



Information Services & Technology Advisory Committee

Presented to the Mecklenburg
Board of County Commissioners
November 2025

The Information Services & Technology Advisory Committee serves as an advisory group to the Board of County Commissioners and to review County plans at a conceptual level for major new automated systems with respect to:

▪Adequacy of the system functions to solve the business problem(s) addressed by the system

▪Appropriateness of the technical approach utilized

▪Availability of adequate hardware, software, communications and personnel

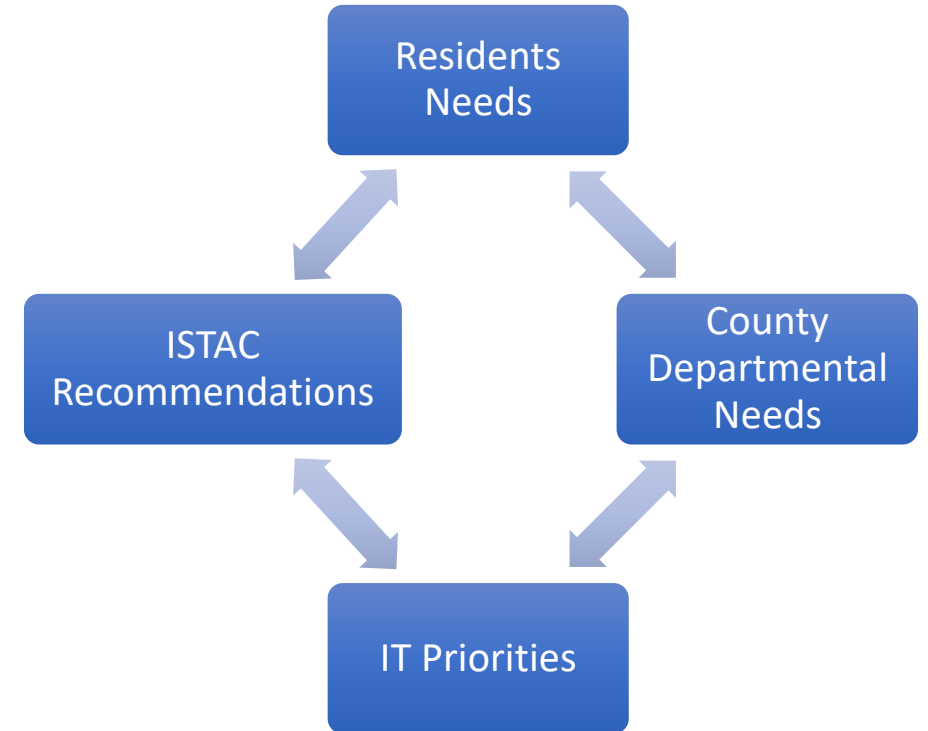
▪Advise on how IT is accomplishing goals or approaching challenges

▪Provide feedback to the BOCC on IST strategies, implementations and challenges



Information Services & Technology Advisory Committee

- **Alignment and responsiveness:** Ensure IT investments are aligned with County objectives. Provides transparency and ensures resources are spent accordingly.
- **Objective decision making:** IT professionals from the community offer expertise in areas such as cyber security, technology applications, resource balancing, risk management and accountability of resources and objectives.



2025 ISTAC - Talent Matrix

Name	Strategy & Planning, Architecture	Service Development	IT Quality Services/ Testing	IT Security Services	Engineering & Tech Services	IT Business Operations	County Commission District
Stacey Jenkins, Chair	●	●		●		●	5
Terry Ziemniak, Co-Chair	●			●		●	6
Travis Burgess	●				●	●	6
Andrew Blake	●	●			●	●	6
Shvetketu Pandya	●	●			●	●	2
Henan Li	●	●				●	2
Philip Jordan	●					●	1
Mkythili Banka	●	●			●	●	4
Sonya Williams	●	●			●	●	3
Stephen Whittaker	●					●	6
Sarah Cornett	●	●			●	●	1
Constance Ross	●	●		●	●	●	5



