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STATE OF NEVADA
INFORMATION TECHNOLOGY ADVISORY BOARD
DEPARTMENT OF ADMINISTRATION MEETING
FEBRUARY 3, 2020, 1:00

CO-CHAIR: Good afternoon. Is everybody in Las Vegas ready? Or are we waiting for another member?

BENITEZ-THOMPSON: I believe we're ready to get started.

CO-CHAIR: Okay.

BENITEZ-THOMPSON: Could we start with the roll call please?

CO-CHAIR: Senator Denis?

DENIS: Here.

CO-CHAIR: Assemblywoman Benitez-Thompson?

BENITEZ-THOMPSON: Here.

CO-CHAIR: Director Freed?

FREED: Here.

CO-CHAIR: Director Swallow?

SWALLOW: Here.

CO-CHAIR: Mr. Betts? Mr. Marcella?
Marcella?

MARCELLA: Here.

CO-CHAIR: Ms. Srinivas?

SRINIVAS: Here.

1 CO-CHAIR: Mr. Fisher?

2 FISHER: Here.

3 CO-CHAIR: Mr. Pichon? We have quorum.

4 BENITEZ-THOMPSON: All right, thank you. Do we have
5 any items for public comments up in the north?

6 CO-CHAIR: It appears no public comment in
7 the north Madam Chair.

8 BENITEZ-THOMPSON: And it appears we don't have any
9 here in the south either. Agenda item number three
10 approval of minutes. I assume everyone's had a chance to
11 review the agenda I have, and I do not detect any need for
12 changes. So motion to approve the minutes from last time.

13 CO-CHAIR: So moved.

14 DENIS: Second.

15 BENITEZ-THOMPSON: Thank you. The meeting minutes
16 from last time are approved. Next item on the agenda is
17 for possible action election of ITAB Co-chair. I believe
18 that any system whether it is People System or Technology
19 System should not have a single point of failure. To that
20 end, it would be helpful to have somebody that would
21 consider co-chairing this committee with me so that we
22 always have at least two people who are in a position and
23 ready to do it as and when required. Do I have any
24 volunteers?

25

1 FREED: Madam Chair, this is Laura Freed
2 for the record. If no one volunteers, then I will do it.
3 If there are no other people jumping at the chance.

4 SWALLOW: Assemblywoman Benitez-Thompson I
5 would nominate Ms. Freed to serve as co-chair, vice chair,
6 sorry, vice chair. Second.

7 BENITEZ-THOMPSON: All right, so moved.

8 FREED: My apologies co-chair.

9 BENITEZ-THOMPSON: Okay. All right. Can I see a
10 show of hands of everyone who's in favor? I didn't count
11 how many. Is that everybody? Okay, it's passed.

12 DENIS: Just say all in favor, aye.
13 Opposed say, no.

14 BENITEZ-THOMPSON: Okay.

15 DENIS: Anybody opposed then you can move
16 that.

17 BENITEZ-THOMPSON: Got it. All right. Thank you.

18 DENIS: And you would hear it.

19 BENITEZ-THOMPSON: Sorry.

20 DENIS: You would hear it.

21 BENITEZ-THOMPSON: I'd hear it. Okay. Thank you.

22 All right, so we are down to agenda item number five,
23 comments by the chair. First off, thank you so much for
24 volunteering and, uh, being willing to support this
25 endeavor. Couple of things, one of the items that I had

1 requested last year while I was on the board was a little
2 bit more transparency along the lines of regular operations
3 of EITS, as opposed to simply focus on some of the one-off
4 projects that we seem to get a lot of visibility into
5 through this committee. So that would be an item that is
6 one of ongoing focus for me because it definitely takes a
7 lot to keep the lights on. And that being said, we need to
8 be able to recognize the types of efforts that go into it.
9 And also be on the lookout for what's on the horizon for
10 those types of efforts. With that said, we'll switch to
11 agenda item number six. We have Rosalie, how do I say your
12 last name Rosalie?

13 BORDELOVE: Bordelove.

14 BENITEZ-THOMPSON: Bordelove here and I welcome her.

15 BORDELOVE: Hello.

16 BENITEZ-THOMPSON: I should know that, I've been in
17 this room with her.

18 BORDELOVE: I don't know if there's a way for
19 you to view my presentation. I do I have a PowerPoint, but
20 I can still go over everything since I'm going to be doing
21 a bit short of a presentation today to just kind of give
22 some overview since I know you have some new members. But
23 I want to let you know at the outset that the same training
24 my PowerPoint is available on the Attorney General's
25 website. If you -- it's under the AG topics and Open

1 Government Tab there are boards and commissions training
2 materials. There is also a video of the training that was
3 given during our Boards and Commissions training last fall
4 that is available online as well. But this trainings to
5 give an overview of the Nevada Open Meeting Law and its
6 requirements. I'll also give a little bit of update for
7 any of you who have served on boards and public bodies in
8 the past, there were a few legislative changes in 2019.
9 And so I'll give a little bit of an overview of what those
10 were. They are contained in Assembly Bill 70. And most, I
11 think, have been codified into the online version of the
12 OML at this point. That it always takes a few months for
13 all those changes from the legislative session to go
14 through. But to start with the Open Meeting Law in Nevada
15 is housed in NRS Chapter 241. It applies generally to all
16 meetings of public bodies within this state. And a public
17 body is defined as any administrative advisory executive or
18 legislative body of the state or a local government
19 consisting of at least two persons, which expends or
20 disperses or is supported in whole or in part by tax
21 revenue. So it's a -- can be a pretty broad definition.
22 In general, any board and many that are represented by the
23 Attorney General's office that are created by statute,
24 those are public bodies and need to comply with the Nevada
25 Open Meeting Law. And the definition of a public body also

1 includes subcommittees created by the larger public body.
2 So if you were to designate a portion of your membership as
3 a subcommittee to research a certain issue or look into
4 something they would also be considered a public body under
5 the Open Meeting Law and need to meet the same
6 requirements. So it can be at times a little bit
7 burdensome to comply with, but it's purpose, and as stated
8 by the Nevada legislature is to aid in the public and to
9 aid and open government. The legislature specifically
10 stated in enacting the chapter they declared that all
11 public bodies exist to aid in the conduct of the people's
12 business. So there's a strong purpose of open government
13 and transparency contained in the Open Meeting Law, and
14 that's how it's interpreted as well, by both the courts and
15 the Attorney General's office. So, in general what is
16 required by the Open Meeting Law is to conduct public
17 meetings and that deliberation and action by public bodies
18 be conducted in the open. And there's a lot of ways in
19 which it does that. We have a strict quorum standard here
20 in Nevada, which means to have a meeting that the Open
21 Meeting Law applies to, you must have a quorum of the
22 members of the public body present with deliberation toward
23 a decision and/or action. Now there's a few exceptions to
24 that, to the extent that you can have problems with the
25 Open Meeting Law if you have a constructive quorum. Which

1 could mean, whether it be by means of electronic
2 communication or serial communications, which could be two
3 members of the public body speak to each other on an issue.
4 And then one of them goes and speaks with somebody else.
5 And you kind of have a chain of conversations on the same
6 issue that at the point you've reached a quorum if there's
7 deliberation there, that would be a constructive quorum,
8 even if it's not all at once that could cause some problems
9 and rise to the level of an Open Meeting Law violation if
10 it wasn't happening in public. But in general, a quorum is
11 the simple majority of a public body of the members, unless
12 you have a statute or other provision in the legal
13 authority creating the public body that specifies what a
14 quorum is. So I think for you guys, it sounds like it's
15 probably a simple majority, but certain public bodies have
16 a statute requiring a certain number for a quorum. And
17 then and that would trump over the Open Meeting Law's
18 requirement of a simple majority. Now, not every time you
19 have a quorum present is it a meeting. If you're all
20 together at a social function or something not related to
21 your board then it's not a meeting. You need to have that
22 deliberation towards an item within the jurisdiction and
23 control of the public body. You do not have to have
24 action, but if so, if you all find yourselves or quorum of
25 you find yourselves at a social function or a business

1 function that is unrelated to this board, the
2 recommendation we'd often give is don't talk about board
3 business. And as long as you don't, you won't be violating
4 the Open Meeting Law. But if you do talk about board
5 business, it's very easy to walk -- cross that deliberation
6 line and then you might have an Open Meeting Law violation.
7 Another exception to that would be an attorney/client
8 conference. So, if you have a meeting with the counsel for
9 your public body regarding advice on potential or existing
10 litigation, that is an exception to the definition of a
11 meeting. So, you can actually deliberate regarding a
12 litigation decision. The action would need to happen
13 during a public meeting, but getting advice from asking
14 questions, getting that advice from your counsel is an
15 exception to a meeting. And I'll, one point I think to the
16 attorney/client conference is really that the action needs
17 to occur during a public meeting. And which includes
18 authorizing your counsel, whether it to be, to settle an
19 action, initiate litigation or appeal litigation, those
20 decisions do have to happen by the public body. They can't
21 -- your counsel can't make those decisions on their own. A
22 recent change in 2019 we added is that you could delegate
23 that decision to your counsel, but I think that decision
24 would need to be delegated specifically ahead of time. Now
25 you may not have a lot of litigation going on. And so

1 these issues may not to need to be visited real frequently,
2 but there's been a little bit of case law on that. And
3 let's see, a note to also the serial communications is when
4 it comes to emails, that's just a common pitfall that we
5 like to point out and caution against is it's very easy to
6 click reply all on an email that maybe comes from staff and
7 then the entire board sees it. And if you're expressing
8 your opinions regarding topics within your board's
9 jurisdiction and control, then you can really hit that Open
10 Meeting Law issue through emails. And so we kind of
11 caution against that. Many staff members of public bodies
12 will send emails in such a way that the board members can't
13 click reply all. They can only reply to the staff member,
14 which is usually intentional, because you can always ask
15 questions of your staff and speak with your staff. The
16 only, I think exception I'll give to that, and this is not
17 specifically in the law, but this is an existing
18 interpretation, the Attorney General's office has given is
19 that scheduling. When it comes to scheduling meetings, if
20 it's responding or polling regarding date availability,
21 simple as that, we're not going to look at that as an Open
22 Meeting Law violation. Because that's part of the function
23 of the public body and then that's not something you're
24 really robbing the public of determining dates so long as
25 all of your agenda notice, and meeting notices are done

1 properly. So the Meeting Notice and Agenda is an area that
2 is incredibly important, and there's actually a lot of
3 detail in the Open Meeting Law on. And that is the Public
4 Notice. Most of the requirements are contained in 241.020,
5 and it needs to list the time, place, and location of your
6 meeting, a list of locations where that agenda was posted.
7 There must be clear and complete statements of all topics
8 scheduled to be considered during the meeting, that would
9 be your agenda items. Any that could potentially have
10 actions should be listed as "For Possible Action". And
11 those three words are actually in quotes within the law and
12 should be included as "For Possible Action". Periods of
13 Public Comment need to be listed. And a little bit later
14 I'll get into the detail of what's required for Public
15 Comment, but periods, Public Comment, and any Restrictions
16 on Public Comment need to be listed on the agenda. The
17 agenda needs to be posted at the Office of the Public Body,
18 or the location of the meeting, plus three other prominent
19 locations within the state of Nevada. And many public
20 bodies post far more locations than that. And that's
21 definitely not a bad idea just because if posting fails at
22 a couple of your locations you have backup locations. It
23 also needs to be posted on the Public Bodies website if the
24 Public Body maintains a website and Nevada's Notice
25 website, which is notice.nv.gov. And all this posting

1 needs to occur no later than 9:00 AM, the third working day
2 prior to the meeting. Many public bodies post earlier than
3 that. And often to meet that 9:00 AM deadline, agendas
4 need to be ready by at least 5:00 PM the day before to send
5 to posting locations so that the people can post. And I
6 will skip, since it's my understanding that at least for
7 your purposes, it's new members is why the OML training was
8 requested so I'll skip some of the really details on
9 posting, because I think your staff is pretty aware of
10 those requirements and experienced with them. But it's
11 good for all members to know what the timelines are and
12 what's required for the agenda, so that when requesting
13 meetings to be scheduled or requesting agenda items to be
14 listed, they understand how much advance time needs to be
15 given so that staff can put everything together and get
16 everything posted in compliance. So, agenda items must be
17 clear and complete. That is the standard for, as I
18 mentioned before, for agenda items that are describing the
19 topics to be considered. And a higher degree of
20 specificity is necessary for topics of substantial public
21 interest. So, if there's some issue that you get a lot of
22 public turnout on, or a lot of public comment on news
23 coverage, those are all indicators to let you know that
24 this is a topic that should probably receive a little bit
25 more detailed agenda items to make sure it's really clear

1 and public can determine whether or not they want to attend
2 a meeting and voice their opinions. We often caution
3 against agenda items, such as member comments and reports,
4 they're frequently used, and those -- there's nothing in
5 and of itself wrong with that type of agenda item. The
6 caution is just regarding what's discussed under it,
7 because if it's a general agenda item such as an executive
8 director report or something like that, it needs to be
9 limited to essentially a news report on what's been
10 happening with the agencies. And questions can be asked
11 regarding, from public body members, regarding anything
12 said, but the caution is really not to walk into
13 deliberation regarding any decision in any thorough
14 discussion where they say, we want more information on
15 this, or we should talk about what we want to do about it.
16 That's going to need to be placed on a future agenda with
17 more detail, because under a member report item, it
18 wouldn't be clear enough to be able to make decisions on
19 it. So, let's skip some of the other requirements. Some
20 of the additional requirements have to do with supporting
21 materials, which need to be available to the public and
22 locations for those. As well as public bodies need to be
23 able to make reasonable accommodations for members of the
24 public with disabilities who wish to attend, and that the
25 agenda should have some contact information for someone

1 where that accommodation requests could be made. The
2 public body should also keep a list of individuals who've
3 have a standing request for agendas. Most public bodies
4 have this list where someone's requested to always receive
5 agendas. And those individuals need to be sent the agenda
6 by that 9 AM third working day requirement as well. Also,
7 one copy of the agenda and any supporting materials must be
8 provided at no cost to a member of the public who requests
9 it. So, there must be one copy of those supporting
10 materials available at the meeting as well that's the
11 public copy. Many times, there's multiple copies of things
12 provided so public members can receive a copy, but the
13 minimum requirement is that there'd be one at the meeting.
14 And then if additional publics were requesting a copy that
15 you can provide that to them at a later time, but it would
16 need to be provided at no charge. Yes?

