

School Employees Retirement System		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. <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 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. <u>Approval of Minutes</u> 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.

	Mr. Patel opened the floor to questions, and hearing none, the board thanked Mr. Patel for his update. <u>Risk Management and Information Security Update</u> 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. 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. 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. 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. The Committee thanked Mr. Bell for his update and the AI presentation. <u>Upcoming Technology Committee Meetings – Future Topics and Next Meeting Dates</u> Matt King reiterated the request for an AI demonstration to take place at a future meeting. 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. Technology Committee Chair, Matthew King, adjourned the meeting at 2:28 p.m.		
	Action Items	Assigned Person	Due Date
Action Items	n/a		

Matthew King, Committee Chair

Richard Stensrud, Secretary