ISTAC Members

Stacey Jenkins, Chair
Truist
Technology Risk Manager



Terry Ziemniak, Co-Chair
TechCXO, Partner
Cybersecurity Executive



Mythili Banka
Egen Solutions
Sr. Assoc Director



Andrew Blake
Opening Bell Ventures
Managing Director



Travis Burgess,
Bank of America
SVP, Portfolio Delivery Manger



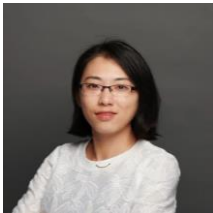
Sarah Cornett



Philip Jordan



Henan Li
Citi Bank
SVP



Shvetketu Pandya
AT&T
Sr RAN Design Engineer



Constance Ross



Stephen Whittaker



Sonya E. Williams
Technology Consultant



ITS Drive for Excellence

The County continues to drive for excellence with being resident centric which is proven with investments focused on improving services.

Key areas of focus for ITS:

- Voice of the customer
- Proactive with accessing areas of need
- Developing a mature model to operate
- Providing value to our residents
- Continuous improvement



2025 ISTAC Meeting Topics

Topics	Month
Low Code No Code – ITS Presented - Manny Domingo	January
Group Discussion: Committee Business	February
Data Protection – ITS Presented – Keith Gregg	March
Data Governance Panel Discussion with ISTAC and ITS	April
Call Center Discussion - Speaker - Truist Guest ITS FY26 Budget Priorities – ITS Presented - Brian Sturgill	May
No Meeting	June
Cloud Governance – ITS Presented – Brian Sturgill	July
University City Tour – Guide Michael Engelbrecht	August
Hardware Management - ITS Presented – Tara Van Genderen	September
Cybersecurity Updates – ITS Presented – Nikki Milburn	October
ISTAC Prep for BOCC November Meeting	October
Group Discussion: Committee Business	November





•**April:** ISTAC held an *In-Person Panel Discussion* with IST staff to facilitate dialogue and gather insights from across the organization.

•**May:** ISTAC members hosted representatives from *Truist* to discuss *best practices for identifying use cases for generative AI* and strategies for piloting these technologies effectively.

•**August:** ISTAC visited the *University City Library* to explore how technology is *integrated into library operations* and *leveraged by the public* to enhance access and engagement.

ISTAC 2025 Engagements



ISTAC Oversight



- ISTAC Committee continued to meet virtually and in-person throughout 2025 to advise Mecklenburg County ITS on priorities and operations.
- Education and Industry trends on:
 - **Low Code** - Adoption of Microsoft Power Platform to empower citizen developers, reduce licensing costs, and streamline app creation across departments.
 - **Generative AI Opportunities and Risks** - Emphasis on governance, business-side ownership, and risk mitigation.
 - **Data Management, Governance, Quality, and Access** - Focus on structured and unstructured data classification, metadata strategies, and automation.
 - **AI Governance** - Development of enterprise-wide policies, appointment of AI leadership roles, and promotion of federated governance models to ensure accountability and ethical use.
 - **Cyber Security** - Transition planning under new CISO leadership, implementation of Privileged Identity Management (PIM).