17 DENIS: A quick question, Senator Denis, so does that
18 mean they have to have a copy at each end? Like in this
19 case where we're doing a video conference or just in one
20 side?

21 BORDELOVE: Just in one side would meet the
22 minimum requirement. How -- what -- if you're going to do
23 only one side what I would recommend is that the agenda be
24 clear that one location is the primary location and that it
25 is video conferenced to this other location -- to a

1 different location, because to meet the OML's requirements,
2 you need to have one physical location within the state of
3 Nevada that public can attend the meeting. You don't have
4 to permit public to attend at multiple locations. Public
5 just has to be able to participate in the meeting to the
6 same level as members. And so I'll get to a bit of that,
7 I'll use the technology for a meeting, but if you're only
8 planning to have supporting material and all that at one
9 location, I would recommend it'd be designated as the
10 location of the meeting is here, we also are video-
11 conferencing there. And you could still allow public to
12 attend both locations, but the one copy for the public is
13 the minimum requirement.

14 DENIS: Okay, thank you.

15 BORDELOVE: And, I'll note because you
16 mentioned the website, the supporting material is
17 frequently available on Public Bodies websites. It is not
18 required unless you are the governing body of a city or a
19 county with more than 45,000 people, which is not this
20 public body. Though the governing bodies of cities or
21 counties with populations greater than 45,000 are required
22 to have supporting materials on their website within 24
23 hours of the meeting. But for all other public bodies, you
24 were never required to have them online. Although many
25 have them, it is helpful to the public, it reduces the

1 number of requests you'll get for copies. It can reduce
2 staff time responding to those requests if it's available,
3 but it won't be a violation if it's not available. Let's
4 see all meetings need to be recorded or transcribed. Most
5 public bodies keep an audio recording, some keep video
6 recordings, video is not required, but at least an audio
7 recording of the meeting is required to be kept. That was
8 the note for -- that was made to you earlier regarding
9 voting. You can get that verbally, it's often helpful
10 because then it's in the audio recording. And usually the
11 times that violations are found with respect to recordings
12 or as if it wasn't recorded, because one of the first
13 things the Attorney General's office asks for, and I'll get
14 a little bit into how we adjudicate Open Meeting Law
15 complaints, but one of the first things we often ask for is
16 the recording so that we can listen to the meeting and hear
17 what happened. And so that's part of the why it is
18 required. Minutes are required to be kept. The statute
19 regarding minutes is NRS 241.035, minutes of each meeting
20 need to be kept. They need to list the date, time, and
21 place of the meeting, members in attendance, and the
22 substance of all matters proposed, discussed, or decided.
23 And the substance of remarks made by any member of the
24 public or written remarks if public has submitted them.
25 And there is a requirement for approving minutes. They do

1 need to be approved at the next meeting of the public body
2 or within, I think it's 45 days, and it's whichever comes
3 later. So, if you don't have a meeting within that amount
4 of time, that's fine. You just need to approve the minutes
5 of the next meeting. Draft minutes have to be available
6 within 30 working days if a member of the public requests
7 them. If they're not -- haven't been approved by that
8 time, then the draft minutes just need to be provided.
9 Some exceptions to general meetings are closed sessions can
10 be held to consider the character, alleged misconduct,
11 professional competence, or the physical or mental health
12 of a person. I don't think that probably comes up before
13 you guys a whole lot, but closed meetings can be held. An
14 exception to that exception would be the executive
15 director, city manager, or similar head of agency type
16 position of a public body, their performance reviews and
17 those types of discussions cannot be held in closed
18 session. That's specific. Other employees, if that's
19 something the public body is hearing could go into closed
20 session, but that head of agency type position, whether it
21 be an executive director, other those discussions must
22 happen during a public meeting. When it comes to public
23 comment, the requirements for public comment is to have
24 public comment at the beginning of the meeting before any
25 action items are to be considered, or have it after each

1 item is discussed, but before the votes taken. The more
2 common version of that is to do that first public comment
3 like you guys did before any other items. And then again
4 sometime before adjournment and that second public comment
5 period but sometime before adjournment needs to be a
6 general public comment period where the public can make
7 comments regarding any item within the jurisdiction and
8 control of the public body. The first period can be
9 limited to items on the agenda. Same with if instead of
10 doing a first public comment period, it's for each agenda
11 item each action item, those can be limited to those action
12 items, but there has to be at least one comment, public
13 comment period that's general in regarding anything within
14 the jurisdiction and control of the public body,
15 Restrictions on Public Body can only be time, place, and
16 manner restrictions. Viewpoint restrictions are
17 prohibited. This is generally a constitutional protection
18 that is reiterated within the Open Meeting Law. So, you
19 cannot halt public comment based upon viewpoint, based upon
20 the fact that you believe they may be defaming somebody or
21 those topics. Most common restrictions we have include
22 restrictions regarding repetition and time limits. The
23 really the most common is the time limit. And you can
24 impose as long as it's imposed across the board, whether it
25 be three minutes, five minutes per person, some amount of

1 time limit on your public comment. The OML never prevents
2 the removal of a person who willfully disrupts a meeting to
3 the extent that it's orderly conduct is made impractical.
4 And I like to -- the language right there is in 241.030
5 subsection 4(a), I'd like to reiterate that language
6 because it's at the discretion of the Chair. But if a
7 Chair is to remove somebody from a meeting, I often
8 recommend that they state that as the reason, at least to
9 the public bodies I represent because the removal is really
10 if somebody is being very disruptive whether they are
11 interrupting, not during public comment periods, they've
12 been asked to sit down, but at the point that it's become
13 impractical to continue the meeting orderly you could
14 remove a person from the meeting, and that would not be a
15 violation of the OML. In general, any action taken in
16 violation of the Open Meeting Law is void. The office of
17 the Attorney General has statutory enforcement powers over
18 the Open Meeting Law and the authority to investigate and
19 prosecute violations the Open Meeting Law. The process for
20 that usually is complaints are made to the Attorney
21 General's office. We give them a review, open an
22 investigation if we feel it's necessary. It depends what's
23 being alleged. At times we get -- because many of these
24 complaints come in from the public we sometimes get
25 complaints that even if everything in them is true, is they

1 are complained, it's not actually a violation. For
2 example, a frequent complaint is that there aren't
3 supporting materials for an agenda item, which is not a
4 violation of the law. There is no requirement that there
5 be supporting material. The requirement is if there is
6 supporting material that that material will be provided to
7 the public. And sometimes the complaints are, the public
8 feels that the public body should have gathered more
9 information before deciding. But if that information
10 wasn't presented to the public body, it's not an OML
11 violation. That doesn't mean they shouldn't get up and
12 public comment and talk to the public body and express
13 their opinions on the matter, because that's part of public
14 discourse that's encouraged, but it wouldn't be violation.
15 However, if it looks like a violation may have occurred, we
16 will open an investigation into the matter which usually
17 involves requesting the agenda, the recording, any
18 supporting materials. It kind of depends on what the
19 violation alleged is, but we'll request most of that
20 information from the public body itself. Conduct our
21 investigation that may include also contacting witnesses.
22 It really depends what we feel is needed. And then
23 determine whether a violation occurred. If a violation did
24 occur the Attorney General's office can go to court and
25 have action of the public body declared void. However,

1 that has to happen within 60 days. Public individuals have
2 that ability too, but it is a very short statute of
3 limitations. If someone wants to go to court to have an
4 action declared void that needs to be filed within 60 days.
5 The Attorney General's office can do it, just as general
6 enforcement, but there's a private right of action as well.
7 Actual cases in court are very rare, partly because of that
8 very short statute; however, if we're outside of the
9 statute, because it depends on when we receive the
10 complaint, or if we just find a violation, but don't
11 determine that there's anything that would need to be
12 voided there just was a violation, we will issue a findings
13 of fact and conclusions of law. And by statute that
14 findings of fact and conclusions of law needs to be listed
15 on the public body's agenda for its next meeting with the
16 decision as part of the supporting material so that it is
17 acknowledged. If a body believes that they may have
18 mistakenly or however violated the Open Meeting Law on a
19 prior meeting that could affect an action it is always
20 recommended that they redo the action at their next meeting
21 and whether or not a violation is found on the prior
22 action, if the later action was done properly then it will
23 stand. And so you don't really have to worry about it.
24 And that sometimes if a public body thinks maybe there was
25 a violation out of an abundance of caution, they'll redo an

1 action. And that may prevent us from deciding to go to
2 court because there's no point in voiding an earlier action
3 if the later one stands. If you do take corrective action,
4 it needs to be listed on the agenda as agenda to for
5 possible corrective action, as opposed to just for possible
6 action. It won't completely negate any violation if that
7 occurs, but that is there. And as I mentioned before,
8 Using Technology for a Meeting, technology is specifically
9 allowed, are in the legislative changes in the past we had
10 never considered it to be prevented by OML. In 2019 that
11 was added to the law that they -- it is specifically
12 allowed to use technology, like video conferencing, for a
13 meeting. What's required is that there must always be a
14 physical location for members of the public to attend the
15 meeting within the state and the members of the public who
16 attend that meeting need to be able to participate to the
17 same level of board members. So you could have a
18 completely telephonic meeting as long as there's a staff
19 member in the physical location that was posted for public
20 to attend, and you have a phone on speaker and there's
21 nothing going on with board members that the public can't
22 hear, essentially. Board members are all called in and the
23 public can hear what everybody else can hear. You take
24 public comment from that speakerphone and you've complied
25 with the Open Meeting Law on that front. And that's pretty

1 common. It is never required to give your call-in number
2 out to the public, though many public bodies do it. It
3 kind of depends what your plan is and the purpose of the
4 meeting for many professional licensing boards or other
5 public bodies who intend to go into closed session, there's
6 some logistical problems that arise if the public has the
7 call in number, because it's hard to determine who's on the
8 call and whether they've left and that sort of thing. And
9 technology also must not ever be used to circumvent the
10 spirit or the letter of the Open Meeting Law. So, the main
11 technology that we have cautioned our advised against at
12 times is when public bodies want to use meeting software at
13 times for electronic meetings. And the only caution there
14 is that many of the software, whether it be on your
15 computer for video conferencing or similar has chat
16 functions and other functions for sharing documents. And
17 if the public isn't able to see those portions you would
18 have an Open Meeting Law violation. Now you can use
19 software that has those options just don't use those
20 options. Or if it's something like a chat, I've never seen
21 this arise on a complaint, but if it did, I think as long
22 as there was some display so that the public could read the
23 chat the same as any other board member, we probably
24 wouldn't have a violation, but it gets into areas where the
25 public may not be able to participate the same. And so, we

1 often caution against that part. Let's see, I mentioned a
2 few other updates with the 2019 law, but let me see if
3 there was any that I haven't mentioned so far. Most of the
4 additions in 2019 were codifying existing interpretations
5 that the Attorney General's office applied the law. For
6 example, it's specified now that public bodies can receive
7 training outside of a public meeting so long as there's no
8 deliberation or action within the public body's
9 jurisdiction and control. We often still recommend that
10 you have training similar to what I'm giving right now as
11 part of your meeting, because that means there are no
12 limits on the questions and things like that that you can
13 ask because you're part of your public meeting. However,
14 probably most of your questions regarding this training
15 won't really go into your own jurisdiction and control.
16 And so, it could happen outside of a meeting, but when
17 you're all together that's often the easiest way to do it
18 as well is when the public body is together. There's a
19 better definition in the law of subcommittee or working
20 group. It's defined now as having a majority of members
21 that are members or staff members of the public body, and
22 that is authorized to make recommendations or to take
23 action on behalf of the public body. Before there was not
24 a specific definition of subcommittee, though, we knew that
25 subcommittees were public bodies and still needed to comply

1 with the law. There is now requirement regarding the size
2 of facility used for public meetings. That requirement
3 pretty much is just the public body needs to make
4 reasonable efforts to ensure that the facilities for the
5 meeting are large enough to accommodate anticipated
6 attendees. So, if you've made reasonable efforts, for
7 example, you don't have a huge turnout here I can see, and
8 your next meeting there's an agenda item and unbeknownst to
9 you, it's a great concern to a trade association, something
10 of the sort and so they gather their members and all of a
11 sudden you have a turnout of a hundred people and they
12 don't fit. But you had no idea that they were going to
13 show up. Then you wouldn't be violating if they don't all
14 fit, and some people are turned away. However, if you get
15 a call two weeks before the meeting saying, we really care
16 about this, we're going to have a lot people here and you
17 believe you're going to hit capacity you need a larger
18 venue you need to make reasonable efforts to locate a
19 larger venue. However, if the public body can't afford to
20 the public body is not required to go rent something giant
21 that is expensive just to comply with the Open Meeting Law.
22 The main target of this is we had a couple issues with
23 controversial issues being heard by school district boards.
24 And then issues regarding turnout at those meetings where
25 they did anticipate -- could anticipate large attendance

