Technology Investment Council

State of Delaware
Technology Investment Council Meeting Minutes
May 6, 2021

Technology Investment Council Attendees

Name	Title Organization	Attendance	Represented by
Jason Clarke	Chief Information Officer Dept. of Technology and Information	Present	
Ruth Ann Jones	Controller General State of Delaware	Present	
Cerron Cade	Director Office of Management & Budget	Excused	Courtney Stewart
Nicole Majeski	Secretary Department of Transportation	Present	
Collins Seitz	Chief Justice State of Delaware	Excused	Gayle Lafferty
Rick Geisenberger	Secretary Department of Finance	Present	
Jeff Bullock	Secretary Department of State	Absent	
Molly Magarik	Secretary Department of Health & Social Services	Absent	
Nathaniel McQueen	Secretary Department of Safety & Homeland Security	Present	

Call to Order
Chief Information Officer (CIO), Jason Clarke called the May 6, 2021 TIC meeting to order at approximately 9:05 am.

Welcome
TIC members' attendance was noted, as shown in the above table. Others in attendance included Department of Technology & Information (DTI) Senior Staff and Directors.

Approval of Previous Meeting Minutes
A motion was made to approve the draft minutes from the March 12, 2020 TIC Meeting by Courtney Stewart. Secretary Nathaniel McQueen seconded the motion. Minutes were approved.

TIC Overview ~ CIO Jason Clark

Introduction and welcome were given by Jason Clarke. The last time the Council met was in March of 2020 when the pandemic was just starting to build up. Roles have transitioned during that time. There are a number of new faces on the Council. CIO Clarke introduced the members and their proxies.

He provided a brief overview of the Council and its role. The group represents a diverse set of services provided to citizens, delivered more and more through technology. The Role of the Council is to:

1. Adopt policies and procedures used to develop, review and annually update a statewide technology plan.
2. Provide a statewide technology plan by October 1 of each year to the Governor and the Director of the Office of Management and Budget.
3. Make recommendations regarding the funding of technology for the coming fiscal year. Create a running list of technology investments. The list is not just for critical needs but projects for forward progress as well.
4. Forward funding recommendations to the Governor. The pandemic has highlighted the need for investment in technology. The Federal government has responded to this need with funding in the CRF and the American Recovery Plan Act.
5. Enforce active project management, review the progress of current projects to determine if they are on budget and have met their project milestones, and when necessary, recommend the termination of projects.
6. Identify opportunities to leverage expertise in strategically important areas of information technology by partnering with the private sector.

Comments were taken from the Council on what they felt was needed to make the Council successful. Ken Keleman felt it would be helpful to make sure that GEAR projects are represented and acknowledged by the TIC. Secretary Nicole Majeski would like to see cybersecurity risk profile updates.

COVID19 Response ~ CPS Justin Day

Justin Day provided a walk through of the highlights of the last 12 months. He acknowledged and thanked the Department of Technology and Information (DTI) team for their hard work and dedication and thanked the partners for their teams' efforts and support. Over 100 use cases were tackled from the start of the pandemic. Some examples were:

- Contact tracing infrastructure
- Vaccine request portal
- Dashboards and visualizations to better manage data internally and externally
- Unemployment claims
- Election support
- Network support for the Governor's weekly press conferences
- Public meetings
- Remote work (provisioned and scaled 14,000 VPN accounts and 400 soft phones, scaled solutions around VPN, deployed hardware, etc.)
- Broadband

Mr. Day discussed the future of remote work. DTI is currently working to ensure that each of the agency partners have state-owned, state-managed devices for their remote workers. As Delawareans become vaccinated, they are working through return to work processes. They are also making sure that agency partners that feel remote work can continue on a more permanent, or hybrid, basis have the resources they need. A new product called Always on VPN was launched that provides the user the same experience as working in the office. This is available to all each agency partner and each branch of government. Part of the innovation effort has been around purchasing and scaling virtual desktop and application tools. The intent is to have a consistent user experience that can easily access all needed state resources remotely and securely.

Digital Government Update ~ CTO Greg Lane

Greg Lane started his presentation with a description of the digital government initiative. This is a long-term project that can transform the way government services are consumed, produced, and delivered. It is about how we make all offerings available in one place. The focus is on the citizen and delivering the same, better services. For this project they are looking at:

- Providing a personalized user experience
- One Logon/Profile and ensuring fraud mitigation
- Access to services from any agency
- One payment process with modern payment options
- Providing multiple engagement options – any device, anywhere, anytime

He moved to providing a status.

- Many organizations are well along the way and have active digital transformation projects in progress.
- COVID-19 has accelerated citizen digital use and expectations
- The key foundational item to enabling this is identity access management, having a single logon for everything.
- The processes of other companies were looked at to encourage thinking about possibilities and provide understanding of what technologies are available.
- The Office of the State Treasurer, Department of State, Department of Technology & Information, Department of Transportation, Department of Finance, and the Department of Recreation and Environmental Control issued a joint RFP in October of 2020. Five of the 12 RFP respondents are moving to the next stage and additional evaluation sessions will be held May-June of 2021.
- Will have a better idea of cost and funding once a vendor is selected.
- A multi-year, phased implementation is expected.

Secretary Geisenberger and Secretary Majeski expressed their support of this project and gave examples of how digital government has helped their agency and their customers.

State of Cybersecurity ~ CSO Solomon Adote

Solomon Adote provided statistics and facts regarding cyber-attacks. Cyber attacks are on the rise and ransomware is the leading cyber event. Phishing e-mails account for the start of 91% of attacks and damages could reach $6 trillion. Basic cyber hygiene could have prevented 93% of breaches. Essentials for cyber hygiene include:

1. Protect your identity with strong passwords and multi-factor identification.
2. Stop virus attacks by maintain up-to-date anti-virus software.
3. Keep your data safe using encryption and regular backups.
4. Be cyber aware through education on cyber-attack methods.
5. Keep all your devices updated and configure them securely.

He provided a look at the national state of cybersecurity giving examples of recent cyber-attacks. Bad Actors are targeting schools, software providers, state networks and websites, local government, law enforcement, and elections. One of the new trends is to leave malware behind that will infect future users of the site when compromising a website.

Mr. Adote presented graphical data of the threats faced by the State and explained the strategy for dealing with those threats. He explained the potential impact of successful attacks such as significant impact on citizen services, potential inability to recover systems rapidly, and weaponization of State services.

He then gave an overview of how the TIC can help with cybersecurity for our systems:
- Address technology debt
- Drive cyber hygiene through centralization
- Ensure new initiatives are in line with the new security strategy
- Support an identity-driven risk-based security controls framework
- Assist with driving visibility into threats, vulnerabilities and overall risks across state services
- Support cybersecurity program resourcing and funding.

Information Technology Centralization (ITC) Update ~CIO Jason Clarke
CIO Clarke provided a quick update and path forward for IT Centralization. Many things were impacted by the pandemic – assessments, staff reallocation, chargeback, service level agreements, the service catalog, and procurement. During the pandemic, focus areas have been – controls, position profile modernization, ServiceNow Service Catalog, worked with OMB to reduce the funding gap in FY22, and Secure End User Package. The plan is to implement the chargeback in FY23 starting with the Secure End User Package. Our past approach has been agency by agency, shifting to a layered approach. This approach allows equity in basic services, such as remote work capabilities, and interoperability inside and outside the organization which facilitates collaboration.

Public Comment
There were no comments from the public.

Adjournment
Courtney Stewart motioned to adjourn the meeting and Secretary Rick Geisenberger seconded. The meeting was adjourned at approximately 10:50 am.

The Next Meeting Date is August 5, 2021