

<b>Information Technology Advisory Committee</b>	
<b>Date:</b>	May 29, 2019
<b>Time:</b>	2:00 PM – 4:00 PM
<b>Location:</b>	City-County Building, Room 260
<b>Chairperson:</b>	Mr. Ken Clark, Chief Information Officer

<b>Previous Meeting Minutes</b>
Review meeting minutes from February 27, 2019

<b>Agenda Topics</b>
<b>Discussion Items</b>
Third-party Hardware and Software Policy – Mr. Ken Clark IT Contract Review & Approval Policy – Mr. Ken Clark
<b>Status Updates</b>
RFP511SA-37 Update – Mr. Elliott Patrick General Open Forum Discussion

### Information Technology Advisory Committee Meeting Minutes

<b>Date of Meeting:</b>	February 27, 2019	
<b>Time of Meeting:</b>	2:00 PM – 4:00 PM	
<b>Location of Meeting:</b>	Room 260, City-County Building	
<b>Chairperson:</b>	CIO, Ken Clark	
<b>Members in Attendance:</b>	Elliott Patrick	ISA, IT Representative
	Chris Becker	Recorder's Office, Property & Land Management
	Christina Bellardo	MCPO, Justice
	Brienne Delaney	MCEB, Constituent Services
	Anne O'Connor	OCC, Admin & Finance
	David Schwartz	DPS, Public Safety

### Agenda Topics

#### Approval of November 28, 2018 Minutes

Mr. Elliott Patrick made a motion to accept the November 28, 2018 minutes as written. Mr. David Schwartz seconded the motion. The motion passed unanimously.

#### Discussion Items

##### Third Party Hardware and Software Policy

###### Mr. Ken Clark, ITAC Chairperson

The Third-Party Hardware and Software Policy is aimed at those items agencies and departments buy and want to put on a City-County device or in the City-County network. One example of this would be the Avigilon camera system purchased by the Marion County Sheriff's Office and put on the network. MCSO worked with ISA to implement the system to ensure it would work with existing infrastructure. ISA reviewed the contracts, verified everything would be secure and kept up to date and patched regularly.

The policy lays out the responsibility of ISA, the responsibility of an agency or department as well as the responsibility of the vendor. In talking with the Business Service Consultants (BSC) or any member of ISA staff, agencies will be able to work through those processes and responsibilities successfully. The policy will not dictate what agencies and departments can have but rather includes preferred technology standards, including programming tools and programming languages which ISA is aware will work best within the City-County environment. This policy will be going to all of the functional groups for discussion, reviews and edits.

- Q: Is this a new policy or a revision? A: This has never been approved by the IT Board but has been in place from an ISA operational standpoint for almost 3 years. It has been in practice and updates have come since its initial inception but this version will become policy.

This policy will cover hardware in the data center, software we package and push to machines or software or applications being accessed via a browser.

## Strategic Update – Upcoming Projects

### Mr. Ken Clark, ITAC Chairperson

The IT Board gave approval on a new Microsoft agreement which includes a new self-reset password tool so users will no longer need to contact the Help Desk for password resets. The agreement also includes 2-factor authentication for logs-ins, most likely to come with WIN10 rollouts. Currently, the specifics of how the 2-factor authentication will be implemented are being considered such as options for every log-in, options for logging in on different machines or registering a new device. These decisions will be considered and brought to the functional groups to discuss.

The IT Board also gave approval on the new Password Policy. ISA will begin rolling that out, beginning with the City-County Council. After that, it will go either agency by agency or with groups of agencies. Passwords will need to be longer, at least 15 characters in length, but will only need to be reset every 365 days.

Approval was given by the IT Board on the new Cisco VoIP system. This means the enterprise will be moving away from the Avaya phone system and to a cloud hosted solution providing greater mobility and flexibility for agencies. Features will include voicemail to email, voicemail transcription, the ability to answer phone calls on cell phones and the power to transfer a call from an office phone to a cell phone.