1 and had access to larger facilities but chose not to use
2 them and hundreds of people were turned away at meetings.
3 And that's kind of where this arose out of. There was also
4 a change in the law. I think I skipped over a bit of the
5 notice requirements, but if you're going to discuss a
6 person's character or take administrative action against
7 them, they need to receive specific notice that they will
8 be considered at a meeting. That notice is either five
9 working days if it's personal service or 21 working days
10 so, which usually amounts to about a month if it's by
11 certified mail. The exception to that that was added in
12 2019, is that a meeting held to recognize or award a
13 positive achievement of a person is accepted from that
14 noticing requirement. They don't need to receive the same
15 notice to receive an award. But if it's something having
16 to do with an employment action or something else, or in
17 the case of the AG's office represents many licensing
18 boards, if it's going to be disciplined against the
19 licensee there are noticing requirements. A couple of
20 changes were made in 2019 with respect to the Attorney
21 General's office investigations. The Attorney General's
22 office now has the ability to decline to investigate if it
23 determines that the interest of the complainant is not
24 significantly affected by the alleged violation. The
25 exceptions to that would be if the complainant would have

1 standing in a court of law, or if the complainant resides
2 within the jurisdiction of the public body, or is a non-
3 governmental entity with a mission to foster and promote
4 transparency in government. That would include the ACLU,
5 press associations, similar organizations can still file
6 complaints. Uh, the only purpose for that was just to
7 allow the AG's office where we don't have the resources to
8 investigate and complainants are complaining about public
9 bodies far away just to complain, but don't really have an
10 interest in the function of those public bodies. This was
11 never to exclude anyone who has a vested interest in what
12 the public body is doing. There are also some additional
13 statutes with respect to the AG's office investigating.
14 The AG's office can decline to investigate if the violation
15 occurred more than 120 days before the complaint was filed.
16 And again, it's kind of a resource's allocation issue, it's
17 because we have limited staff. We do not have any staff
18 that are dedicated a hundred percent to the Open Meeting
19 Law. And the AG's office is now has also prevented from
20 investigating a violation that occurred more than a year
21 before the complaint was filed. The 120 days we have the
22 discretion, and part of the purpose of that is so if there
23 was something hidden about the violation that caused the
24 complainant to not be able to be aware of it and file a
25 complaint within the 120 days, we could choose to still

1 open an investigation and look at it. However, if it's
2 beyond the year, it's hard bar. There are administrative
3 fines that can be imposed for a violation, and they could
4 be imposed against individual members; however, it would
5 have to be a knowing an intentional violation as in the
6 member themselves knew that they were violating at the
7 time. And a member of a public body is shielded from any
8 liability for administrative fines if they were relying on
9 legal advice when taking the action, they did. I can say
10 in the three years that I have spent with the AG's office
11 investigating and writing opinions on Open Meeting Laws, I
12 haven't seen, and I am unaware of the AG's office ever
13 attempting to impose a fine. So, I think it would need to
14 be something pretty egregious, but they do exist. And I'll
15 close with just one other point that parliamentary
16 procedure such as the way motions are made, or things of
17 the sort is not addressed in the Open Meeting Law. Many
18 public bodies choose to use Robert's Rules of Order. It's
19 not a requirement. The only aspect of parliamentary
20 procedure that the Open Meeting Law addresses is that
21 action can only be taken by the majority vote of a quorum
22 that's present. And that's how it defines action. But
23 beyond that, who makes the motions or how that works is not
24 addressed and up to a public body and its Chair how they

25

1 want to conduct it. So, if there's any other questions I
2 hope they are things I can answer. I don't think so.

3 BENITEZ-THOMPSON: Do we have any questions from up
4 north?

5 CO-CHAIR: None, Madam Chair.

6 BENITEZ-THOMPSON: Thank you. Thank you very much.

7 BORDELOVE: You're welcome. And just one
8 closing thing, if any questions do arise there is a DAG, a
9 Deputy Attorney General on call each day with the Attorney
10 General's office. So if you, whether you're a member,
11 whether you're acting as a member of the public for a
12 different public body you can call the AG's office, his
13 general number and say you have an Open Meeting Law
14 question, you'll be routed to the DAG on call for the day
15 and we can answer general questions regarding the Open
16 Meeting Law and hope to guide people. We can't give legal
17 advice, but we can at least point to areas in the statute
18 and help people so that there aren't issues that arise with
19 -- we'd always rather give answers earlier than have a
20 complaint on our desk later.

21 BENITEZ-THOMPSON: Thank you very much again. We
22 proceed to agenda item number seven on the State Cloud
23 Platform. This item is for discussion only for this site
24 invite Enterprise ID Services, Chief Enterprise Architect,
25 David Axtell.

1 AXTELL: Good afternoon members of the
2 board and Madam Chair. For the record my name is David
3 Axtell, Chief Enterprise Architect for the state. The
4 first item here is the -- I'd like to present the Cloud and
5 Road Unity Platform, which is the State Cloud Platform.
6 This initiative was begun last biennium. And we did not
7 receive funding for this at that point, but this strategy
8 is something that's still very viable and we will be going
9 forward for that in the next biennium. The purpose of the
10 Cloud Platform is to provide a common enterprise solution
11 that can provide compute services from a state environment
12 to all the agencies and departments that need to or rely on
13 a common platform for execution. This platform is not
14 going to replace every single implementation that's needed
15 because different programs have some specific needs, but
16 this will serve as a general platform as we move forward.
17 The current maturity level of our compute system is
18 relatively low. And while we have been increasing the
19 ability to provide virtual services, which I'll go over
20 quickly, a lot of the execution occurs on dedicated servers
21 and the mainframe. One of the challenges that we have -- I
22 think all departments have, is that when a program first
23 starts in a trial it begins on a small platform. Maybe a
24 computer that already exists might be in a network closet,
25 or it might be under a desk somewhere. And we would call

1 that level one or even prior to level one, but very low
2 maturity. It's not safe, it's not scalable. Generally, we
3 do not have the ability to see it from our security
4 landscape. And that is indeed a big risk for the state.
5 The second level is the central data center. And currently
6 we have the facility just up the road and that provides us
7 with a common platform. It's actually a tier three, so we
8 have backup power and we have physical security, and all of
9 the environmental requirements to ensure that the equipment
10 is maintained well. The co-location private cloud is what
11 we're referring to as the next level of service provision.
12 And that right now we're looking at up in Switch. We have
13 a presence there currently, but we do not have a server
14 farm for our state private cloud there. And the last or
15 top tier of the maturity for IT would be moving things to a
16 cloud. The third-party cloud is something that's scalable,
17 that's easily expanded and shrunk for programs. And it's a
18 location given the appropriate security that is a great
19 place to house our applications moving forward. I'll go
20 through these very briefly. We've kind of hit upon these
21 all three, the end of the closet things we don't want to
22 have the state facility that the tier three environment
23 that's much safer. And then our state private cloud, which
24 right now is in the facility. It's very nascent. It's not
25 ubiquitous in the state, but it exists, but we would like

1 to move that to a higher tier level. Uh, the Switch
2 facility is tier four plus actually. And it's probably the
3 place where the most secure data should be stored in the
4 state and the computing that would surround that data. One
5 of the core tenants that we have for getting here because
6 of the very clear disparate nature of the different
7 departments needs is to identify inflection points. And
8 these would occur at the end of a contract for service.
9 They would occur when hardware was aging out and needed to
10 be replaced or software was aging out and needed to be
11 rewritten. These inflection points should be fairly easy
12 to identify. And as a result, should give EITS an
13 opportunity to discuss with agencies what the next
14 appropriate level is. And so, what we're looking at is
15 being able to move the state's programs up to each of these
16 infrastructure points at the appropriate time that's best
17 for the agency. This is not prescriptive; this is really
18 driven more by the agency. So a lot of current programs
19 run in the facility right now and at the appropriate time,
20 especially when new hardware was coming into place, it
21 would be an ideal time to buy higher density computing
22 systems and move them up to a Switch facility. If it's not
23 appropriate, the agency would replace with what they have.
24 But in general migrating to higher density equipment,
25 faster, smaller compute engines give us the ability to

1 reduce the floor plan or the space that's needed and allow
2 us to be able to expand in a real rational way for the
3 agency. When possible, an agency could move from a
4 facility straight into a third-party cloud. And I think in
5 many cases that actually is happening, but we want to
6 again, allow and provide for that inflection point is the
7 right time to move. And we as EITS need to be aware of
8 what's happening when these moves happen for, first of all,
9 security reasons, but also for utilizations and planning.
10 Our adjunct principal, I just kind of described, we believe
11 firmly that moving up each level of compute services at the
12 opportunity is exactly what should happen. This allows us
13 to have a measured growth, but also allows agency to
14 determine whether it is appropriate for whatever their
15 program is. Key elements to this, in collaboration and
16 partnership with the departments are to make sure that the
17 self-servicing provisioning is easy and transparent for
18 them, so that they can manage their environments and the
19 frictionless aspect obviously is there as well. And what
20 this results in is the management through software of these
21 systems whether it's one small, tiny server virtual
22 machine, or whether it's a huge host of machines, hundreds
23 of machines, the ability for agency to actually control and
24 allocate where those are used is key, because it gives the
25 agency effectively complete self-control of what those

1 resources are. And what EITS would then be doing is the
2 background work of making sure the systems are up and
3 running. If that was actually provided by a third party,
4 we would be managing the repair and the maintenance of the
5 physical hardware and the software upgrades at the very
6 lowest level, but the agencies would have control of the
7 operating systems they run on and the actual physical
8 layers that were assigned to them and that were in their
9 bundle of servers or virtual servers. To provide a quick
10 example of the fiscal benefits of this we have a quick
11 virtualization story and basically virtualization you can
12 think of as a computer, everything that revolves around
13 running on a computer as a virtual computer, where there
14 are many computers running on top of another computer. So
15 instead of having one desktop or one server that runs a
16 particular application you might have many virtual servers
17 running on one piece of hardware. And what that gives you
18 is the ability to expand the number of separate programs or
19 applications that run on a physical piece of hardware,
20 assuming the hardware is powerful enough, and then those
21 software programs come and go you still have the same piece
22 of hardware you can add them to the full capacity of that
23 hardware. So, if we look at an agency applications before
24 virtualization we have an application per server. This is
25 very simplistic, of course. But you might have the file

1 server database tool server. You might have a web server.
2 Each of these might run traditionally in the old kind of
3 the olden days they would run on their own box. With
4 virtualization each of these applications would run in
5 their own virtual server in their own machine space, but
6 they would live a single physical server. And obviously
7 that physical single server would have to be more powerful
8 to accommodate all of those. But typically applications
9 databases do not use all the resources that they're running
10 on. And so this is definitely a direction of efficiency.
11 If you expand that across multiple agencies we can clearly
12 see that there are great efficiency of scale here because
13 we now, instead of having separate boxes that one
14 application runs on it may use 5% of that power within that
15 one physical server you can share that across multiple
16 applications. I mean, multiple applications will share
17 that across one specific server. If we consolidate this
18 virtual compute pool, what we can do is we can take, let me
19 go back to the previous slide, we can take the unused
20 portions or slices of those servers and then we can take
21 all of the other applications and now we have shrunk the
22 need for specific hardware. And so this is a very, again,
23 it's a simplistic view of what virtualization can do for
24 the server site and what we're working on currently, but
25 wish to expand even more in the upcoming biennium at the

1 Switch facility up north. But I would add one caution and
2 that is, this looks of course, as if this future expansion
3 is now free. And so now we would only have to buy, in this
4 case three servers instead of five. We might be able to
5 buy four instead of five, but you never want to get to full
6 utilization on a particular server because there's no
7 opportunity for peak periods of use or growth in the
8 application itself. So, while this will provide an
9 opportunity for fiscal savings in terms of the total amount
10 of servers one would have to purchase. It wouldn't reduce
11 it to the picture here, which shows a complete utilization
12 of a physical server. There'd be no extra space here. If
13 this was the case anytime a cyclical program ran once a
14 month or once a week it would impact, could impact all the
15 rest. So again, this is a very simplistic view, but it
16 describes the benefits of virtualization. And I will pause
17 there for any questions you may have.

18 FREED: This is Laura Freed. Going back
19 to the IT Infrastructure Maturity Levels slide, does EITS
20 have a good sense of which agencies are at what maturity
21 levels of those agencies that are statutorily required to
22 use EITS services? Are we all at level zero? Or --

23 AXTELL: For the record David Axtell. No,
24 many agencies are at or equal to level one and many are at
25 level two. Or some are at level two. We do not have a

1 visibility into the maturity level directly. There are no
2 reports that are provided. However simply through
3 interacting and collaboration on other workings with other
4 agencies we have understood -- and we've learned which
5 agencies do have a higher maturity level. I mean, I don't
6 want to point out one, but welfare for instance, has a very
7 high material level in terms of what they're doing. And
8 they in fact use virtualization now. Their systems are --
9 some of their systems are virtualized in the state
10 facility, not up at Switch, but they are fully virtualized.
11 So, there are a wider variety of maturity levels.

12 FREED: A little follow-up to that if I
13 might. So, finding these inflection points at which we can
14 sort of jump up is sort of an ad hoc process then?

15 AXTELL: Thank you for the question. David
16 Axtell for the record. No, it's not completely ad hoc. We
17 actually use the TIN process; the Technology and Investment
18 Notification process gives us an opportunity to have that
19 visibility when an agency is going to go for a budget item.
20 And so that's what we're using. That doesn't necessarily
21 cover everything, but it is a mechanism that we rely on
22 very heavily. There are less formal communication
23 mechanisms that are used of course, too, but the formal one
24 is the TIN process.

25

1 SRINIVAS: Ms. Srinivas, for the record,
2 would you be willing to share a little bit about our data
3 governance policies and procedures that allow us to flag
4 data that you would consider most sensitive and therefore
5 appropriate for storage at level three or above?

