passed. With the always evolving changes in Technology, SERS IT projects will be completed, and new projects will be added to keep our technology current. The Technology Committee and Staff will refresh the rolling budget at the end of each fiscal year as part of the annual budget process. The next regular Technology Committee meeting will be held Thursday, December 21, 2023, at 12:30 pm or immediately following the regular SERS Board Meeting. Technology Committee Chair, Matthew King, adjourned the meeting at 1:49 p.m.		
	Action Items	Assigned Person	Due Date
Action Items	n/a		

Matthew King, Committee Chair

Richard Stensrud, Secretary