- Q: What is the timeline for implementation? A: ISA will be signing the contract in approximately 2 months, full implementation will take about 18 months after that.

Agencies and Departments will have the option to not have physical desk phones at all with the new system. While there is a minimum commitment to be made, the option will exist to turn on and off lines as necessary. If agencies opt for a desk phone, new ones will be issued as the enterprise transitions away from the Avaya system altogether. There is an expectation of some lines being eliminated due to non-use. Chargeback costs will be determined by which phones individual agencies choose, if they choose a phone at all. Headsets are optional but not necessary. Agencies and departments will be able to monitor usage to determine what changes need to be made as they become more familiar with the new system and how they are utilizing it.

In the continued effort to streamline City-County government processes, AP automation will be moving forward, eliminating paper from processes we run within internal services agencies. Implementation of Kofax, with documents being stored ultimately in FileNet, will allow the enterprise to have a document storage management system without having multiple filing cabinets filled with paper. The Scope of Work for digitization has been signed and will begin the week of March 4, 2019. The application will learn each invoice from vendors over time and will be able to pull the information from the invoice and place it directly into PeopleSoft.

Digital contracts and e-signatures are in the works. Retention of contracts is required for a set amount of time; digitizing them and moving to electronic storage allows for a more consistent filing method and to make contracts searchable.

- Q: How will the contracts be sent to contractors? A: There will be a web facing portal for the contractor to sign via e-signature as well.
- Q: Will there be e-notaries? A: Most contracts are not notarized. The only piece which would be notarized is the e-verify, which would be added to the packet as it goes through the process.
- Q: Will current notaries automatically become e-notaries? A: Yes; verification of identity will be done through a video conference with a recognized piece of ID.
- Q: Will agencies be using the e-signature as well? A: Yes, agencies will be using the e-signature
- Q: What is the roll-out timeline? A: AP automation could happen in 2019. The contract e-signature piece will be more challenging due to the back and forth. Typical implementations are 3-4 months but specific pieces still need to be acquired, i.e. the docuSign application piece. There projects need to be completed and fully implemented before the CJC opens. We need to

move away from the transactional application of PeopleSoft and into more of an actual document management system, which is what is needed.

### Functional Group Discussion

- Q: What specific topics should be brought to the functional groups? A: The Third-Party Hardware and Software Policy needs to be discussed and any projects which individual groups want to discuss. ISA is always available to attend the functional group meetings and the Business Service Leads are available to help the functional groups build their agendas for each meeting. Subjects can include things relating to Finance (Chargeback), ServiceNow or whatever wants or needs to be discussed is available for dialogue.

Summary of Action Items		
	Action Item	Owner
1	Functional Groups to review Third-Party Hardware and Software Policy	IT Functional Group Chairs
2		
3		
4		

**Information Services Agency**

**IT Policies: DRAFT 5/29/19**

**IT Contract Review and Approval Policy**



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## IT Contract Review and Approval Policy

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## IT Contract Review and Approval Policy

### Purpose

The purpose of this policy is to outline the policies and procedures related to Information Technology (“IT”) contract review and Approval throughout the Consolidated City of Indianapolis & Marion County (“City/County”).

The Marion County Information Technology Board (“IT Board”), and by extension the Chief Information Officer (“CIO”) and the Information Services Agency (“ISA”), is responsible for reviewing all IT contracts prior to execution.

Review by the IT Board and ISA ensures that:

- Software and hardware meet the standards of City/County environment.
- Systems are not introduced to the City/County environment which will harm the integrity of the systems, data and/or users.
- Legal language in the contract adequately protects the City/County, its data and its users.
- Subject Agencies are advised by ISA of industry best practices for legal terms and conditions.

### Scope

This policy applies to all IT contracts both originating from the Information Services Agency as well as Subject Agencies (see Definitions), regardless of whether they are on the City/County network managed by ISA or not.