6 AXTELL: This is David Axtell for the
7 record. Unfortunately, I do not have a policy or a set of
8 standards or guidelines to direct that. Usually what
9 happens is each agency determines that for themselves based
10 on what governing body they are relying on. So whether
11 it's a PII or HIPAA or a PCI regulations they have to
12 follow that actually guides their what they are, how they
13 follow the data governance.

14 HAAS: Good afternoon. Dave Haas here,
15 EITS Administrator for the record. I would just like to
16 add to that response that we do collect -- there is each
17 biennium we do collect confidential information sources
18 from around the state. So different agencies are required
19 to identify what pieces of their information are sensitive,
20 confidential and critical to their business. So, we do
21 collect that and we do have that information. Have we used
22 it necessarily to overlay onto where that data is stored?
23 Not necessarily. Because we don't -- within EITS we don't
24 always have the authority to go look into other data
25 centers. Thank you.

1 DENIS: This is Senator Denis. I have a
2 question on the -- cause you alluded to it, so as you go up
3 as the agencies put -- use different levels is there since
4 they're doing virtual as opposed to hardware, is there a
5 savings -- a cost savings?

6 AXTELL: Dave Axtell for the record. There
7 is indeed a cost savings because the number of physical
8 devices that must be purchased to accommodate a particular
9 processing load of whatever application or support elements
10 that does result in a cost savings.

11 DENIS: And then also then on the security
12 side, does that also make them more secure as they move up
13 either into like the Switch or the private cloud? Are
14 those more secure than just having it here at the state
15 facility? Or have it in-house?

16 AXTELL: Dave Axtell for the record. I
17 would say that moving applications to a virtualized
18 platform allows a, even in the facility itself, allows for
19 a single pane of glass to manage that. And therefore, the
20 security level would increase because we actually then have
21 visibility of that as opposed to those services that are
22 not in the purview of the OIS, the Office of Information
23 Security. Of course, moving it to Switch can increase the
24 security as well. A lot of that is physical security, but
25 there's also power security and environmental security that

1 is more rigorously applied in a facility at Switch as
2 opposed to our facility here. So yes, as you go up the
3 tree, the levels you get a better security and you get more
4 better safety over power and environmental protection. And
5 when you move to the cloud, that's kind of a different
6 question because depending on what cloud service provider
7 you use can determine, it can be very determined on the
8 security aspects. So I wouldn't be able to answer that for
9 all cases in the public, the third-party cloud, but moving
10 up the two levels up until that is definitely going to
11 increase security.

12 DENIS: And I think you may have answered
13 this previously, but I, and I may just missed it, are we
14 seeing that the agencies are deciding to move up through
15 these different levels with their servers and their
16 services? Are we seeing that happening where they're not
17 as prone to want to do it in house?

18 HAAS: For the record, Dave Haas, EITS
19 Administrator, and the answer is yes. We're seeing that
20 movement. We've added quite a few customers who have come
21 into the facility as a result of looking at this maturity
22 model and wanting to ensure that their applications and
23 their data and their servers are more secure and have more
24 maturity in the operation. So we're seeing some of that
25 right in our data center, but we're also seeing that many

1 of them are moving to the cloud for various reasons in
2 order to be more efficient because certain products are
3 housed in the cloud that they're taking advantage of and so
4 on. I would like to note that we continue to improve and
5 enhance our security policy specific to the cloud and Mr.
6 Dehnhardt our Chief Security Officer has more information
7 on that, but I have on my desk today information to improve
8 our policy statement specific to cloud applications and the
9 direction that we're going there. We want to make sure
10 that we are safeguarding the state's data as it resides in
11 the cloud. I hope that answered your question.

12 DENIS: That does, thank you. Thank you
13 very much.

14 SRINIVAS: Ms. Srinivas for the record, when
15 we consider the option to virtualize wave, we had the
16 opportunity yet to conduct time and utilization study so we
17 understand our peak utilization periods better? And, do we
18 have some plans as to how we load balance applications
19 across various servers?

20 HAAS: Dave Haas again for the record. I
21 appreciate the question. And, yes, we do constantly look
22 at the services that we're providing, the utilization of
23 the servers and the disc space that we have. So we're
24 constantly looking at that, the capacity planning that we
25 need to take care of to make sure that we have the right

1 kinds of resources available to host servers and our
2 services for our customers. And so, as we see growth
3 taking place that will trigger us to either add additional
4 memory or additional storage. And in some cases,
5 additional servers. On the other hand, if we see the trend
6 going down for some reason, we also look very closely at
7 that. As for example our mainframe usage across the state,
8 those customers that have been historical users of the
9 mainframe we're seeing a gradual decline in the number of
10 users who are using the mainframe. And so as we go forward
11 here, that will be an area where we want to pay attention
12 in particular to understand what will happen to mainframe
13 usage in order to meet the smaller demand that's occurring.

14 BENITEZ-THOMPSON: Thank you. Do we have any other
15 questions here in Vegas? None? How about up north?

16 FREED: Yes, Madam Chair, one more. This
17 is Laura Freed for the record, sorry. One more clarifying
18 question on this slide. And I don't have a page number.
19 It's the one titled IT Infrastructure Descriptions, and
20 then the one titled IT Maturity as Appropriate. IT
21 Infrastructure Description states that the state shared
22 computing environment is moving to Switch in FY 20, but on
23 IT Maturity, it says state shared computing environment and
24 all apps and services hosted in this environment will
25 migrate to Switch in FYI 19, can you clarify that please?

1 AXTELL: Dave Axtell, for the record.
2 These dates were part of our original presentation. And
3 so, with the change in the -- and the lack of funding in
4 the last legislature that's kind of a hold over. And I
5 apologize for not correcting that.

6 HAAS: If I could, Dave Haas again for
7 the record. I just want to also clarify that as Ax has
8 expressed and will express further today that we envisioned
9 and had the strategy in place to move through these levels
10 of maturity, if you will, and a part of that process was to
11 enhance the cloud and virtualization platform itself, which
12 is the piece that didn't get funded during this last
13 biennium. But as we move forward this coming biennium
14 budget build, we're looking to put in an initiative to
15 request an opportunity to see us build that out more so
16 that we can be in a position to handle this direction of
17 virtualized compute pool and make it available to our
18 customers. And as Dave expressed that they would be able
19 to self-manage their environment. So, some of the
20 stigmatism around computing equipment is who gets ownership
21 of managing that equipment. And it's always a little bit
22 of a battle because on the program side, the business side,
23 you have lots of folks who are day-to-day making sure that
24 their programs and their applications are supporting their
25 businesses and their constituents. And because they are so

1 very close to it, you know, they are apprehensive about
2 giving up some of that control. But if we have the right
3 kind of platform in place, the efficiencies that we'll be
4 able to achieve is that we'll be able to provide the
5 platform and the infrastructure for a dense compute pool,
6 and still allow them to have the control and the ownership
7 to be able to self-manage their environments. And so
8 that's what we're shooting for. Thank you.

9 BENITEZ-THOMPSON: Thank you very much gentlemen.
10 With that we'll proceed to agenda item number eight,
11 Governance of Public Cloud Usage, and for this I invite Mr.
12 Axtell to see it and Tim Galluzi to join him.

13 AXTELL: For the record, Dave Axtell. I'd
14 like to introduce this next portion. There were some
15 questions previously about cloud and security and where we
16 would be going in terms of the compute platform, the
17 Road to Unity platform. This section is our desire to
18 address that top level tier moving from any physical system
19 that's on premise within the state, including Switch that
20 might be a co-location opportunity to capture information
21 and data regarding cloud applications that would be
22 requested. And currently the TIN process requires only
23 those technology investments over \$50,000 to be submitted
24 to EITS for review. The challenge of course is that there
25 are many, many SaaS or Software as a Service applications

1 that are far under that number. Sometimes even in the
2 hundreds of dollars. And there is no visibility or there
3 is no way for each to have a broad view on what those
4 applications are that do move to the cloud. Of course,
5 part of the challenge there is that small systems may have
6 a small number of users. And so, we don't want to
7 introduce bureaucratic overhead that will stifle or kill
8 the idea. And I will let Tim Galluzi provide a demo.
9 First though, I do want to add that this is self-reporting
10 at this stage. It's a self-reporting kind of a system so
11 that we start to accumulate data. And a lot of what we do
12 really relies on information and data. So, this does not
13 require, we're not asking the CFO to get involved with the
14 completion memo or really do anything at all. We're
15 looking at a very simple process to gather information.

16 GALLUZI: All right, thank you. For the
17 record, Timothy Galluzi. I work with Mr. Axtell, the
18 Enterprise Architecture group. Like Ax was saying, we
19 needed to find a methodology of gathering this really
20 critical data of what all of the agencies are actually
21 procuring and what they're doing with cloud technologies.
22 Because there is a great volume of these investments that
23 are going untracked due to that lower valuation point.
24 Some of the better bits that's collecting this data will
25 provide a better visibility for the chief information

1 security officer to understand what tools are being
2 employed in the environment, what data might actually being
3 stored up in these third-party tools to get an idea of the
4 security level and maturity level of these third-party
5 applications. It doesn't take too much for someone to be a
6 Software as a Service provider. And so, we definitely
7 want to make sure that the investments that are being made
8 in these Software as a Service platforms that they are
9 secure platforms and state data is not being put at risk.
10 We also want to identify opportunities. With as many
11 agencies as we have in the state going out and buying
12 Software as a Service at relatively low costs there might
13 actually be a -- well it might not actually be, but there's
14 definitely opportunities that we can collaborate with those
15 agencies to identify what Software as a Service tools are
16 common across the state. And we could potentially take
17 advantage of some economies of scale and purchasing to
18 lower those licensing costs for agencies across the state.
19 And oftentimes with enterprise licensing versus small
20 business licensing, it actually unlocks some more features
21 such as integration with active directory, and that
22 increases the security profile as a whole. So with that,
23 when we decided on a methodology of how we wanted to start
24 collecting this data being a permissive methodology, we
25 wanted to create as minimal of a burden as possible to make

1 it a very light lift. Our goal for this was to make it so
2 within five minutes someone can submit the required amount
3 of data that we would need to be able to identify what the
4 Software as a Service solution is, what the cloud product
5 is, and be able to take a look at it. So with that -- all
6 right. So within the Microsoft Office 365 Business
7 Productivity Suite there is ample amount of tools. And one
8 of them is this platform here where I'm able to create
9 dynamic forms and collect data and make that actual data.
10 So while within the platform, I was able to build out this
11 form it's quick and easy. You just grab your department
12 name, division, budget accounts, who the point of contact
13 is, who do I need to talk to about this if there are any
14 issues or opportunities for collaboration, if it's not an
15 IT person, but someone else is involved with it, it might
16 be a business leader that's actually making this purchase
17 they have opportunity to put their contact information
18 there. Give the investment a name. Is it Salesforce? Is
19 it Smartsheets any of the tools? Give us a ballpark
20 estimate amount. That could be an average. That could be
21 an estimate. We just want to kind of understand how much
22 is actually being spent on these things. Give us a little
23 description of narrative. What is this tool? Is it for
24 identity management? Is it for document storage? Is it
25 for document conversion? Just tell us the story. Go ahead

1 and drop the vendor's website URL in there so we can do our
2 own research if we need to. And then we have a few
3 security questions. Does it have state data, does it
4 contain sensitive data such as HIPAA, FERPA, CJIS, PII?
5 And then we want the agencies to identify what their idea
6 of the security risk for this investment is. Is it low,
7 medium, high? And then we also give them the opportunity
8 if they want to be contacted by the Office of Information
9 Security to conduct a pre and post implementation interview
10 we give them a flag for that. And so after they input that
11 information, they just hit submit. They get a thank you
12 screen saying, Hey, thanks for dropping that notification
13 for us and a contact email if they have any questions about
14 the process. And so really we're trying to go as minimally
15 invasive as possible on this to lower the burden. Because
16 like Ax said, it's a request for information, there's no
17 real mandate or anything like that. But it will, if we are
18 able to get this information it'll help with decision-
19 making process and open up opportunities for collaborations
20 security. So that's the Cloud Investment Notification app.
21 So if anybody has any questions on that, I'll entertain
22 those now. All right.

23 SRINIVAS: Ms. Srinivas for the record.
24 Where on the rollout schedule are we with this application?
25

1 Is that live? How long has it been around? What's the
2 usage?

3 GALLUZI: This is still in development.

4 And, I think we're looking at rolling this out internally
5 within the next couple months.

6 SRINIVAS: Thank you.

7 FREED: This is Laura Freed.

8 BENITEZ-THOMPSON: Any other questions?

9 FREED: Yes, Madam Chair. This is Laura
10 Freed for the record. So, uh, rollout in the next couple
11 of months is rather concurrent with the beginning of the
12 budget process. Has the Governor's finance office been
13 alerted to this, and what if any relationship to the TIN
14 process or a TIN process education might there be?

15 AXTELL: Dave Axtell for the record. We
16 have presented this as a part of an addition to SAM.

17 FREED: Okay.

18 AXTELL: We have not put instructions in
19 the budget manual, or suggested instructions in the budget
20 manual. Given that we're not asking for any additional
21 authority or any stick, so to speak, in filling this out,
22 this is really self-reporting now. And we anticipate it
23 would go that way for some time. So if people look at it,
24 they ignore it, obviously we're not going to be thrilled,
25 but we don't have, I don't feel this is right time for us

1 to try to create a prescriptive system for this biennium.
2 I think if we do not get traction during this upcoming
3 biennium we will take another step. But again, I don't
4 want to make this prescriptive because I'd like people to
5 understand why there's value in this.

6 FREED: Thank you.

7 FISHER: For the record Steve Fisher. It
8 might be helpful, I think every year you guys have a TIN
9 training process, perhaps you could at least bring this up
10 during your TIN training process to at least notify the
11 different agencies that this is available, and yes it's not
12 prescriptive, but from a collaboration perspective, it'd be
13 great if your agency were to submit something through this
14 process. It's a suggestion for the record.

