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Technology & Communications Commission
MINUTES
March 7, 2023

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Commission Members Present: John Binkley, Chair
Richard Jackson, Vice Chair
Aaron Nadler
Katherine Johnson
Chris Grandjean (Electronic Participation)
Brandon Garay

Absent Rob Fulcer

Council Liaison Present: Neil Steinberg

Staff Present: Jakub Jedrzejczak
John Callahan

1. Call to Order 7:00PM

2. Establish Quorum
   - Quorum present
3. "Pursuant to VA Code *§* 2.2-3708.2 and the Town's Remote Electronic Participation Policy, Commissioner Grandjean has notified me, as the Chair that he/she is unable to attend the meeting due to a personal matter. Arrangements have been made for his/her voice to be heard by everybody. Commissioner Grandjean is participating from Leesburg, Virginia."
   - Approval to allow Commissioner Grandjean to participate electronically, motion moved by Jackson, seconded by Nadler, Motion passes 4-0.
4. Pledge of Allegiance
5. Approval of Minutes – February 7, 2023
   - Motion to approve Jackson, 2nd Nadler Passes 5-0.
6. Petitioners
7. Old Business –
   a. Information Technology Fiscal Year 2024 Budget Update

   Mr. Jedrzejczak introduced himself, welcomed the new commissioner, and opened his presentation with an overview of the budget process from IT's perspective. Explaining that he meets with department directors to discuss their IT needs and then makes his recommendations to the town manager. Specifying that some needs make it to the town council for further consideration, some make it to the unfunded list, and others are not considered at all. According to Mr. Jedrzejczak, town council relies on commissioners to provide budget feedback.

   Satisfied with the way the budget is managed, **Mr. Jedrzejczak** highlighted that IT adheres to the Town's established procurement protocols, does not exceed their budget limits, and have implemented a "future payment" plan tailored to IT's billing cycles. "A lot of the stuff we do reoccurs; …we have a good history… so we know when the bills are coming, and paperwork

can be prepared ahead." Training opportunities is another item he is proud of; ensuring staff gets the needed training in person and/or virtually.

[referring to the presentation on the projection screen]

Some of the budget categories **Mr. Jedrzejczak** presented included new projects, corrections/items moved/reductions/increases, and IT operations. Stressing that these categories mirror other departments' technology, not IT's. Explaining that some reductions are due to IT discontinuing items and replacing them with something else, and that increases have been mainly related to inflation, licensing requirements, and cybersecurity.

Mr. Jedrzejczak explained that making it this far [referring to the unfunded list] still benefits IT because it has been presented to town council, and as before, items listed here have been funded in the future.

Mr. Jedrzejczak further elaborated that IT operations increased by approximately $300,000- primarily because of the IT centralized the phone system and absorbed the initial cost of a calling plan which will replace all the billing for all departments; they will no longer receive invoices from Verizon or any other provider. The second and third largest items are related to cybersecurity; one is called CrowdStrike (CS) which was implemented to protect all the devices with 24/7 monitoring by human beings, not just bots. Thirdly, the ongoing cost of the replacement of the land management system, being implemented and going live in April.

Per **Mr. Jedrzejczak** there was an apparent reduction of $100,000 but it was an actual shift in services; a move from one group of services to the online/subscription services. IT had a contract with VDOT and Verizon, now IT has a calling plan with Microsoft with 365, G5.

According to **Mr. Jedrzejczak**, the elaboration of the unfunded list covers the need of a Digital Town Hall (DTH) and the human capital needed to support this endeavor; convinced that in terms of technology, "the best way is to provide a resident ID and consolidate all their services...; having a business ID and consolidate all their services...So the vision is fully supported, just this year is on the unfunded list. In the meantime, we will continue to learn from the directors," said Mr. Jedrzejczak**.** Further adding that he has been instructed by the town manager to spend more time with directors to get a clear vision of what DTH would look like for their departments. Additionally adding that changes to the current design of the network are also on the horizon.

He further added that the other items that made it to the unfunded list are the online and technology services. These are growing significantly due to IT changing their payment method, moving to subscriptions, and the acquisition of another police IT system administrator.

Mr. Nadler asked if the GIS and the IT business system integrator positions were the same.

Mr. Jedrzejczak explained that these are two separate positions. The GIS position is in high demand because currently, IT is primarily maintaining as opposed to producing. Software has

changed/improved, and staff needs to also grow with this demand. The IT business system integrator will be solely for when DTH is implemented.