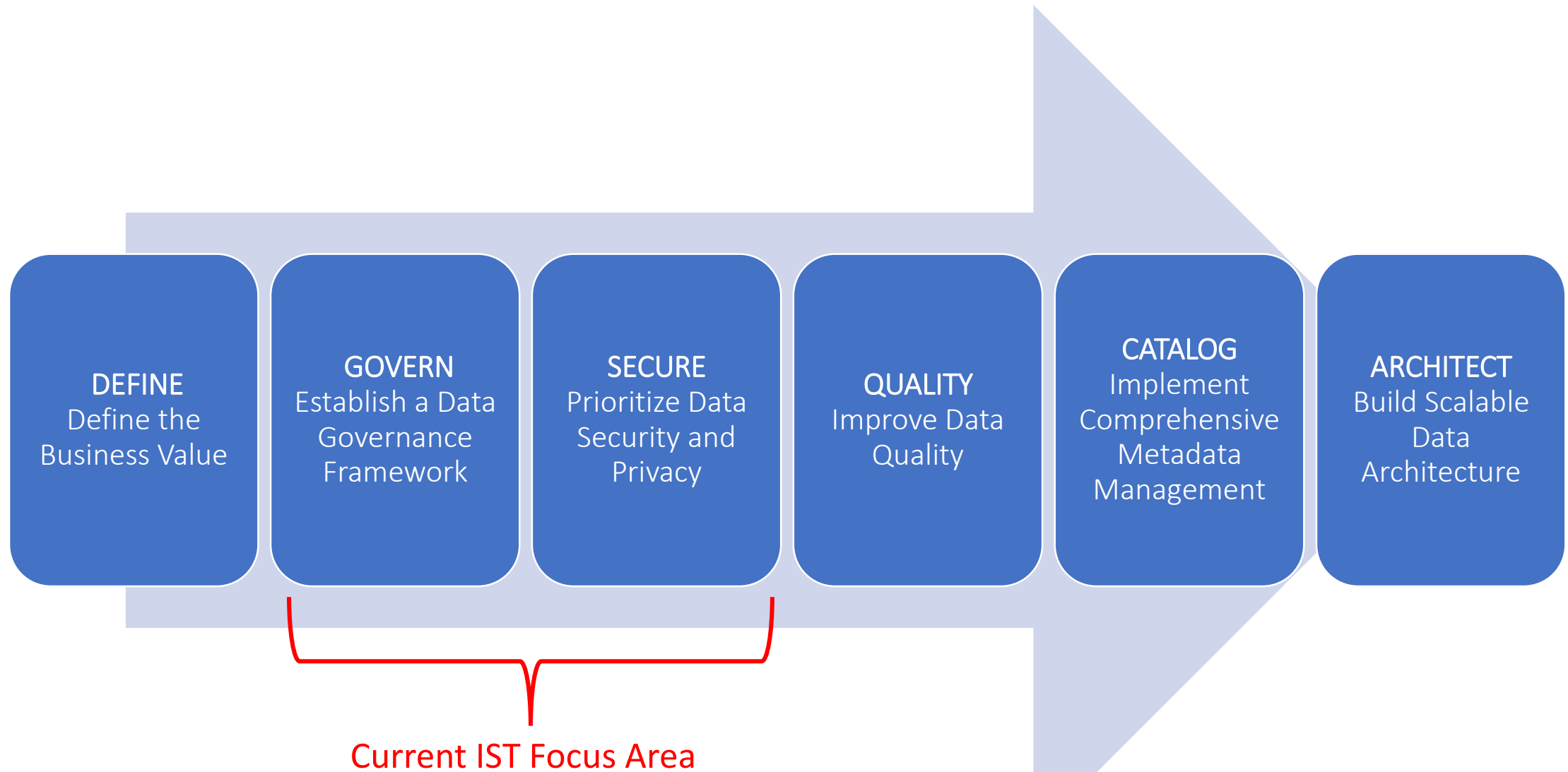


2025 ISTAC Observations

- **Accelerate Foundational Data Governance:** Prioritize establishing a Data Governance Framework, data security and data quality to prepare data for AI and ensure compliance across departments. Business department support is critical to success.
- **Advance Cloud Strategy:** Restructure subscriptions, implement access controls, and align disaster recovery planning with a cloud-first approach.
- **Modernize IT Asset Management:** Automate workflows, improve tracking through ServiceNow, and reduce costs by managing mobile devices and warranties more efficiently.
- **Manage Resiliency Risk:** Recent high-profile outages highlights the need for assessing dependencies on critical vendors.
- **Continue Cyber Security Vigilance:** Partnership in Data teams, maturity of IRP with automated response and playbooks, endpoint management, mobile app security, and DR exercises.