15 GALLUZI: For the record, Tim Galluzi.
16 Absolutely, we're working right now to build out the
17 training and this will definitely have a bullet point.

18 BETTS: Madam Chair, I have a question.
19 This is Craig Betts for the record. I think this is a
20 great process for the TIN and getting and going forward.
21 Is there a plan, since this is about building governance,
22 is there plans to gather the data for existing cloud
23 solutions?

24 AXTELL: Dave Axtell for the record. We
25 have discussed that and feel that there's many very

1 compelling reasons why we should do that. One of the nice
2 things is that the TIN data that we have been collecting
3 electronically over the last two years is available for us.
4 And so I see no reason why we won't be moving forward in
5 that direction. We don't have firm plans in terms of a
6 schedule, but part of what we're doing even with the
7 existing TIN process is to see how we can modernize it and
8 capture data in a fashion that allows us an easier access,
9 an actionable plan for that data. So the answer is yes.

10 BENITEZ-THOMPSON: All right. Thank you very much,
11 gentlemen. If there's no other questions we should move on
12 to agenda item number nine, the EITS Project Portfolio. I
13 believe it's the same two gentlemen presenting, so please
14 take it away.

15 AXTELL: Thank you, Madam Chair. Dave
16 Axtell for the record. The EITS Portfolio we have provided
17 this or presented this in the past and we have been
18 collecting data. The data collection process is proving to
19 be a little more slow than I had hoped, but we are making
20 progress. The upcoming budget to build process also is
21 going to feed into this. So I expect that the amount of
22 data we collect is going to be accelerating very shortly.
23 The other aspect of this is that the mechanism we were
24 using to collect data is, while it's collaborative, it's
25 still in a non-database or data capturing format. It was a

1 Word document that we started with. And it is now growing
2 to the point where we need to migrate off that and create a
3 tool very similar to the one you just saw with the cloud
4 investment notifications. So we're looking at doing that,
5 which will give us an ability to take that data a little
6 more easily in a compute fashion rather than parsing stuff
7 through Word documents. So we're working on that and I
8 expect that we'll have something like that probably before
9 the next ITAB meeting. In addition to that, we're adding
10 a consequences of failure field to the portfolio, so that
11 not only does it include what our operations and our
12 projects are and the end constituent benefit though, it
13 goes through other departments most of the time, we're
14 trying to identify the consequences of either the portfolio
15 item having a problem or failing or trying to just identify
16 the magnitude of benefit that the portfolio item, whether
17 it's a city - state operation or a new project will
18 provide. And so I think that's also going to give us a
19 better measurement of value as we move forward. I would
20 like to hand the mic over, so to speak to Tim Galluzi so
21 that he can provide an example of the third level in our
22 tier. We have a strategy, our second tier is the portfolio
23 which you've seen, and we have a third tier, which is the
24 playbook. The playbook tier consists of workflows and
25 processes that either individuals or teams perform in order

1 to achieve some business outcome. And this playbook has
2 not been launched. We're still putting this together, but
3 I consider this one of the key elements in identifying how
4 we are going to accomplish the strategy and also be able to
5 show how we do what we do. And so it's the third tier in
6 our strategy for execution, but it's still quite important.
7 And Tim will go through a demo of this mechanism.

8 GALLUZI: Once again, Tim Galluzi for the
9 record. Thanks Ax. Like Ax was saying, this is the third
10 tier. So this, think of this as more of like the technical
11 and tactical tier. This is the work that is actually being
12 conducted within the organization. The non-project work
13 that's being conducted within the organization. And Madam
14 Chair, you yourself mentioned that you would like a little
15 bit more visibility at what the operations look like within
16 the organization. And this is going to be one of those
17 tools that will allow us a little bit deeper look, a little
18 bit better insight onto what actually goes into keeping the
19 lights on. And so with the playbook management app, it
20 will allow us, for that critical collection of playbook
21 information to truly get an understanding of the non-
22 project work playbook items fulfill the technical tier of
23 the overall strategy. The foundation of how we do our work
24 and what that work is. Some of the things that the
25 playbook is going to answer is how we do what we do, what

1 are the steps, what does the workflow look like, and what
2 are the inputs and outcomes. So within the playbook app
3 once again, this is built on the Office 365 Business
4 Productivity Suites within Power Apps. And so this is a
5 low code system. So it doesn't take an incredible amount
6 of development time. But it does bring up the maturity
7 level a bit more from the shared Word document or Excel
8 spreadsheet that floats around. So within this
9 application the subject matter experts or the technical
10 leads within their groups will just be able to come in here
11 and identify all of the playbook items that they have in
12 their groups. There's an ability to add new playbook
13 items, simple information we want to know, like what budget
14 code are responsible for this item, what's the unit name,
15 what's the process name. We want a little bit of
16 information on what the process driver is. What kicks off
17 this process? Is it a outage? Is it a help desk ticket?
18 Is it telephone call? Is it an annual or semi-annual task
19 that just has to happen? What are the required inputs?
20 What does operations need to know in order to successfully
21 complete this task? What did we get out of the task?
22 What is the completed product? And we provide an
23 opportunity to submit any attachments documents that help
24 support it. Such as like a Vizio workflow or anything like
25 that so we get a better picture of how that work actually

1 flows through the organization. So after submittal a
2 completed item would look something like this, where you
3 have all of the details. And like I said, this is
4 relatively, it should be relatively short. What is the
5 actual work item that's being accomplished and what goes
6 into it? And then the workflow gives a bit of a graphical
7 representation of how that work will flow through the
8 organization. And this data model is one that we'll
9 probably end up continuing on with the portfolio, which is
10 that next middle tier of that pyramid that Ax was
11 describing. So with that, I will stand for any questions
12 on the playbook and playbook app.

13 SRINIVAS: Ms. Srinivas for the record. How
14 do we end the search this suite of applications or
15 playbooks as you call them being used?

16 GALLUZI: Tim Galluzi for the record. I
17 think first and foremost, it's really identifying what is
18 the quantity of work we're doing as an organization. And
19 to look for any ways that we can maybe add technology to
20 help speed up that work. Maybe add some automation to make
21 a better user experience with the customer that's actually
22 submitting requests for service or other operational tasks.
23 If there's opportunities to add automation for
24 communications, that's kind of stuff that we should be able

25

1 to identify with the items that are coming in from the
2 playbook.

3 AXTELL: This is Dave Axtell for the
4 record. Additionally we see these as opportunities to
5 educate all across the board within the state what EITS
6 does. I think often people are siloed in their own
7 particular department or program, and don't really have a
8 full appreciation of how much technology is relied upon to
9 do every day work. And I think this effort will provide us
10 in addition to allowing us to look at the efficiencies and
11 provide us with management data. It'll provide us an
12 opportunity to advertise if you will, or market what we
13 actually do in the technology realm. And I think that
14 that's going to be helpful for everybody across the board,
15 because I believe in this state, we have unfortunately, a
16 pretty big technology debt that is never seen by the
17 constituent or by frankly, most of the business people
18 involved with their programs because we tend to do an awful
19 lot behind the scenes and just kind of quote, unquote, make
20 things happen. So this, I think will bring an
21 appreciation, which I think is very helpful to us making
22 our case for particular investments or how we particularly
23 perhaps want to change workflows and processes. And
24 there's another aspect, which I know doesn't get a lot of
25 talk, but this also would be very helpful internally to

1 provide people who do the work a better appreciation of how
2 they fit in with the big ecosystem of, which is the state,
3 and in developing services to the citizens themselves,
4 their next door neighbor or whatever. This is going to be
5 something that reinforces that, how, what they do actually
6 does affect people in the state. And I think though
7 internally, this will be a great opportunity to build
8 morale and to build connectivity between constituents and
9 state employees, at least within EITS. So I see that as a
10 secondary, but still a beneficial aspect of this set of
11 tools.

12 BENITEZ-THOMPSON: Did we have any other questions?
13 All right. That's pretty silent. Thank you both for
14 sharing all of the work that EITS has been up to. With
15 that if it's okay, we'll switch over to agenda item number
16 10, Americans with Disabilities Act, ADA, National
17 Federation of the Blind update. And this item is for
18 possible action. I invite Ms. Linda DeSantis to come and
19 share her update.

20 DESANTIS: Good afternoon. It's Linda
21 DeSantis for the record, the manager of the web group.
22 Just want to give a brief update on ADA and some of the
23 things that have happened since the last meeting. We have
24 selected an onboarded, our project officer three and two
25 public interns. The interns actually started the end of

1 December and our project officer three started on the 13th
2 of this month. Diane Sorts is the person that we've hired.
3 And she's currently acclimating to her new position. She's
4 also continuing to work with DWSS very close to being
5 compliant. Tremendous efforts been made and we certainly
6 don't want to stop that from happening. So she's just, you
7 know, continuing on along with some of the other duties
8 that she's doing. We have, there was a problem with the
9 system doing deletes from Ektron, our content management
10 system. We spent last Wednesday going over everything
11 doing more deletes again. It seems like we've been able to
12 resolve or identify some of the issues. And we're
13 currently verifying, but quite a few of those deletes have
14 been done. We have another 60 of them that we are doing
15 right now, and we're just -- as we're going along, we're
16 just making sure that the fixes that we've identified are
17 all of the issues that we're having. So, that's moving
18 forward. I was just notified today that the Eligibility
19 and Payments Manual, which is the most accessed manual, and
20 it's huge on the DWSS website is on track to be remediated
21 the second week of February. There's also a pilot to
22 create, we talked about the possibility of a consolidated
23 instead of a page with pieces of it, to be able to
24 consolidate the entire manual and bookmark it accordingly.
25 So we've got somebody working on that tomorrow just to --

1 and what we basically doing is we're not doing it, we're
2 training everybody how to do it so that they can teach
3 everybody. And that's what we try to do. And we're also,
4 what we're planning on doing is leaving the individual
5 pieces of it on the website page, but also putting a link
6 on the top of the manual that depending on which way you
7 want to go, you can do it either way. So we thought that
8 was a good way to approach it. The two public interns,
9 Christian Martin and Martinez, I'm sorry, and Sarah
10 Ellington again, they've started at the end of December.
11 We put them through two weeks of training from how we
12 build a document in ADA correctly using Linda.com to Excel.
13 We have an ADA e-learning project we have online in the
14 state system. We have many webinars. We have the site
15 improve program, which has 24 additional training actual
16 online webinars. And yet they actually could get a
17 certification from that also. So it's something that
18 we've, this is the third and fourth public intern that
19 we've had in the last two and a half years. And the first
20 person is now part of our staff. And he was absolutely the
21 first. He kind of went through this program or what we
22 thought was a good program. He became so good at it after
23 six, seven weeks that it was like, hold on, let's start
24 writing everything down. And that's how we got our
25 documents. That's how we started our training. That's how

1 we've been able to do so much more outreach. They are now
2 doing web, you know, live feed training. So there's no
3 more classroom, or there is occasionally. But we can reach
4 more people. It's hard to get 90 people in a little room
5 upstairs, but the 90, the other people can sit. The nice
6 thing about the live feed is that they can sit at their own
7 desk, use their own equipment, use their own software and
8 follow along. And we've also, what we do is he's really
9 good at it, about every 20 minutes and it's not the best
10 topics in the world, it's kind of difficult to follow,
11 about every 20 minutes he will take a break, go to a
12 conference line, talk to everybody. They can call in
13 answer questions. Then we go back again. And we just keep
14 on refining it. Every time we do it, we get a little
15 smarter or questions, suggestions come up that we never
16 thought about. So we are constantly trying to make it
17 better. So that's the only way I can think of it. We had
18 a special document remediation and Siteimprove classes for
19 the interns, more to get familiar with the staff that
20 already exists and we're supporting. Also to kind of give
21 them everything that we can think of so that when they do
22 go to the outside and they work with the other agencies
23 that they're comfortable and have touched a variety of
24 things. Every time we touch a document, sometimes
25 especially in a new agency that we've never been to,

1 there's just different cultures and the way they do things
2 and issues that come up that we've never encountered
3 before. So it's very eye opening, it really is. We are
4 also, and again, our thing has always been train the
5 trainer because our staff is relatively small. Currently
6 there are 26 people that are remediating documents at DWSS
7 and that's huge. But what that also means is that they're
8 learning maybe something differently than we are. So we're
9 trying to get back together again and just say, okay, how
10 are you doing this? Maybe cause we're the one doing the
11 major training on, you know, online. We want to make sure
12 that we are all giving the same message, that we are all
13 training the same way. So if things that are being done
14 might not be the best way we are changing it or we are
15 updating. So we are planning on doing this more often.
16 Every time we work with another agency with the amount of
17 time that we're doing that we can keep making it better and
18 giving ourselves a better understanding. Internally, and
19 I think this is really kind of nice, we've actually got
20 four people in EITS right now that is actually doing the
21 remediation for EITS. Lisa Anne has been doing it for
22 quite a while, thank you. Jeanette Hensley she just owns
23 security and all the security documents. And again, a
24 tremendous amount of work and makes it kind of nice because
25 we don't have to be the ones doing the remediation for our

1 department internally, the people can be taking it over and
2 we can continue to do the outreach. And Jenny and Silva
3 and Christian has also been doing, in fact, they did all
4 the remediation of these documents today. So again, a big,
5 big help to us and great for them and they can help the
6 entire staff. So, thank you all for that. And then the
7 other thing is we are in the process of rewriting our IT
8 website, pretty outdated and our CIO website. So
9 hopefully, I think we promised March, the middle of March
10 for the IT rewrite and not so sure about the CIO. I didn't
11 get a date yet, but we're pretty close. As far as outreach
12 and training, we have the ADA document remediation class.
13 To date we trained 873 people. And I will say that when we
14 do the training online or on the live feed, what does
15 happen is after a class is done the next week or two till
16 the next class, our staff gets bombarded, of course, which
17 is a good thing with people that have actually gone out
18 there and said, I've got this document and I don't know
19 what to do. So, you know, it's keeping our public interns,
20 it's keeping Robert, our trainee, our trainer very busy,
21 but productively, so that we can, now that they've kind of
22 been exposed, they're now getting their hands into it and
23 they're asking questions. So I think it's been working
24 pretty great. And that's where the one-on-one assistance
25 comes in. What we're also finding is that a lot of times

