

***** NOTICE OF PUBLIC MEETING *****
INFORMATION TECHNOLOGY ADVISORY BOARD
(ITAB)

DATE AND TIME: June 10, 2021, 1:00 p.m.

LOCATION:
Nevada State Library & Archives
100 N. Stewart Street
Room 110
Carson City, Nevada 89701

VIDEOCONFERENCED TO:
Grant Sawyer Building
555 E. Washington Avenue
Room 1400
Las Vegas, Nevada 89101

MINUTES

1. CALL TO ORDER and ROLL CALL

Chair Krupa Srinivas called the meeting to order at 1:02 p.m. and asked Vice Chair Laura Freed to call the roll.

Members Present

- Director Laura Freed, Vice Chair
- Nadia Hansen
- Joseph Marcella
- Chief Hillery Pichon
- Krupa Srinivas, Chair

Members Absent

- Assemblywoman Teresa Benitez-Thompson
- Craig Betts
- Senator Moises (Mo) Denis
- Administrator Steve Fisher on Behalf of Director Richard Whitley
- Director Kristina Swallow
- Leslie Ottolenghi

As quorum was not met, a discussion ensued regarding what action could and could not be taken and how technology could be used to supplement in-person meetings and to encourage attendance. Enterprise Informational Technology Services (EITS) Administrator Timothy Galluzi explained the limitations of Microsoft Teams functionality within the meeting rooms and stated that a teleconference line had not been included in the agenda but would be included for the next meeting. Joseph Marcella stated that the next meeting should include a campaign for

agenda items and attendance. As next steps were being discussed, Senator Denis arrived at 1:13 p.m. and established a quorum. Vice Chair Freed indicated the roll call would be updated to reflect his presence.

Members Present

- Director Laura Freed, Vice Chair
- Senator Moises (Mo) Denis
- Nadia Hansen
- Joseph Marcella
- Chief Hillery Pichon
- Krupa Srinivas, Chair

Members Absent

- Assemblywoman Teresa Benitez-Thompson
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- Director Kristina Swallow
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2. PUBLIC COMMENTS *(for discussion only)*

None.

3. APPROVAL OF MINUTES *(for possible action)* – Chair Krupa Srinivas

Senator Denis moved to approve February 3, 2020, minutes. Director Freed seconded the motion. The motion passed.

4. COMMENTS BY THE CHAIR *(for discussion only)* – Chair Krupa Srinivas

Chair Srinivas thanked everyone who has been working so hard to keep things functioning during the pandemic.

5. NEW BOARD MEMBER INTRODUCTION *(for discussion only)* – Chair Krupa Srinivas

Chair Srinivas welcomed new board members Mr. Leslie Ottolenghi, absent, and Ms. Nadia Hansen. Ms. Hansen introduced herself and stated she was excited to be present.

6. CIO INTRODUCTION *(for discussion only)* – State Chief Information Officer (CIO) Alan Cunningham

State CIO Cunningham made a presentation via PowerPoint to provide an update of how the information technology landscape at the state has changed over the past 12-14 months. He also provided a summary of strategies tied to specific business objectives. Lastly, he provided an update on the Office 365 implementation, including adoption statistics and plans to integrate with the Silver State Modernization Approach for Resources and Technology in the 21st Century (SMART 21) project once multi-factor authentication (MFA) deployment is complete.

Mr. Marcella asked what percentage of the state's workforce is relying on remote-work capability and what the state's policy is. State CIO Cunningham explained that policies are being set at the agency level. For the Enterprise Information Technology Services (EITS) division, a maximum 50% of remote work time has been established. He explained additional considerations and barriers to remote work, which include supply chain delays for computer chips.

Ms. Hansen asked if EITS is utilizing or planning to use American Rescue Plan (ARP) funds for broadband or cybersecurity investments. State CIO Cunningham indicated yes; the requirements were gathered, ranked, and submitted to leadership, and he is waiting on an approval to move forward.