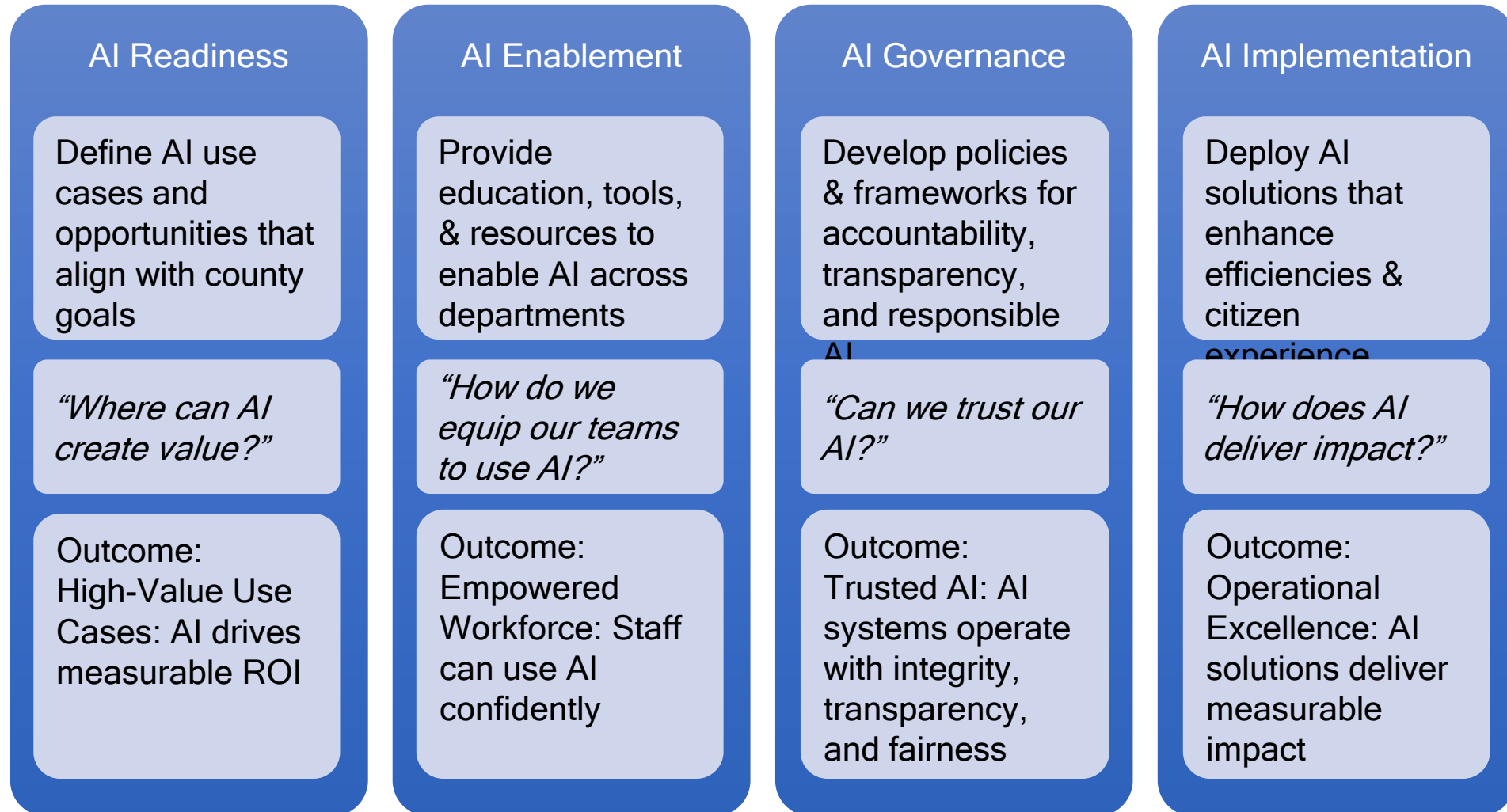


The Journey to Artificial Intelligence



AI Transformation

Building on a strong data governance foundation, the next phase is to operationalize AI responsibly.