1 people don't want the one up, they want to go back and they
2 want to review the training. So what we have is we've got
3 webinars and the webinars are on the website, they're
4 available 24-7. It's the actual exact training of what we
5 give when we do the live feed. But what we've also added
6 is now another piece of it where we said, okay, you're
7 doing the webinar, but grab this form if you want. And
8 just ask us any questions or whatever, and they're emailing
9 questions that they might have been able to do or ask
10 directly if they had been in the class. So it's, again,
11 we're just trying to give it to people any way that they
12 want the, you know, we have training probably live feeds.
13 We were doing twice a week, we're down to once a week, so
14 now sometimes we're down every other week. So it just
15 varies depending on the month and how far people are in the
16 process. We did create a second more advanced document
17 remediation because there certainly are people out there
18 that are asking those questions and they're getting to that
19 level. So that's also available. And again, what we're
20 doing is we're doing webinars and having live classes also.
21 We also have, we ran into a problem with several online
22 forum, several as in about 300 that were in our Ektron
23 system that we couldn't remediate because of the
24 environment. And we've built a little tool that now allows
25 us to remediate those documents, collect the information,

1 allow the users to be able to still do the same type of
2 input. And that's been working really well. So we've got
3 another webinar and we're starting to show people how they
4 can do that. It's also an alternative where you could take
5 a document that is some of the paper documents are just
6 horrendous to deal with. You could actually take that
7 contents of that paper document and build your own little
8 form and make it a kind of a fillable version, an easier
9 way than doing it by remediating a PDF. So we're testing
10 that and it's really working quite well. We are still,
11 Siteimprove is the monitoring tool that we have. We've
12 purchased an enterprise license for about 200 people. We
13 are still distributing it. We ask everybody to sign an SLA
14 and basically that's just so that we ensure that they're
15 using the other tools like our ability to, it's called ADA
16 Assistance that is on the site. It also puts a little
17 wheelchair or some kind of an icon on the site so that
18 someone can be on the website, click that button, and it'll
19 automatically, we've got a system that takes their request
20 and goes through a help desk process that sends information
21 to the right person to do the remediation and it tracks it
22 until it's complete. And if they don't willingly agree to
23 do that, then they're missing a huge part of it, which is
24 one of the main reasons why we've put it on an SLA. And
25 we've got 25% of the people are doing it. We did start --

1 we just met with Endot and got an SLA for their entire
2 group on their website. And we are going, they've asked us
3 to do a special training, which we're doing, I think the
4 end of February. And I think they've got like 45 people to
5 be trained. So we're going to be doing that in their
6 environment. And that will be, we're going to do ADA and
7 we're also going to do Siteimprove. So, we've got 78
8 people or so 78 users that have been trained on
9 Siteimprove. And I will state that the one thing about
10 Siteimprove is that we're just kind of giving assisted
11 training or quick start training. That tool comes with a
12 service contract or a support contract with them. So they
13 have periodically given training also a little bit more on
14 a high level, but probably 150, 200 people have already had
15 that. And then they've got all kinds of training built in.
16 So when we give somebody a license, they can actually go in
17 and learn at their own speed, what they want also. And
18 then, I talk about the status. We have approximately
19 identified 200 websites in the system. About a hundred --
20 it was 132, I think we're up to about 140 some now of new,
21 you know, where new clients have come in, new boards have
22 come in asking us, you know, can they come in. So that's
23 what we're doing. I think we have three more that we're
24 doing just from last week. Thirty one of them are
25 compliant up to from the previous month. And the nice

1 thing about the new websites when they come in is there's a
2 different set of rules and it's that they have to take the
3 ADA class. We help them. I mean, we've actually built the
4 sites and helped them get in. Usually they're smaller. We
5 will make sure that they get their site up and running with
6 the understanding that they're taking the training and that
7 they will keep the site ADA compliant and that they will
8 continue to maintain their own site. We don't maintain.
9 We've probably maintained 10% and that was kind of
10 grandfathered in from years ago. So, we continue to work
11 with all of the agencies. And that's what I was talking
12 about the new onboarding I kind of jumped around. And
13 that's basically all that I've got. Is there any
14 questions?

15 MARCELLA: Ms. DeSantis, this Joe Marcella, I
16 have some very quick questions. When were you initially
17 notified that state sites were out of compliance? ADA
18 compliance.

19 DESANTIS: Yes. Linda DeSantis for the
20 record. I'm going to say maybe seven, eight years ago is
21 probably when it first started.

22 MARCELLA: And would you consider your
23 current status more incorrect in maintenance mode or
24 correction mode?

25

1 DESANTIS: Well, I am hoping a combination of
2 both. We certainly are, we are certainly trying to address
3 the documents and websites that are not compliant
4 currently, but we're trying to put more emphasis on newer
5 sites and new data going into the websites that are going
6 forward. And we're hoping --

7 MARCELLA: So, if it works --

8 DESANTIS: -- and we're hoping -- I'm sorry -
9 -

10 MARCELLA: -- are there ADA web standards
11 that are given to those individuals or that are creating
12 these sites?

13 DESANTIS: Yes. There has been a state ADA
14 site probably for five years. We just did a rewrite of it
15 about two, three months ago. It's ADA.NV.gov. We have
16 standards, we have web guides. We have just regular
17 accessibility standards. They've been posted. They are on
18 the ADA site right now. I'm sorry, is that answering your
19 question?

20 MARCELLA: Yeah. No, that's fine. Just
21 understanding it's an ongoing effort and it eventually
22 turns to maintenance.

23 DESANTIS: Yes.

24

25

1 MARCELLA: But what I was trying to assess is
2 at what side of this effort are you on? And it sounds like
3 you've got both going.

4 DESANTIS: Exactly.

5 MARCELLA: At the same time.

6 DESANTIS: Yes, we do.

7 MARCELLA: Right. And what I was trying also
8 to assess is how you are going to be able to mitigate or
9 minimize that effort going forward so that you do get into
10 a maintenance mode.

11 DESANTIS: Okay.

12 MARCELLA: And when the creation, go ahead,
13 please. I'm sorry, please.

14 DESANTIS: No, that's okay. And that's one
15 of the reasons why, what our, what we're trying to do is
16 outreach. We're trying to not do it ourselves. In the
17 beginning we were doing it ourselves. But we got to the
18 point where we were learning while we were doing that. Now
19 we realize that if we don't train the owners of their
20 websites how to do the maintenance, how to do it correctly,
21 then it'll never stay ADA compliant. So --

22 MARCELLA: All logical -- I'm sorry, it's all
23 logical, I'm just considering the timeline.

24 DESANTIS: Right.

25

1 MARCELLA: And how much effort and resource
2 has to go into it to keep it moving forward and getting out
3 of the correction mode and into a maintenance mode.

4 HAAS: For the record, Dave Haas. And
5 thank you, Linda for the presentation. And I just wanted
6 to kind of weigh in on your question and respond a little
7 bit. So this issue of ADA compliance, as you heard Linda
8 state, has been kind of hanging over the state for some
9 time. And so it isn't until recently, within the last year
10 or so, that we've really put some emphasis in trying to get
11 more compliant. And so our approach, when we look at the
12 backlog of documents that need to be remediated, the number
13 is significant. So, we've taken an approach where we do
14 Just-in-Time. When Linda described the little icon that's
15 on the document, if a person comes in and they click on
16 that document and it's not ADA compliant, then we know that
17 they are specifically looking to that particular document
18 and we will go remediate it for them Just-in-Time. So as
19 far as the timeline yes, we're trying to remediate as much
20 content as we can and assist other agencies to do the same.
21 Because EITS is not responsible for all of the content we
22 are responsible for the content in those websites that we
23 maintain for agencies, but agencies themselves are also
24 responsible for their websites that they maintain. So, in
25 order to keep up with the demand and make sure that we're

1 at least acknowledging and recognizing that for those that
2 need an immediate resource to be ADA compliant we are using
3 this Just-in-Time approach in order to make that compliant
4 and then working to do the rest of the work. I think as we
5 progress on this, and Linda I'm sure could weigh in on
6 this, that I think eventually we'll see a lot of the
7 content that has been out there for 20, 25 years that may
8 no longer be pertinent you'll eventually see that they get
9 purged off and hopefully we won't have to go through a lot
10 of remediation on it. Thank you.

11 MARCELLA: Thank you.

12 DESANTIS: This is Linda DeSantis for the
13 record. I do want to add something too. The ADA
14 assistance that is the Just-in-Time that David has
15 explained actually has been live since January 7th of last
16 year. And we actually added that at the same time that the
17 new Governor came on board. In that time, and I think this
18 is where in the beginning, we did a lot of concentration or
19 focus on cleaning up this huge number of documents that
20 were not ADA compliant. In the last, after about six
21 months of looking at the statistics coming through from ADA
22 assistance, we realized to date right now, there's been a
23 total of 103 requests that have come in for immediate
24 remediation. I mean, and the agencies are still making
25 sure they're training and they are making sure that their

1 new content is ADA compliant. And they're also looking at
2 tools like Siteimprove maintaining and fixing the documents
3 that are the most used. They've deleted off garbage. So,
4 but 103 documents where we have probably over a hundred
5 thousand at one point is really a very small number. So
6 we're finding that our emphasis is more on training people
7 how to create new ADA type content, get it out there don't
8 post anything that's bad anymore, and kind of let this
9 system handle for us and for the agencies, the requests
10 that come in.

11 MARCELLA: Ms. DeSantis, do you continue to
12 have help from the ADA agencies? And do they continue to
13 oversee the efforts that are being made to make sure that
14 not only you're in compliance, but they can aid and assist
15 if needed?

16 DESANTIS: ADA agencies? You mean our users
17 or our owners of our websites?

18 MARCELLA: No, I'm talking about ADA
19 compliance.

20 DESANTIS: Oh, I still work with Thomas Kerns
21 and the AT consumers that we've worked with. I've not had
22 any direct -- I went to an NFB conference I think the end
23 of November, but to have, you know, continuing dialogue
24 with them, no, I do not.

25

1 MARCELLA: I think the question really is, is
2 if they were to audit us today or take a look at the
3 website today, would they be happy with us?

4 DESANTIS: I believe so. I do believe so.

5 MARCELLA: Thank you.

6 DESANTIS: I'm sorry, David's question was,
7 are they helping us to test. The Nevada Federation of the
8 Blind is some of the people, the AT consumers, that are
9 part of that group also, like I said, Thomas Kerns, yes,
10 they are helping. If there's a new program or anything
11 that we put out there, they're looking at it, they're
12 checking it. We also have, I believe next month we will be
13 doing outreach to hire a Manpower person who is strictly
14 uses assisted technology and they'll be helping us and the
15 agencies do the actual testing so that we're ensured that
16 what we're doing is correct.

17 MARCELLA: Thank you.

18 BENITEZ-THOMPSON: Ms. DeSantis, thank you very much
19 for that insightful presentation. I do have a follow on
20 question. I recall hearing you possibly mentioning
21 something about the second level of compliance. Would you
22 care to elaborate a little on that?

23 DESANTIS: The, I'm sorry, the second level
24 of compliance? I'm not sure I'm understanding something.

25 BENITEZ-THOMPSON: Something about a level two

1 potentially saying for agencies that are ready to move to
2 that higher level. I wasn't entirely sure what that was
3 about. I might have misheard.

4 DESANTIS: Oh, the complexity, I'm sorry.
5 What I meant was when somebody first goes out there and
6 does document remediation they kind of use smaller, more
7 simple forms that can be easily remediated. And then as
8 they get a little bit more comfortable, they'll grab a 25
9 page fillable document. That's kind of what I meant by the
10 second level of complexity, I'm sorry. So, and that takes
11 a little bit more, it takes a lot more practice, a lot more
12 comfort and a lot more effort to make something like that
13 compliant.

14 BENITEZ-THOMPSON: Understood. Thank you very much.
15 Are there any other questions? Up north? All right.
16 That's silence I hear so thank you very much, Ms. DeSantis.
17 We'll move on to the next agenda item. This one's the Road
18 to Unity Strategy. I'd request Mr. Axtell and Bob
19 Dehnhardt to join us.