### Background

#### Information Technology Board Authority

The IT Board was established to ensure enterprise-wide connectivity, compatibility, and integration of information technology. The IT Board is comprised of individuals who represent City Departments, County Agencies, the judicial branch of County government and citizens from the community who are also IT professionals. The IT Board meets monthly to review and evaluate technology resolutions and projects undertaken by the enterprise. The IT Board is responsible for the cost-effective provision of quality information systems and services including telecommunications.

#### ***IT Board - Powers and Duties***

Pursuant to Section 281 of the Revised Code, the IT Board has the following powers and duties (See Article II section 281- 212 of the Information Technology Board article for a complete list).

- Establish and revise information technology guidelines, standards and benchmark processes for subject agencies and other users;
- Establish and maintain procedures for the technology related planning, approval and quality review of information technology operations and initiatives;
- Review, approve and administer major IT contracts and make recommendations concerning all information budgets;
- Develop, maintain and communicate IT services policy and administrative procedures for users and an IT services master plan for users;

- Promulgate rules and regulations for the efficient administration of its policies and procedures for users;
- Approve all operating systems, contracts and expenditures for IT services, equipment purchase, rent or lease, consultants, management or technical personnel, studies, programs and IT materials or supplies for any and all users.

## Policy

### Definitions

“BSC” means Business Services Consultant.

“CIO” means the Chief Information Officer of the City of Indianapolis & Marion County and Director of the Marion County Information Services Agency.

“City/County” means the Consolidated City of Indianapolis & Marion County.

“ISA” means the Marion County Information Services Agency.

“IT” means all aspects of information technology. This includes software and hardware (whether on City/County network or not). It also includes website domains, data processing and related services as well as telecommunications.

“IT Board” means the Marion County Information Technology Board.

“OCC” means the City of Indianapolis Office of Corporation Counsel.

“Revised Code” means the Revised Code of the Consolidated City of Indianapolis & Marion County.

“Subject Agencies” means any and all agencies, officers, offices, boards, commissions, divisions and departments of the City of Indianapolis, of Marion County, units of township government in Marion County, and any court or prosecutor funded by Marion County.

### IT Contract Approval

#### ***Delegation of Authority to the Chief Information Officer***

While the IT Board has the power and duty to approve all operating systems, contracts and expenditures for IT Services, the IT Board may delegate to the current or interim CIO to approve contracts on the IT Board’s behalf, based on criteria established by the IT Board. This is typically achieved through an IT Board Resolution. This delegation authority is made pursuant to Section 281-212(a)(14) of the Revised Code. When the CIO approves an IT contract, the CIO is signing that: 1) the contract meets the standards of the City/County IT environment; 2) the contract contains proper IT terms, or the Subject Agency has been advised of the risk in not putting those terms in the contract, and the Subject Agency assumes the risk; and 3) does not present unnecessary risk to the security of City/County data and IT systems.

The CIO has the authority to defer any contract to the IT Board for review, regardless of the criteria established in the IT Board’s delegation of authority. In the event the CIO refuses to sign a Subject Agency’s IT contract, the Subject Agency may bring their contract before the IT Board for their approval. In the event the IT Board does not approve the contract, the Subject Agency may appeal, per Section 281-224

of the Revised Code. Additionally, all Subject Agencies resolutions are drafted such that even after the IT Board's approval, they are still subject to the CIO's approval. In the event the IT Board approves, but the CIO refuses to sign, the Subject Agency may then bring the contract again before the IT Board for their approval of the terms. If the IT Board then does not approve the contract, the Subject Agency may appeal, per Section 281-224 of the Revised Code.

### ***Contract Approval Limits***

Whenever a new CIO or Interim CIO is named, the IT Board may approve a resolution delegating signature authority for IT Contracts below a certain dollar amount, or other criteria so deemed appropriate. The current CIO delegation is attached to this policy, and all contracts executed by the CIO through this delegation are reported to the IT Board at every IT Board meeting.

### ***Signature Line***

All IT contracts must include a signature line for the CIO, which reads as follows, using the name of the current or interim CIO.