7. EITS STRATEGY (for discussion only) –EITS Agency Information Technology (IT) Services Unit, IT Chief Suzie Block

IT Chief Suzie Block continued the previous PowerPoint presentation and informed the board that Agency IT Services received funding to retire Ektron, the state's current content management system (CMS). She stated that the procurement of the system is in progress and that the details cannot be disclosed until the procurement is complete. Agencies will be migrated to new CMS over an 18-month period. She stated that her team is still emphasizing that agencies sign SiteImprove service-level agreements (SLA) to move compliance with the Americans with Disabilities Act (ADA) forward and asked for the board's support to ensure that agencies sign and return the SLA forms. She also provided updates on the Nevada Criminal Justice Information System (NCJIS) and the Offender Tracking Information System (OTIS) modernization project with the Nevada Department of Public Safety and explained personnel hiring priorities that align with customer needs.

8. AMERICANS WITH DISABILITIES ACT (ADA)/NATIONAL FEDERATION OF THE BLIND UPDATE (*for discussion only*) – EITS Agency IT Services Unit, Web Services Manager Linda DeSantis

Ms. DeSantis continued the previous PowerPoint presentation and updated the board on the status of ADA compliance and how the COVID-19 pandemic affected website compliance and training. She provided training statistics and compliance statistics for websites within the state's CMS and those that are outside the CMS. She stated that her team worked with vendors who maintain websites outside the CMS to resolve ADA compliance issues.

Chair Srinivas about the timeline for remediating the remaining non-compliant sites. Ms. DeSantis indicated a timeline could not be provided as the work is outside of her team's control because the website owners must do the remediation work. She explained that an estimate would be dependent on the number of documents hosted on the website that require remediation and the complexity of those documents, which can vary greatly.

9. COVID-19 – EITS' WINS AND CHALLENGES (*for discussion only*) – Enterprise IT Services (EITS) Administrator, Tim Galluzi

Tim Galluzi stated some challenges during COVID-19 were having the Desktop Support team working largely remote, employees using personal devices used for remote work, navigating security policies, and little COVID-related relief funding being available to support EITS's infrastructure needs. Some of the wins included virtual private network (VPN) explosion, rapid work from home adaption, providing state phone fast-busy relief, increased employee use of business productivity suite (Office 365), and the successful completion of the Information Technology S P Committee Online Investment Ranking.

10. INFORMATION SECURITY UPDATE (*for discussion only*) – State of Nevada Chief Information Security Officer, Robert Dehnhardt

Robert Dehnhardt stated that between March and June there was a rise in COVID-related subjects in regards to phishing attacks. Ransomware was targeting medical, public services, and research facilities. Social media had misinformation campaigns which lead to distrust/misrepresentation of authority.

11. OBSERVATIONS FROM THE CHAIR – WORKING REMOTELY IN THE PRIVATE SECTOR (*for discussion only*) – Chair Krupa Srinivas

The chair stated that the transition was quick to work from home and they were able to provide software updates to customers. The most common thing was how people were happy not to commute. One challenge was figuring out how to reintroduce a human aspect with the hyperconnected as well as scheduling creative meetings. Another challenge was how to onboard and mentor new employees.

12. OBSERVATIONS FROM A LAS VEGAS ENTREPRENEUR – WORKING REMOTELY IN THE PRIVATE SECTOR (*for discussion only*) – Jasen Lew

Jason Lew stated when having conversations online always look at someone's message with positive intent, take time to establish empathy, it's ok to ask people to repeat themselves to avoid miscommunication and encourage disconnection when working from home.

13. OBSERVATIONS FROM LAS VEGAS – HYBRID WORK ENVIRONMENT AFTER COVID-19 (*for discussion only*) – ITAB Member Leslie Ottolenghi

This agenda item was skipped because Leslie Ottolenghi was not in attendance.

14. ITAB 2021 MEETING SCHEDULE AND MEETING OBJECTIVES (for possible action) – Chair Krupa Srinivas. Next ITAB meeting scheduled for August/September.

The coordination of board members' schedules for a possible meeting in August or September was to be handled offline.

15. FUTURE MEETING AGENDA ITEMS (*for possible action*) – Chair Krupa Srinivas. Board may discuss issues raised by agenda items or identify concerns within its statutory mandate to be addressed at future meetings.

Everyone was encouraged to contact Chair Srinivas with possible agenda items.

16. PUBLIC COMMENTS (*for discussion only*) No action may be taken upon a matter raised under this item of the agenda until the matter itself has been specifically included on an agenda as an item upon which action may be taken. Public comments may be limited to 3 minutes per person at the discretion of the Chair. Comments will not be restricted based on viewpoint. (NRS 241.020).

None.

17. ADJOURNMENT (for possible action).

Chair Srinivas adjourned the meeting.