20 AXTELL: Thank you for this opportunity,
21 Madam Chair. Thank you for this opportunity to present the
22 Road to Unity Strategy. Dave Axtell for the record. One
23 of the challenges we had initially in messaging was that we
24 had gone for a budget request for the Road to Unity
25 platform. And previous to that, the office of the CEO team

1 had spent a considerable amount of effort putting together
2 the Road to Unity strategy. And while the two
3 unfortunately sounded too similar, what resulted was when
4 the funding did not come through for the platform, many
5 thought that the strategy itself was a DOA. And so I'm
6 here to announce that the news of the death is very
7 exaggerated. It is not dead at all. It is something that
8 every day, in fact, we continue to work towards despite
9 missing one or actually several little trunks from the
10 strategy where there are many things in the strategy that
11 we can do without a budget approval. So I'll provide an
12 overview of the strategy itself. And Bob will go into our
13 pillars. The execution pyramid here is what I alluded to
14 previous which consists of the strategy, the portfolio and
15 the playbook, and those three items, vision, tactical and
16 technical are fundamental to, I believe our success at
17 executing the strategy. The tenant that we have are
18 basically around the common things of technology, it's
19 constantly changing. We threw in as I revealed before the
20 inflection points to provide opportunities to change, as
21 opposed to some heavy handed mechanism. And we believe
22 that the inflection points also allow for a visitation of
23 not only the benefits of the agency itself, but also how
24 that benefits the state. That perhaps doesn't always
25 happen, but I know that this would be a great opportunity

1 for everybody to follow that. And we need to evangelize
2 our cultural change because it is a difference in culture
3 to work for a unified solution as opposed to individual
4 solutions. Having said that, the final answer perhaps very
5 strong tenant is that the agency program needs are the
6 priority. And so when a inflection point comes up and
7 there's really no opportunity to change without effecting
8 the program of other agencies, then that's a non-starter
9 and we're not going to spend time trying to shoehorn people
10 into some enterprise solution when it makes no sense. The
11 three guiding principles we have, we kind of sat around, at
12 one point and tried to really understand what our
13 motivations were. And these were the three that came up
14 that were invested that we believe in the efficient and
15 secure. Those should probably be reversed in my opinion,
16 but, the implementation of technology is really secure is
17 key. And finally we do believe that without collaboration
18 and partnering with agencies that an enterprise solution
19 moving forward really can't exist. For creating a better
20 digital government we have a number of items here that are
21 part of what we're working on every day to try to get
22 digital government to mature and to be better for
23 everybody. Citizens moving back through the agencies, and
24 there's a lot of duplication transparency, maturity
25 collaboration, but these are some major steps. The

1 strategy itself consists of five major pillars. And they
2 are indeed what we're operating to right now. The one, Bob
3 will go through today, is the information security pillar,
4 but, the architecture solutions, ecosystems platform
5 support, communications, engagement, and governance these
6 are all individual pillars within our strategy. They align
7 in some cases one-to-one for units and groups within EITS
8 mainly in Bob's area, the information security; however,
9 most of the other pillars cut across more than one group or
10 unit within EITS itself. And so it's multiple entities
11 within EITS that are responsible for driving the success of
12 each of these. And with that, I will turn the other half
13 of this over to Bob.

14 DEHNHARDT: Thanks, Ax. And for the record my
15 name is Bob Dehnhardt. I'm the State Chief Information
16 Security Officer, and I appreciate the opportunity to speak
17 to you all today. And I'll be talking about the
18 information security pillar. To begin with, we started
19 with why. Why are we doing this? That was the foundation
20 of each of these pillars. And we tried to boil it down to
21 two words and mine got boiled down to too secure, which is
22 kind of obvious. But, to me it kind of begs the question,
23 what are we securing? You hear a lot these days about
24 cybersecurity. Securing your infrastructure and your
25 technology, your servers, workstations, desktops, laptops,

1 mobile devices, the internet of things. That doesn't
2 answer the question in my mind. To me, the answer to the
3 question is the first word on this slide. Information is
4 what we're securing. The information that is owned by our
5 constituents, and that's been entrusted to our care and for
6 our use. To my mind, they're the people that I'm most
7 responsible to and most answerable to, our constituents.
8 Because even though they gave us this information to work
9 with, they still own it. And we have, if it's not too
10 overblown to call it this, a sacred trust to protect that
11 information. Cyber security is the means, it's how we
12 protect this information. But why we do it is to secure
13 our constituents information. We have three outcomes here
14 that are goals that we are going for. The first one is
15 sort of a cornerstone of information security that ensuring
16 and protecting the confidentiality, integrity and
17 availability of our assets, our information and our
18 infrastructure. This really is the basis of information
19 security. Confidentiality is access controls, either
20 physical or logical access to make sure that only the
21 people who are supposed to be able to see the information
22 can get access to it. Integrity is change control and in a
23 nutshell. Making sure that the information and the systems
24 are only being changed in ways that are authorized in ways
25 that are control, and that's protecting the essential truth

1 of the system and the information it can change. And then
2 availability Ax actually touched on when he was talking
3 about Switch with what he called power security and
4 environmental control security. It's making sure that the
5 information is available to us when we need to get to it.
6 Having redundant power systems, redundant clean power
7 systems. Having redundant environmental controls, having
8 redundant network connections. These are things that your
9 average server underneath a desk or in an agency data
10 closet probably aren't going to have access to. But you
11 get those sorts of things in a properly tiered and
12 maintained data center or co-location facility. All of
13 those play into that first bullet. The next one is about
14 managing change in our general environment constantly
15 improving our security posture through policy updates,
16 assessments, and corrective actions. Anytime a new service
17 is being offered by an agency or a new system is being set
18 up we need to look at our security policies and standards
19 to make sure that they support any new processes or
20 procedures. I get requests for exceptions to our security
21 standards every year. And I look at them from two
22 different aspects. Sometimes the exception is because the
23 agency is trying to move into compliance with our standards
24 and they need a little bit more time. And other times it's
25 because the standard was poorly written or maybe it's

1 outdated. And it's enforcing something that either no
2 longer applies or is it is so onerous that it completely
3 outweighs the risk of what it's trying to protect. And so
4 when we come across those things, I take those standards to
5 our State Information Security Committee, we look at it and
6 we rework the standard so that it's more workable so that
7 promotes secure operations within the agency without
8 preventing the agency from doing what they need to do. And
9 the last bullet under Outcomes is more about evolving
10 technologies and also evolve threat. Right now our
11 security technology is fairly adequate for the job that it
12 needs to do and people don't like the term adequate. It
13 simply means that it's doing what it needs to. And there's
14 nothing wrong with that. The problem is that we live in a
15 dynamic situation. Our adversaries out there are
16 constantly looking at new ways to get into us, new threats,
17 new platforms to launch their attacks from. And if we are
18 not also looking at those things and evolving our
19 environment to anticipate preferably, or be able to respond
20 to these evolving threats, we're going to end up like
21 Atlanta or Baltimore with a 17 to \$18 million remediation
22 bill. I don't want to be there. I want to keep us out of
23 the papers in that regard as much as possible. And so, we
24 are constantly looking at what's coming on the horizon,
25 what new technologies are coming into play, seeing if they

1 would make a significant difference in our environment that
2 would be worth the investment and looking at updating what
3 we're doing or investing in new areas. So that all of
4 these are really ongoing processes. They're not new. It's
5 not like they weren't being done before we built this
6 strategy document, but this is an acknowledgement that
7 these are our three main focuses. Before I go into
8 Actions, I'd like to pause if there are any questions on
9 the why or the outcomes. Also get a drink.

10 SRINIVAS: This is Ms. Srinivas for the
11 record. I heard you talk a whole lot about how our
12 technology currently is adequate to ward off any
13 cyberattacks, so on and so forth; however, technology is a
14 piece of the puzzle, albeit the large one. There are other
15 pieces. We didn't have a chance to go much into that
16 today. Would you care to elaborate? For example, what we
17 do in terms of training, policies, and procedures to ensure
18 that whatever technology we have in place continues to be
19 effective.

20 DEHNHARDT: Bob Dehnhardt for the record.
21 Actually training is covered under Action number one. So I
22 was about to get there, but, I can certainly move on to
23 that if you'd like me to.

24

25

1 SRINIVAS: Are there any other questions
2 because apparently I jumped the gun. Sorry. Let's proceed
3 then, thank you.

4 DEHNHARDT: Okay, then we'll move into the
5 Actions. And number one talks about training in two
6 different ways. First it talks about our security
7 awareness training, which is using a commercially available
8 product called KnowBe4. We've had KnowBe4 in our
9 environment coming up on two years now, and we have seen a
10 great success from it. It's a program of security
11 awareness training videos that go out to all the employees
12 within the executive branch. And it gives them a very
13 informative, but still entertaining, because security can
14 be a very dry subject, so it gives them very good
15 information on protecting themselves from phishing attacks
16 and things of that nature. But in an entertaining manner,
17 so that the information sticks. We follow that up with
18 testing sort of phishing our own people. And in general,
19 we get less than 2% of our employees generally clicking on
20 a test phish. Sometimes it gets a little bit higher and
21 when it does, we issue a little extra training to point out
22 exactly what they might've missed. And generally speaking,
23 we get good feedback on that. So that's for the general
24 users. More to your question, Madam Chairman is skills
25 training for security individuals. And I think, you know,

1 my personal opinion, I'll distance everyone else from this
2 as much as I can, my personal opinion is that's an area
3 where the state really misses the boat. It's been my
4 observation that training for IT in general and information
5 security professionals in particular is not well-funded.
6 We get very few training opportunities through the year.
7 Usually we have to look for free or very, very cheap
8 training opportunities. And I think that's short-sighted.
9 And I know I'm really digging myself in here. But, I
10 really do think that that's short-sighted. I'd like to
11 read you a quote, if I may. I write quotes that I find
12 every once in a while in my notebooks. And this one is
13 from Matthew Olney, who's the Director of Threat
14 Intelligence and Intervention at Cisco Systems, one of the
15 top technology companies in the world. And he said, "if I
16 could convince people of one thing, it would be that
17 security is a game of heroes, not technology. Nurture your
18 heroes, arm them with the technology they need, and never
19 forget that it is the experience, intelligence, wisdom
20 drive, and creativity of your people that will save you."
21 That's a lot of what professional security training,
22 skills-based training, or going to security conferences and
23 technology conferences gives the people that are working
24 here in the state. It's an investment. And we seem to be
25 pretty good at investing in technology. I wish that we

1 would be as good at investing in our people. So that's
2 that soap box. And so that's, you know, under Actions
3 because I'm actively advocating that. Maybe not that quite
4 that forcefully all the times, but I'm always pushing for
5 better training opportunities, particularly for our
6 security professionals, but also for all IT professionals
7 within the state. Moving on to Action number two, where I
8 hopefully won't dig myself into quite as big a hole is
9 Implementing a Governance Risk and Compliance Solution for
10 our state. We have purchased a product called LockPath by
11 KeyLight. And they are one of the top tier GRC providers.
12 It's all about managing risk is what this action is. And
13 in order to truly understand the risk that you have in your
14 environment, you need to understand what governance you
15 have in place. You need to understand what compliance
16 issues you have in place. You need to understand your
17 assets and inventories and things like that. There's a lot
18 that feed in and by having this platform in place with a
19 risk decision framework integrated into it, we can get a
20 better understanding of what kind of risk the state is
21 carrying in terms of information security and information
22 technology. And then that's the first step to managing
23 that risk. Understand where it is. Is it too high, then
24 we need to take steps to move it down. If we're
25 comfortable where it's at, we need to take steps to

1 maintain it, because there are a lot of factors feeding
2 into it, and it might be fine today, but tomorrow something
3 may happen that moves the risk in the direction that we
4 don't want it to move. Third is to collaborate with state
5 agencies to develop baseline security, policy standards and
6 procedures. This is an ongoing effort. I chair the state
7 information security committee, and this is their primary
8 focus is to establish and evaluate and update the state
9 security policy and standards. We're doing a heavy lift on
10 that right now in response to SB 302 from the last
11 legislative session where we were required -- we are now
12 required to map to the CIS 20 security controls, which is
13 kind of misnamed. There are actually 171 controls, but
14 they're in 20 groups. And so we are going through all of
15 our security standards and our state policy. Some of which
16 have not been updated in 10 years or so. And getting them
17 all in line, getting them updated, making sure that they
18 map to CIS where possible and really putting in the effort
19 on that. I absolutely love having that framework
20 available to us now to map to. Because it gives us a
21 really good starting point for some areas where we really
22 hadn't considered in the past. Number four, maintain a
23 list of security controls and standards that state entities
24 are required to comply with by state or federal law. This
25 is also an outgrowth of SB 302 where there's a requirement

1 in there for OIS, Office of Information Security in
2 particular to maintain cross mapping between the CIS
3 controls and other federal controls. Fortunately, a lot of
4 those cross mappings already exists. So we're not having
5 to create it out of whole cloth, but we need to make that
6 available to everyone because not all federal regulations
7 read the same way. When I was at Welfare, I used to have
8 to try to reconcile the IRS security controls with the CMS
9 security controls for state health insurance exchanges.
10 And then reconcile those with the office of Child Support
11 Enforcement. And now, in my current position, I've got
12 those plus CJIS and FIRPA and FISMA, and, you know, just a
13 whole alphabet soup of regulatory compliance guidelines and
14 frameworks that need to be reconciled. And so one of the
15 things that we try to do to help out ourselves and our
16 agencies is to come up with that list to help map things.
17 And if we're doing this here, we're also getting this one
18 over here. Number five, develop and publish a
19 cybersecurity incident response plan. Having a standard
20 response plan framework for all agencies is really
21 important in the event of a wide-scale incident in that
22 we're all working from the same music as it were. We're
23 all using the same language. We're all using the same
24 terminology, and we're all trying to approach it from the
25 same way. Now, each individual agency will need to have

1 their own playbook to work from because security isn't one
2 size fits all. There are things that need to be taken into
3 account for public safety that Endot doesn't need to worry
4 about or things that need to be taken into account with
5 Welfare that natural resources. They don't have those
6 systems. So they don't need to worry about that. So there
7 needs to be customization at all levels, but there still
8 needs to be some sort of consistency between the plans so
9 that we're all communicating in the same way. We're all
10 using the same terms. And we're all working towards a
11 constant goal without having to take time out from the
12 actual incident response to figure out how we're going to
13 work together. So that's mainly what number five is about.
14 And then finally number six is about what I like to call
15 security community. That's the general approach that I and
16 my office take to working with the 35 agencies within the
17 executive branch plus OC DC, which has a special role to
18 fill in speaking with the counties and cities and other
19 political subdivisions within the state. We need clear,
20 concise, and open communications and collaboration between
21 all the agencies. It needs to be a community approach,
22 not, you know, a dictatory approach or anything like that.
23 We're peers. We get together we talk about these issues.
24 We talk about problems that we're having, and everyone at
25 the table has an equal voice. And everyone at the table is

1 encouraged to contribute. That's kind of the way I like to
2 run the committee and approach these things. We have an
3 awful lot of smart people around that table, and I don't
4 want to stifle anyone's participation. And so that is
5 definitely an ongoing action that we have. And I like to
6 say that it's working pretty well so far. We've gotten a
7 lot of really good participation in our meetings. We've
8 gotten a lot more transparency between agencies, a
9 willingness to open up and talk about things, because we
10 all know that it's not going to go any further than this
11 table, unless someone requests an action or something like
12 that. It's I think really been a positive change. And so
13 we definitely want to keep that action going. Any
14 questions on any of that?

