MEETING MINUTES
Information Technology Advisory Commission
(ITAC)
Wednesday 7:30 pm
` April 25th, 2018
Arlington County Courthouse Building
Room 311
Arlington County, VA 22201

In attendance:

Chair: Frank Jazzo

ITAC Members Present: Mary Crannell, Vice Chair (via phone)
                                 Phil Caughran
                                 Josh Farrar
                                 David Husband
                                 Martha Moore
                                 Anita Nolen
                                 Kevin Robins
Not Present: Mike Carleton
                                 Dr. Denise Haskins
                                 Dr. William Lang
                                 Dan Laredo (Excused)
                                 Patrick South
Others present: Jack Belcher, DTS CIO
                                 George Parr, DTS Staff Liaison
                                 Louise Anderson, Verizon
                                 Marie Schuler, Comcast
                                 Matt Smith, APS
                                 Jackie Snelling, EDAC

1. Meeting Called to Order – A quorum was present at 7:30 pm

2. Public Comment - None

3. Approval of Minutes of Prior Meeting (March 28, 2018) –
The draft agenda for this meeting and the draft minutes from the prior meeting were approved without comment.

4. David Jordan – Arlington County's Chief Information Security Officer (CISO)
Mr. Jordan, who is retiring from Arlington County in June, was invited to attend ITAC's April meeting so that the group could thank him for his seventeen years of service as well as his leadership in making the County government's information and communications infrastructure secure. Mr. Jordan was asked to speak about his experience and the state of cyber security in this day and age.

He made the following remarks:

- One of Mr. Jordan's first tasks when he came from MCI to Arlington County in April 2001 was to establish an emergency operations center. It was completed on the eve of September 11th, 2001.
- Cyber security is expensive. It requires constant updating in order to stay ahead of all security threats. "It's not like a sewer pipe that the County replaces every hundred years, "said Mr. Jordan.
- At first, employees viewed security as a nuisance as its slowed the performance of their computers. But due to improvements in technology, that's no longer an issue.
- Cyber security in the United States is a $150 to $175 billion industry with about 2000 companies participating in an effort to keep the estimated 300,000 cyber criminals at bay.
- IoT devices have become weaponized to attack other devices making security even more of a challenge. "In my opinion, something has to be done. What's being done now is not sustainable while the Feds are no help," said Mr. Jordan.
- One effective way to combat cyber-attacks is to share information. Mr. Jordan said he pushes his vendors to share intel with each other. That way, he said, when something does come up, we don't have to spend engineering time updating all our apps and services. We just verify that nothing is happening.
- Mr. Jordan said that he and his counterparts (20 + CISOs with neighboring local governments) share a private list service, which enables them to constantly stay in touch regarding any security threats. This group also officially meets once a month.
- "We don't look to the state for too much help. In fact, we're volunteering to help the state in its efforts to secure its enterprise," said Mr. Jordan. He added that the Commonwealth of Virginia has lagged behind its larger jurisdictions in setting up its own cyber security systems and many of the Commonwealth's small localities do not have the resources to secure their servers putting them at risk. "Many of these small communities rely on someone to come out twice a day to apply patches to their servers," said Mr. Jordan. Arlington County has engineering and operations staff to watch over its enterprise 24/7.
- DTS utilizes its web site AC Commons to alert employees about the latest threat. Employees are instructed to forward suspicious looking phishing e-mails to an internal address.
- Asked what security guidelines DTS uses, Mr. Jordan said his department follows those set forth by NIST. When asked about passwords, he said he likes phrases.

- Asked about how he selects vendors, Mr. Jordan said his analysts look for boutique vendors. "In order to deal with spam, we started working with Symantec when they were just starting out and now we've developed an excellent relationship with them over the years and enjoy excellent turnaround times, "he said. "That's true for most of our vendors," he added. "We like our vendors to have some skin in the game. Anyone who wants to do business with us must answer a rigorous set of questions, "said Mr. Jordan.
- Asked how ITAC can help his department's mission, Mr. Jordan said that funding is critical and that ITAC can be a much-needed advocate in advising the Board to authorize its budget requests.
- Asked about employees who use their personal devices to conduct County business, Mr. Jordan said we load our software on such devices. From a virtual perspective, we own it.
- In summation, Mr. Jordan said with emphasis, "We do the basics very well." He added that we're waiting for the technology to improve so that we can improve our posture.
- A search is in place to find Mr. Jordan's successor.
- Matt Smith from APS said that Schools works closely with Mr. Jordan's team by sharing intel and following the same security guidelines.

5. DTS CIO Report (Jack Belcher) –
With construction of the County's network complete, focus is now on switching over from I-NET and to DTS being a service provider. APS Matt Smith said that Schools cannot make major changes during its testing periods, which delays vacating I Net at certain school locations.

6. Administrative and Other Issues:
• Open Data Committee Update – David Husband
Mr. Husband, who is a member of the County Manager's Open Data Committee, said that the group met in March via Skype. Staff is in the process of creating a data inventory. Privacy is the biggest topic of concern and a working subgroup was created to further study the issue. The group's chair created a Quad Chart for each member to make comments. A report with recommendations is forthcoming, though no schedule for delivery has been set. A hackathon is no longer the group's main focus. The City of Seattle published a 40-page report about the City's policy and procedures for handling data. Mr. Husband would like for the Open Data Committee to invite one of the creators of the report to meet with them.

6. Administrative and Other Issues: (continued)
- Broadband Committee Update – Mary Crannell
  To present final report to County Manager in May
- Verizon Update – Construction in Fairlington, the final phase, continues
- Comcast Update -
- Summer Meeting – E Mail vote to cancel July or August
- Upcoming Events – (i.e. County Fair) – Suggest consolidating commissions into one.
  June meeting may have to be scheduled a week early due to scheduling conflict.

7. Cable Administrator's Report (George Parr)
In response to the County Board request to have a study done regarding consolidation of the PEG channels, the County Manager's Office will conduct the research and issue a report by year's end. In the meantime, Arlington Independent Media (AIM) will have to raise $35,000 before the County Board will approve its funding request in the FY 2020 budget. Finally, AIM has not come to terms with Comcast for the month to month sublet of the space they occupy on Wilson Boulevard.

8. Regulatory & Legislative Update (Frank Jazzo)

- Portsmouth, VA, announced the planned construction of a 55-mile municipal fiber broadband network.
- Comcast and Charter announced a mobile operating platform partnership that will focus on the development and design of backend systems that support both Xfinity mobile and the soon-to-launch Spectrum Mobile service.
- The FCC proposed to eliminate a rule that requires cable operators to maintain at their local offices a current listing of the channels delivered to their subscribers.
- On April 23, the FCC and FTC co-hosted an expo featuring technologies to block illegal robocalls.
- Iconectiv reported that all is going well in the Southeast U.S. after the LNPA (local number portability) transition.
- Virginia Governor Northam carved out local governments from legislation to cap annual right-of-way fees for wireless structures.
- Several members of Congress have called on the FCC to address the threat of unauthorized cell-site simulators (commonly known as StingRays), after reports of their presence in the Washington, D.C. area.
- On May 15, the FCC will host a public roundtable to share lessons learned and best practices to guard against the issuance of false alerts and, if a false alert is issued, to swiftly correct any misinformation and mitigate the consequences.

9. Good of the Order
10. Adjournment – Meeting adjourned at 9:30 PM