



Information Services & Technology Advisory Committee

Presented to the Mecklenburg
Board of County Commissioners
November 2024

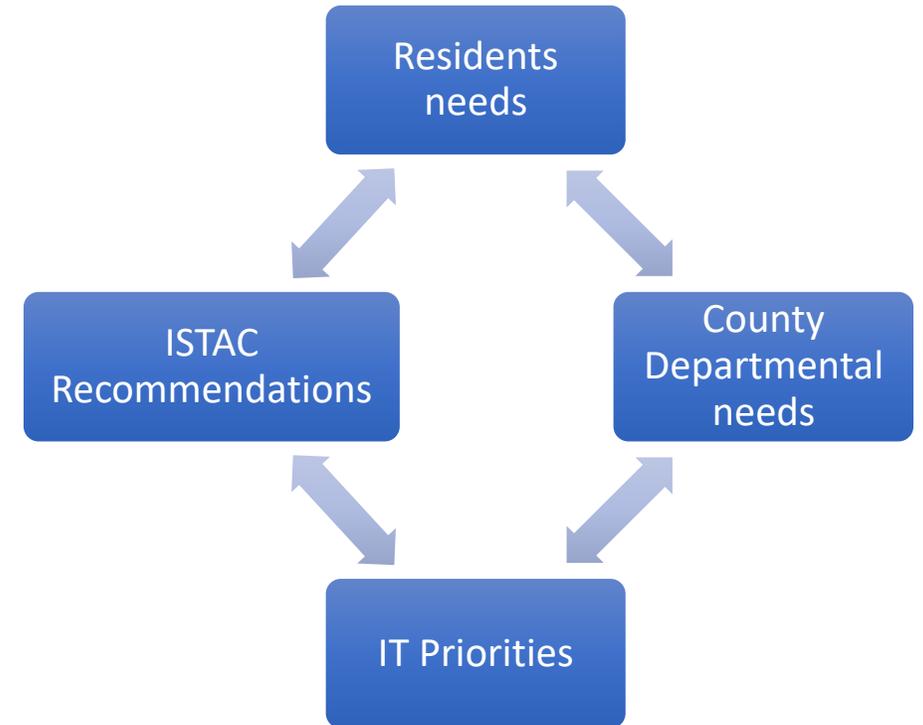
The Information Services & Technology Advisory Committee serves as an advisory group to the Board of County Commissioners and to review County plans at a conceptual level for major new automated systems with respect to:

- 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.



2024 ISTAC – Talent Matrix

Name	Strategy & Planning	Service Development	IT Security Services	IT Quality Services	Engineering & Tech Svcs	IT Business Operations	County Commission District
Travis Burgess, Chair	●				●	●	6
Stacey Jenkins, Co-Chair	●	●	●		●	●	5
Terry Ziemniak	●	●	●		●	●	6
Andrew Blake	●	●			●	●	6
Johnathan Gorke	●				●		6
Henan Li	●	●			●	●	3
Blake Van Leer	●	●	●	●	●	●	6
Philip Jordan	●	●		●		●	1
Sean Mason			●		●		3
Shvetketu Pandya	●	●	●	●	●	●	2
Mkythili Banka	●	●			●	●	5
Vacant							

ISTAC Members

Travis Burgess, Chair
Bank of America
SVP, Portfolio Delivery Manger



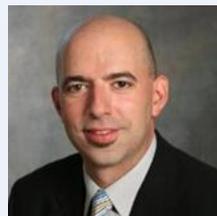
Stacey Jenkins, Vice Chair
US Bank
VP Risk & Compliance



Philip Jordan
Hearst Tec. Svcs.
Hardware Asset and
Configuration Mngr.