15 MARCELLA: Sure, Mr. Dehnhardt this is Joe
16 Marcella. Real quick question, have your systems met the
17 maturity level sufficient enough that you could have a
18 third-party SIEM discipline in place, Security Incident
19 Event Management mechanism so that as an assist, as a third
20 party overlook?

21 DEHNHARDT: We currently have, Bob Dehnhardt
22 for the record, we currently have an outsourced third party
23 secure operations center that sort of acts as a SIEM. At
24 this point they take our log information and our event
25 information and they do the initial triage for us to

1 identify incidents. So we do already have that sort of
2 relationship in place. Is that what you're asking about?

3 MARCELLA: Yes, exactly it is. But for how
4 many agencies is that done? Is that done for the entire
5 state or is it just done for certain agencies that are
6 mature enough or in compliance or actually have the
7 infrastructure in place to do it?

8 DEHNHARDT: Bob Dehnhardt for the record. We
9 do it right now at the enterprise level for everything
10 that's going over SilverNet. So in a way we are covering
11 all agency traffic that's leaving their boundaries. We do
12 have sufficient license in place, and I've made this offer
13 a couple times to our ISO's that if they wish we can put
14 collectors in their environment to collect internal to them
15 and add that into the information. The more information we
16 can give to our SOC the better the analysis that they can
17 do. We've got a couple agencies that are considering it
18 right now. But some of them aren't there yet.

19 MARCELLA: It's commendable, thank you.

20 DEHNHARDT: Sure.

21 BENITEZ-THOMPSON: Do we have any other questions?
22 All right. So it sounds like we are ready to go to your
23 next set of slides Mr. Dehnhardt. This is regarding
24 information security update and status of security grants.

25 DEHNHARDT: Thank you, Bob Dehnhardt for the

1 record. I don't really have any slides on this other than
2 the title slide because I try to keep this as fresh and up
3 to date as possible. So, I'm usually coming up with what
4 I'm going to talk about in this part of the presentation
5 the morning of. What I would like to discuss very briefly
6 today a couple things. First of all, we talked a little
7 bit about events incident response within the state. And I
8 just want to touch a little bit on that subject for a
9 couple reasons. First of all, about a month and a half ago
10 the state of Louisiana was hit with a ransomware incident
11 where the Governor actually decided to pull the plug on all
12 technology in the state. Which was one heck of a move.
13 But it was, he deemed it as a reasonable move to contain
14 the incident because it was moving laterally from one
15 agency to another, and it was pretty nasty. We haven't
16 seen anything like that in this state and for that, in
17 Nevada I should say, and for that you know I basically look
18 at three things as to why we haven't. Number one, is the
19 technology that we have in place. Like I said, right now,
20 it's adequate for what we need. It's doing its job and
21 it's doing it well, and we're doing a good job of keeping
22 it up to date. So, you know, it's giving us the
23 protections. Number two, luck. I never discount luck. I
24 would prefer solid preparation, but I'll take luck and
25 preparation. It always helps. Number three, is the

1 people. We get incidents within this state. Usually
2 they're very small and usually they are covered rapidly.
3 We respond well and we catch them quickly. And that's
4 something that I just want to acknowledge with this group
5 of people, this committee that you know, we have a lot of
6 people out there that are working information security that
7 don't have it in their job title. We have systems
8 administrators, we have network engineers, we have desktop
9 support people, we have help desk people, all of them play
10 a role in information security. It's not just me, it's not
11 just my team, and it's not just the information security
12 officers in every state or in every agency. If it was, we
13 would be getting hammered. It's because we have people in
14 other disciplines that are paying attention and that are
15 putting in the effort and learning what they can about
16 information security within their job and taking the
17 initiative. That's a lot of the reason why, so far knock
18 on wood, the state of Nevada hasn't been featured in a news
19 story. So I just want to acknowledge that for everyone
20 here. The other reason it's on my mind is because the city
21 of Las Vegas did have a little bit larger of an incident a
22 few weeks ago. It was in the news. Again, it was
23 responded to quickly by their folks and it was contained
24 quickly. And they were only really down for a couple of
25 days while they dealt with it. And again, it comes down to

1 the same things. Their people responded quickly, their
2 technology detected it quickly, and they were able to pull
3 things together. So, I just want to highlight that for
4 everyone that even though I'm the one that gets to sit here
5 every time we have this and talk about security, it's not
6 just me. And I really wanted to strike that home. And I
7 should have written down what my other one was. Oh, sorry.
8 Windows seven has been something that's been sort of an
9 ongoing topic here. I just wanted to give a brief update
10 on that. By and large, the state has responded well to the
11 Windows Seven End of Life and the server 2008 End of Life.
12 We did have some systems that went past the end date of
13 January 14th. Microsoft hasn't issued any new security
14 patches for those systems yet. So right now we're using
15 that extra time until the first patch to try and get
16 extended support licenses in place, and to also get as many
17 of those systems off our network as we can. It's down to a
18 manageable level. At one point we were looking at several
19 thousand systems, we're under a thousand. Best numbers
20 that we have right now it's looking like we're under a
21 thousand. So, we're getting -- that are not covered by
22 extended support licenses or that are not due for a
23 replacement before the end of February. And so we are
24 focusing on those, getting them handled and, you know,
25 reducing the risk in that area. Any questions on that?

1 FREED: Madam Chair, this is Laura Freed
2 for the record. May I ask a question of Mr. Dehnhardt?
3 Less than a thousand is better than I heard last week. So
4 I'm glad to hear that. Do all of these agencies have the
5 manpower to deploy to either remove the old machines from
6 the system or deploy the extended support licenses by the
7 deadline?

8 DEHNHARDT: Bob Dehnhardt for the record.
9 Yeah, I was very pleased at the change in numbers as well,
10 ma'am. I am continually talking to ISO's to make sure that
11 they've got this well in hand. Some agencies have larger
12 IT staffs than others. And so we've, you know, let them
13 know that if they need help they need to speak up because
14 we can't be mind-readers. And we will do what we can to
15 help them. Fortunately the licenses are fairly easy to
16 deploy, so that's pretty easy. Some agencies have been
17 having their new systems imaged by the manufacturer, rather
18 than waiting to have them come in and have their IT staff
19 image them that takes a lot of the time and effort out of
20 it. And then they can just drop ship those to remote
21 locations and have their staff there put them in place.
22 So, they're being creative.

23 MARCELLA: Joe Marcella, Mr. Dehnhardt this
24 may not be a question for you. I'm going to give you an
25 opportunity since we're on the topic of Road to Unity. An

1 enterprise approach to business that is the business of
2 government makes sense to me. It always makes sense in
3 almost any organization to join up, manage whatever you can
4 from the horizontal, but preserve those things that are
5 particular to that horizontal. And then get as much -- I'm
6 sorry, vertical and then get as much of that horizontal for
7 the organization incorporated or collaborated as you
8 possibly can. And through all of this conversation about
9 the Road to Unity, the pillars are perfect. The approach
10 makes perfect sense to me. The concept makes perfect sense
11 to me. I think has always been missing at the state level.
12 Without it nothing is going to really get done or
13 accomplished, particularly your security. It needs to be
14 collaborated coordinated, and it needs to have some
15 sameness across the agencies. How do you get the agencies
16 to agree? Because they do not agree on all of those
17 pillars. And I know it's a loaded question and it may be a
18 question for David Axtell, but it's still the elephant in
19 the room, and it's a problem going forward. And it delays
20 if not inhibits all of your efforts.

21 HAAS: Dave Haas here for the record,
22 EITS Administrator and certainly Ax, he has some good
23 pertinent information as well, but I would say that in our
24 effort to kind of kick off the strategy and put these
25 pillars together that one of the things that we had

1 expressed in the last biennium budget build was an
2 opportunity to put together a study to go out and survey
3 and work with data the agencies and where they held their
4 data centers to identify how far they were along in their
5 particular maturity model. And to also then kind of
6 identify what we needed to do in order to support them in a
7 collaborative effort to get onto the Road to Unity. And so
8 that effort started and Steve Fisher sitting right here on
9 the board, we work very closely for example, with Welfare
10 and had an approach that was, we were trying to move
11 forward in that capacity and had a strategy with Welfare in
12 particular, but for various reasons, primarily funding and
13 timing that didn't move forward. But with that, and this
14 new biennium budget build, our hope and intent is to try to
15 put some time and effort and funding into actually doing
16 some analysis so that we can respond to the very question
17 that you've expressed. How do we get people onto the Road
18 to Unity? Where are they in their inflection points in
19 order to get us there? And Ax you may want to add anything
20 else.

21 AXTELL: David Axtell for the record. I
22 would say that another aspect of this is, we touched on it
23 in the slides, the ability for the agency to manage self-
24 provision and control their own environment means they can
25 control their own destiny. So, this makes the lift to

1 unifying solutions in an enterprise method a lot simpler
2 when we have a number of diverse and sometimes divergent
3 solutions that are around the state. So identifying that
4 the Road to Unity platform is an enterprise platform that
5 really is appropriate when the agencies decide it's
6 appropriate for them allows us to basically provide a
7 service that they want. And so when an agency comes
8 willingly for a particular service, it makes it a lot
9 easier to collaborate and to partner than if, let's say
10 some states have had executive orders that are going to
11 have consolidation, the big dirty word in tech, that brings
12 a heavy club, but it doesn't necessarily make it a smooth
13 transition. And many times it becomes a failure. So
14 rather than try to push for that type of motion it makes
15 much more sense to us to provide services and identify
16 inflection points where people really want to join because
17 they want to maintain their focus on their own programs and
18 business for which they are subject matter experts and
19 they're designed to perform. Whereas we're subject matter
20 experts in the enterprise solutions. And we will provide
21 those that level platform, but then each agency will be
22 able to control or manage or provision their own services.
23 The model I gave in the platform, Road to Unity platform
24 those planks of control self-provisioning those work great
25 for that particular model. They don't necessarily work

1 great across all enterprise solutions. So networking is
2 not something that is exactly the same. Security is not
3 something that works exactly the same. But fundamentally
4 when we look at the baseline support that we provide as an
5 enterprise, and then you layer on top agency control or
6 agency provisioning some of that even works with the
7 network. Especially as we move forward to software defined
8 networking, agencies can actually create policies of their
9 own for their own network that can actually extend outside
10 their own network, across SilverNet to other agencies. And
11 so now two agencies can work together. They could define
12 network paths, et cetera, that would allow them to
13 communicate with one another. And each does not
14 necessarily have to be a roadblock for that collaboration
15 between agencies. So I think these are the fundamental
16 tenants for us providing enterprise services that work,
17 that encourage agencies to come on board, as opposed to
18 forcing them to do anything. Having said that there are
19 certain things that we need to have that heavy stick and a
20 baseline security is one of those things. You can't have
21 some agencies just saying, well -- especially a board or a
22 commission. Well, I'm small, I can't afford this, so I'm
23 not going to have any security. Obviously that won't work.
24 But that's where, from an enterprise standpoint, we can
25 step in and say, we will take on that burden of that small

1 board or commission and do the necessary activities from
2 the security standpoint. And I think that cuts across all
3 of the enterprise services that we provide. So I hope that
4 answers your question.

5 DEHNHARDT: Bob Dehnhardt for the record just
6 to illustrate the point a little bit last week I had a
7 security committee meeting and I took into them the
8 initiatives that I'm considering for our next budget build.
9 I told them what I was looking at doing. I told them how
10 it would work, and I asked for their input and any
11 suggestions that could be made because these are services
12 that are going to be for them. And if I'm looking at
13 getting something that they don't see a need for, well, I'd
14 like to explain why I see the need for it. But again, if
15 I'm off base, which I always grant the possibility, then I
16 want them to tell me where I should be focusing and get
17 their input from them. That I think that's how you get
18 them to be more involved and more at the table is by
19 recognizing that we're a service organization. We don't
20 exist to please ourselves. We exist to serve our
21 customers, which are the other agencies within the state
22 and having that focus and being modest enough to be
23 willingly listen to their input I think is key.

24 MARCELLA: I think you all need to be
25 commended for making so much progress. Thank you.

1 BENITEZ-THOMPSON: Do we have any other questions? I
2 don't see any in Vegas. How about up north?

3 CO-CHAIR: None, Madam Chair.

4 BENITEZ-THOMPSON: All right, then. Thank you.
5 Thanks very much, gentlemen. We'll switch quickly to item
6 13 and 14 on the agenda given we're already past time. The
7 next ITAB meeting is scheduled for April 6th, 2020. And in
8 terms of agenda items, I do see a whole bunch that bubbled
9 up during today's discussions. So we'll take it offline if
10 that's all right. At this point, I'd like to open it up
11 for public comments. Do we have any in Vegas? Okay. The
12 answer is no. How about up north?

13 CO-CHAIR: There is no public comments in the
14 north.

15 BENITEZ-THOMPSON: All right. In that case, it
16 appears we may be ready to adjourn, motion to adjourn?

17 DENIS: So moved.

18 BENITEZ-THOMPSON: All right. Thank you very much,
19 everyone.

20 [end of meeting]

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