Approved by the Information Services Agency

By: \_\_\_\_\_

Jane Doe, Chief Information Officer

Subject Agencies must have their IT contracts reviewed by the OCC, in collaboration with ISA's counsel, prior to gathering signatures from the vendor and Agency Head, Department Director, and/or relevant Board.

There are many factors which can impact the integrity and security of City/County data, persons, and property, which must be vetted by OCC and ISA prior to signature.

## **Procedure**

### **Prior to Contracting**

Prior to selection a solution, Subject Agencies must work with ISA BSCs and the Purchasing division of the City of Indianapolis to make sure they find a solution to fit their need, adhering to all relevant procurement practices.

### ***Business Services Review***

Subject Agencies are required to work with their ISA BSC to identify their technological needs and find the appropriate solution.

BSCs can help determine the following:

- If a solution already exists in the enterprise to meet the need.
- What types of standards the solution must meet in order to ensure compatibility.
- To what extent the ISA team can aid in configuration, implementation and on-going support, and to what extent the Subject Agency will need to seek out a third party to provide these services.

- Where the data resides, and what kind of data already exists.

### **Competition**

IT contracts are subject to the same competition guidelines and procurement requirements set forth by the Office of Finance and Management – Purchasing Division.

### **Legal Review**

All draft IT contracts should be reviewed by both an OCC attorney and ISA's counsel prior to the vendor signing the contract.

The purpose of this review is to ensure the terms and conditions of the contract adequately protect the City/County. ISA can advise the Subject Agency on best practices regarding terms and conditions, project scope, and service level agreements, where appropriate. IT legal review will ensure the contract properly addresses the following, where appropriate:

- Ownership and treatment of confidential or sensitive information, including “Personal Information” such as social security numbers, driver’s license numbers, credit card numbers, financial account numbers, etc.
- Ownership and use of City/County data, including where the data is stored and the standards for handling different types of data.
- Intellectual Property rights.
- Data center security requirements and data breach notifications.
- Insurance coverage for Technology Errors and Omissions and Data Breach/Cyber Liability

Subject Agencies should reach out to OCC and ISA at least two (2) months prior to target date of contract execution or renewal to allow enough time for review, questions and the signature process. This time period also allows for unforeseen workloads of legal counsel and ISA BSCs.

Additional time should be afforded if the IT Contract requires IT Board approval (dollar amount of IT contract is above the CIO delegation authority) or involves complicated terms and conditions. Because the IT Board meets at the Chairperson’s discretion and not necessarily every month, an additional two (2) months of review may be required depending on contract complexity and the date of the next scheduled IT Board meeting. Communication with an agency or department’s BSC, OCC counsel and ISA counsel is the key to reducing delays and extended contract execution timelines.

### **Policy Compliance**

If a Subject Agency has failed to seek and obtain the proper review and approval before purchasing IT goods and services, ISA may either 1) remove and or disconnect from the network any unapproved hardware or software or 2) seek IT Board authorization to void the contract.

IT contracts not signed by the CIO are typically sent to ISA once they reach OFM – Purchasing Division. This will lead to delays in contract processing for Subject Agencies as the contract will still need to be subject to the reviews and approvals outlined in this policy.

## Disclaimer

This policy is subject to change without notice. A current and complete list of ISA policies are maintained on the ISA Intranet site at [http://gateway.indy.gov/sites/ISA/AboutISA/policies\\_procedures/Pages/default.aspx](http://gateway.indy.gov/sites/ISA/AboutISA/policies_procedures/Pages/default.aspx)

## Policy Approval

Per Indianapolis Marion County Municipal Code Sec. 281-212.11, *the City of Indianapolis/Marion County IT Board has the power and authority to promulgate rules and regulations for the efficient administration of its policies and procedures for users.*

This policy has been reviewed and approved by the IT Board, and will be enforced as of the effective date by the Chief Information Officer. It is the responsibility of all City/County IT users to be in compliance with this policy at all times.

### Policy Sign-off

IT Board Chair, Joseph O'Connor	Chief Information Officer, Ken Clark
Date	Date

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