Mr. Binkley inquired on the use of the $200,000.

Mr. Jedrzejczak explained that it's for the initial cost of the platform to connect the IDs (resident and business) to services when launching DTH; basically, DTH's interface. Further adding that the estimate to maintain DTH is about $80,000 per year; not only to consolidate, but to also streamline services, revolutionizing how government business is done.

b.   Technology and Communication Commission Annual Report-Presentation Review

Mr. Jedrzejczak presented one more presentation to the Commission for review before it's presented to all Commissions on March 30th- out of which two are adjudicatory.

The presentation slides covered a three-year IT road map to include opportunities with cell phone use and infrastructure, cybersecurity, and a staffing strategic plan.
Additionally, a list of accomplishments and a summary of the IT Department.

Mr. Jedrzejczak finished presenting and asked if any edits were needed.

Mr. Jackson asked if Mr. Binkley gets to speak in front of town council.

Mr. Callahan and **Mr. Jedrzejczak** responded, "10 minutes."

Mr. Garay asked if there is a plan of action for the listed cyber threats.

Mr. Jedrzejczak confirmed that they have been completed. Adding that there is a "100% independent internet service provider from the County."

[**Mr. Binkley** pointing at the presentation screen]

Mr. Binkley suggested the editing of the section that covers "threats" and offered to assist.

Mr. **Jedrzejczak** agreed, except for one slide.

Mr. Binkley furthered asked who the author of the cited quote was and asked for clarification on the "12-hour incident."

Mr. Jedrzejczak stated that it was an estimated average to quantify how often cybersecurity threats are happening. Clarifying that it's not an official statistic.

Mr. Garay suggested that the IT-estimated data be centered and amplified in font to draw more attention to viewers. **Mr. Jedrzejczak** agreed and elaborated that in the last 4-5 years cyber threats have been significantly constant.

Mr. Jackson, Mr. Binkley, and Ms. Johnson provided overall syntax tips to improve the presentation.

Mr. Jedrzejczak accepted all the suggestions and arranged to have the presentation ready to present to town council in a timely manner. Specifying that the town manager requested that during the town council meeting, a commissioner should be present. So, **Mr. Binkley** will present, but with a back-up present – at least two commissioners.

Mr. Steinberg proposed for the presentation to include specific "man-power savings" data as the DTH is fully developed.

Mr. Jedrzejczak stated they are in the process of collecting such data from each department, and that he envisions establishing the resident and business IDs first, and then creating a first model of two departments.

Mr. Steinberg stated that it's a tight budget with a potential recession, large projects (i.e., the police complex expansion) that need funding, the hiring of a new police chief, a new finance director, and a grant writer. The lack of funding is not for the "lack of wanting", it's more about how much we want residents and businesses to bear. Another year or two might be needed to get there, he concluded.

Mr. Jedrzejczak expressed his astonishment in that all directors and the town manager started to use the phrase "Digital Town Hall." This is "success for me… it's no longer a buzz word, …but what people expect from us" – stated Mr. Jedrzejczak. Further adding that staying up to date like the private sector is crucial, even though we are government.

Mr. Nader added one idea to Mr. Steinberg's about potential savings: look at a process with a lot of traffic and imagine how it would look like in DTH to gauge the "magnitude of digital town hall."

Mr. Jedrzejczak agreed and explained that the retrieving process of what's due and what has been paid is time consuming and requires a lot of manpower. An analysis will be completed in this area while we continue to meet with each director, he reassured.

8. New Business

   Mr. Jackson asked if the date for the April meeting has been set.

   Mr. Callahan noted that April's meeting will be held on the 12th since the original date of April 4th is Loudoun County Public Schools Spring Break. This decision was moved by Mr. Binkley and seconded by Mr. Grandjean [via phone]. Passed 6-0.

9. Commissioner Comments

   Mr. Garay was prompted to introduce himself.

   Mr. Garay briefly described where he's been since he moved to Leesburg, his work experience, and expressed his excitement to work at the municipal level.

10. Council Representative Comments

Mr. Steinberg expressed he's glad to be in full complement and hopes that the Commission is "solid for the next two years."

11. IT Director Comments

    Mr. Jedrzejczak urged the Commission to RSVP to the Commissions Meeting on March 30th at 6pm.

12. Adjourn 8:11pm. Motion Jackson, 2nd Johnson Passes 6-0

    Next Meeting, April 12th, 2023, 7:00 pm.