Appendix

Strategy Approach

A. Continue remediation efforts to protect the County's critical data and assets as informed by the independent third-party risk assessment, recent PCI and HIPAA assessments, as well as Mecklenburg County Internal Audit findings.

B. Apply best practice and industry insights in service operations to meet enterprise needs, enterprise architecture to build seamless enterprise capabilities and align our go-forward IT security efforts with the adoption of a zero-trust IT security model to help prevent unauthorized access to County assets and sensitive data.



FY26-FY28 Goals

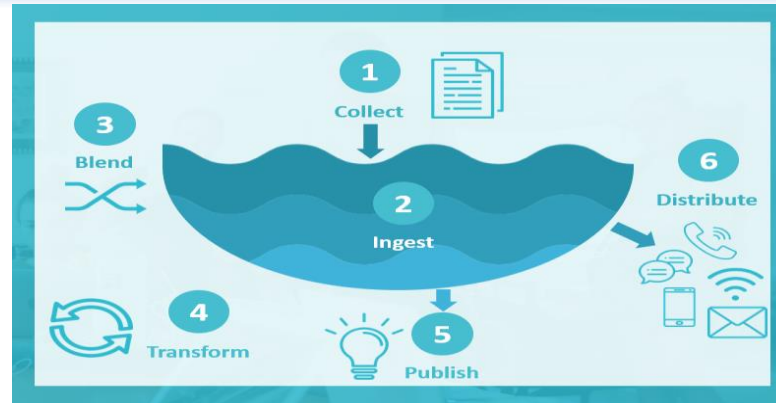
- 1. Protect and Secure County Technology:** Improve system security, data security and disaster recovery capabilities to provide the County with a trusted technology platform for its critical business operations.
- 2. ITS Operational Excellence:** Utilize a continuous improvement culture to mature the IT capabilities critical to the County's future: Application Portfolio Mgmt., Enterprise and Solution Architecture, Enterprise Master Data Management, Software Development, Integration & Testing, IT Service Mgmt. Maintain Evergreen IT Refresh.
- 3. Build a Resident Responsive Platform:** Deliver County executive prioritized initiatives that leverage Mecklenburg County's Resident Responsive Platform focused on delivering a seamless, simple, anytime, anywhere experience serving our residents where they live, learn, work, and recreate.
- 4. Equity and Inclusion:** In partnership with the Office of Equity & Inclusion, foster a respectful and opportunity-rich workplace culture by implementing our Equity Action Plan with department-specific goals and objectives and equity-centered outcome measures.
- 5. Key Performance Indicators:** Achieve performance on the approved Key Performance Indicators for the department.





Applications Theme: Cloudification

- Conversion of applications, data storage, and compute cycles to leverage cloud computing for expanded high-availability and disaster recovery capabilities.
- Leverage vendor software as a service or Microsoft Dynamics for custom/hybrid solutions.



Data Theme: Data Lakehouse

- Leverage Azure data lake as a centralized repository allowing County to store all structured and unstructured data at any scale.
- Provides ability to store required data as-is, without having to first structure the data.
- Provides different types of analytics—from dashboards and visualizations to big data processing, real-time analytics, and machine learning to guide better decisions.



Network Theme: Highly Available & Zero Trust Security

- Provide County with highly available, “always on”, secure network that provides protection of the underlying networking infrastructure from unauthorized access, misuse, or theft.
- It involves creating a secure infrastructure for devices, applications, and users to work in a secure manner.



THANK YOU

Information Services & Technology Advisory
Committee (ISTAC)