Andrew Blake
Opening Bell Ventures
Managing Director



Terry Ziemniak
TechCXO, Partner
Cybersecurity Executive



Blake Van Leer
Proto AI, SG Benefits,
MyBLVD
Partner



Henan Li
Alteryx
Resident Consultant



Shvetketu Pandya
AT&T
Sr RAN Design Engineer



Mythili Banka
Egen Solutions
Sr. Assoc Director



Johnathan Gorke
Hyconix, Inc.,
Lead Engineer



Sean Mason
Blueline Technologies
Sr Systems Analyst
Sr Network Engineer



Vacant

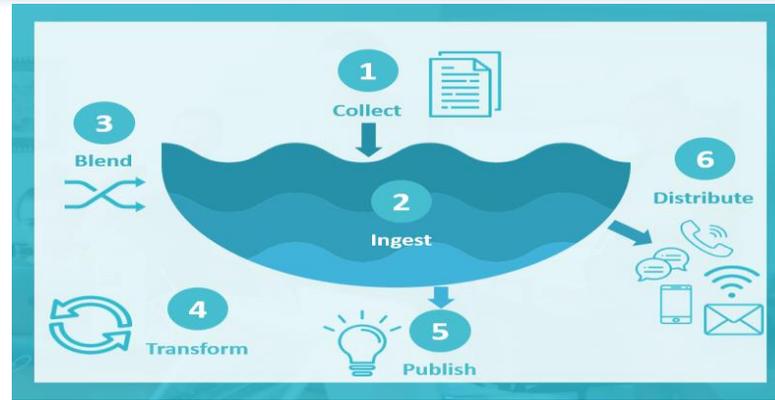
ITS Strategic Planning

FY23-FY25 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:** Improve the IT capabilities critical to the County's future: Enterprise Master Data Management and Enterprise Architecture, Software Development, Integration & Testing, and IT Service Management. Maintain Evergreen IT Refresh.
- 3. Build a Resident Responsive Platform:** Establish a technology architecture composed of essential building blocks needed for future County initiatives by simplifying, integrating and reducing redundancy where applications, data, and enabling platforms in the current technology portfolio can be expanded to provide enterprise-wide capabilities.
- 4. IT Vendor Risk Management:** Establish discipline that ensures the use of external service providers, IT vendors and other third parties does not create an unacceptable potential for business disruption or a negative impact on business performance.
- 5. Equity and Inclusion:** In partnership with the Office of Equity & Inclusion, create department-specific equity vision, align department goals and objectives to the Equity Action Plan and identify equity-centered outcome measures.



Mecklenburg County IT Services Strategic Themes: FY2026 – FY2028



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.



2024 ISTAC Meeting Topics

Topics	Month
Voice of the Customer	January
FY2025 Budget Retreat Review	February
AI Artificial Intelligence included Responsible AI – ISTAC Presented – Andrew Blake	March
Resiliency – Infrastructure, Business, Outage Handling, Availability & Failover	April
Group Discussion: Committee Business and Prep for Panel Discussion	May
FY Tech Reserve Approved Projects	July
Data Lakes and Cloud Evolution/Strategy	July
Panel Discussion via Q&A with ISTAC and IST	August
Cybersecurity Updates - ISTAC Presented – Terry Ziemniak	September
Cybersecurity Updates – IST Presented – Stephanie Smith	October
ISTAC Prep for BOCC November Meeting	October
Group Discussion on Audits	November



ISTAC Oversight

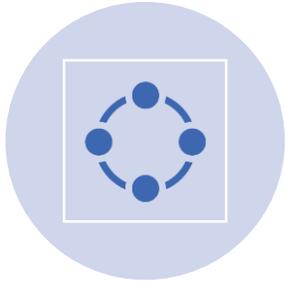
ISTAC provided the following oversight:

1. ISTAC Committee continued to meet virtually and in-person throughout 2024 to advise Mecklenburg County ITS on priorities and budget proposals.

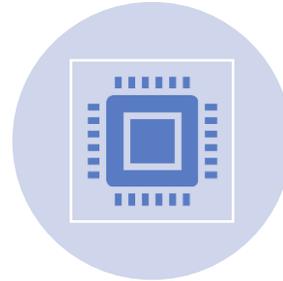
2. Education and Industry trends on:
 - A. IT Governance
 - B. Generative AI Opportunities and Risks
 - C. Data Management, Quality, and Access
 - D. Cyber Security



2024 ISTAC Observations



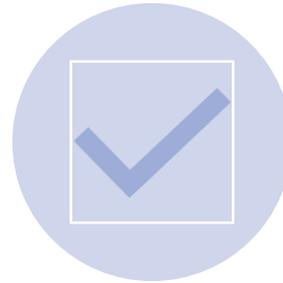
ITS provides excellent IT services and adjusts priorities as needed through the FY2025 Tech Reserve process.



ITS is beginning to explore AI usage to improve process efficiency and benefit Mecklenburg residents.



ITS continues to prioritize the evolving cybersecurity landscape, addressing emerging threats to government entities and their potential impact on Mecklenburg County's IT infrastructure. This includes safeguarding data, protecting assets, and ensuring residents have reliable access to accurate information.



ITS ensures Resiliency by promptly addressing vulnerabilities, conducting quarterly exercises, and tiering applications for architecture considerations.



ISTAC Engagement Enhancements



In-Person Panel Discussion was convened during the August 2024 ISTAC Meeting , where ITS resources were able to pose questions to the ISTAC members ranging on subjects including Portfolio Management, Data Management, Information Security, and Artificial Intelligence (AI). Insightful information was shared with ITS from the ISTAC members.



In 2024, ISTAC members presented two industry standard presentations on AI and Cybersecurity during March and September meetings respectfully, which included information on real world examples of utilization of solutions and best practices.



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



Focus for the Future



Mature business process inventory to support portfolio risk assessments and resiliency planning.



Continue to prioritize Software as a Service (SaaS) and commercial, off the shelf software (COTS) to minimize diversity in the technology portfolio.



Develop a comprehensive AI approach on meeting the needs of our residents, while ensuring the current safeguards of data protection and data management remain at the forefront.





THANK YOU

Information Services & Technology Advisory
Committee (ISTAC)