Technology Investment Council

State of Delaware
Technology Investment Council Meeting Minutes
August 5, 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	Ken Kelemen
Rick Geisenberger	Secretary Department of Finance	Present	
Jeff Bullock	Secretary Department of State	Absent	
Molly Magarik	Secretary Department of Health & Social Services	Present	
Nathaniel McQueen	Secretary Department of Safety & Homeland Security	Present	

Call to Order
Chief Information Officer (CIO), Jason Clarke called the August 5, 2021 TIC meeting to order at approximately 9:04 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 and Kristopher Knight, Deputy Secretary for Department of State.

Approval of Previous Meeting Minutes
A motion was made to approve the draft minutes from the May 6, 2021 TIC Meeting by Secretary Rick Geisenberger. Deputy Director Courtney Stewart seconded the motion. All were in favor, none opposed.

Introduction of New DTI Senior Team Members ~ CIO Jason Clarke
CIO Clarke introduced Aleine Cohen as the new Deputy CIO and Gerald Whisman as the new Chief Operating Officer.

COVID19 Update ~ CPS Justin Day
Chief of Partner Services gave an overview of continuing efforts to promote and distribute technologies that support remote and hybrid work. The first phase, at the beginning of the pandemic, was to ensure that all State workers that could work remotely were enabled for remote access and had the appropriate equipment and ensuring the ability to scale appropriately across each branch of government.

As part of the CARES Act funding, hardware, monitors and laptops were purchased. A stock is available within each county. If there any divisions or sections that still require State-owned/managed equipment, they should reach out to the Partner Services Engagement Team.

In April, the Always on VPN service offering went live. It allows for an in office working experience while working from home and gives the end-user access to their respective agency VRF. DTI is actively working to scale this service offering for all centralized agency partners as well as non-centralized agencies.

DTI is also working to better deploy virtual desktops. Their goal is to stand up a Citrix virtual desktop environment by this Fall. That will cover 2 use cases – reduce or eliminate the desktop farms that have been built up over time and look at all the legacy applications and different client applications that are out there so they can be virtualized and delivered to the end-user in a secure way. It is important to maintain the security posture, but also look at how the end-user experience can be improved. Secretary Geisenberger made a point that a period of time should be waited to ensure the scenario is working before giving up space.

DTI is engaged in conversations are around SB94 and the notion of anchor sites for public meetings. A review has been done of various locations throughout the State and they are trying to determine how a few locations can best be positioned to be fully supportive of remote and on-premises facilitation needs for those meetings. The review has shown what locations have equipment and could potentially support an anchor site. Consideration, when choosing anchor sites, should be given to accommodate large groups of on-site members (such as multiple camera angles). DelDOT successfully set up and hosted their first public meeting with this type of configuration and are looking to repeat this at other locations in each county.

Security Update ~ CSO Solomon Adote
CSO Solomon Adote gave an overview of how security needs have changed now that there is a remote workforce and citizens are able to access data from anywhere. Identity management is an important part of that, and he would like to discuss at a future meeting.

Attackers have shifted their focus from the private sector to government entities. Government agencies make good targets due to technology debt. Bad attackers disrupt operations and

demand payment to restore services. He gave specific examples of attacks on local governments and schools. The State relies on third-party solutions that can provide an avenue for attackers to compromise its systems. A team is now being created to manage the risk associated with these third-party vendors. The team will look at how the State contracts with those vendors and how those contracts are managed through their lifecycle.

CSO Adote gave an example of an attack that happened in a sister state. An application was not patched in a timely manner and an attacker used the vulnerability to compromise multiple systems. The State does not have the particular vulnerability, but it shows how quickly these attacks spread. When talking about end-user packages, it's important that they are patched and updated consistently wherever they are located. The end-user package (discussed in a later presentation) makes that possible. Ken Kelemen commented that in some cases the underlying technology or application is too antiquated to allow for patching rather than someone simply failing to apply an available patch. Modernizing is important to security. DTI has been evaluating using ARPA funding to do a large-scale review of applications used across the enterprise.

Cybersecurity insurance is decreasing nationwide. DTI received multiple questions from its provider about its position this year. Secretary Geisenberger mentioned several cyber security questions raised during the State's bond rating evaluation and other states were also polled. This indicates that it could be part of the bond rating in the future. The timing is now to make investments in cybersecurity. A presentation on that with further details will be made to the TIC for a vote in a coming meeting.

Enterprise Technology Projects ~ CTO Greg Lane
The presentation by CTO Greg Lane covered two main things: showcase how and where items are found to be presented to the TIC and one of the projects that will be voted on to place on the list for recommendation to the Governor.

Through a somewhat manual process at this time, DTI is working on employing more rigorous portfolio management, so they have the ability to look across and identify projects that might be solved by an enterprise solution. That is an avenue to bring those kinds of projects to the Council for review and consideration. A request was made for comment on other possible channels for identifying projects. What they are looking for are large investments in technology that the State needs to make to better itself, and that the Governor's office needs to be aware of. Having an enterprise-wide view of projects generates more coordinated purchasing and positions the State for better pricing.

The first item to be presented to the committee for vote was the Geographic Information System which is branded in Delaware as First Map. The fundamental layer is composed of aerial imagery, LIDAR, and land use and land cover. Imagery is needed to generate those three data sets on a periodic basis. The data is used by cities, municipalities, and the public. Many state agencies rely on this for their daily operations. Prior to 2014, there were multiple GIS systems in use throughout the State and a Herculean effort was made to bring them all together into a single system. Now a centralized funding system to keep it current and a schedule for updates are needed. DelDOT funded a study that was done in coordination with the Office of State Planning and supported by GEAR. The study recommended that the position of Geographic

Information Officer be established within DTI for coordination and governance. It is estimated that about $2 million is spent every 6 years on imagery. A yearly budget of $350,000 per year would enable these data sets to be kept current going forward. The TIC is being asked to support the creation of the Geographic Information Officer position and a State funding stream for regular updates. Thirty-three states adopt this model. Secretary Geisenberger made a motion to recommend the creation of a GIO position and a consistent methodology of delivering GIS mapping to the enterprise of the State, with the need to come back and provide further insight on the details of current funding. Secretary Majeski seconded the motion. All were in favor, none opposed, and no abstentions.

Secure End User Services ~CIO Jason Clarke
The primary reason for this need is security of the State network. Cybersecurity is a top priority. The security service supports the models of in-office, hybrid, and remote work. From a support perspective, there is a need for standardization and equity from one agency to the next. The third piece to this need is efficiency. The Secure End User Services package focuses on what is most important to protecting the core and allowing everyone to do what they need to do on the network with the services that are provided by the State. It also allows for scalability to prevent future technology debt.

The initiative is a shift to a shared cost model from a funding perspective. There is a monthly rate per user that can be multiplied by 12 to get the yearly cost for an agency. Combining contracts can be a cost savings for the entire State. It is recognized that individually some agencies could see a cost increase where others will see a decrease and a balance must be achieved. DTI would like the support of the TIC in recognizing that this is the right way to address the challenge. More details will be provided to the group in the future.

Public Comment
There were no comments from the public.

Adjournment
Secretary Rick Geisenberger motioned to adjourn the meeting and Ken Kelemen seconded. The meeting was adjourned at approximately 11:02 am.

The Next Meeting Date is TBD