

**Information Technology Advisory Commission
(Tech Commission)**

Wednesday, March 22, 2023, at 7:30pm

In-Person Commission Meeting

2100 Clarendon Blvd., Azalea Room (#101)

Arlington, VA 22201

AGENDA

- 1. Meeting Called to Order**
 - 2. Public Comment**
 - 3. Chair's Update**
 - 4. DTS Digital Strategy 2023-2025, Holly Hartell, DTS**
 - 5. ITAC Collaboration with Arlington Economic Development Commission, John Burke and Laura Gross**
 - 6. Legislative Update-Frank Jazzo**
 - 7. DTS Update – Norron Lee/Richard Archambault**
 - 8. Good of the Order**
 - 9. Adjourn**
- Next In-Person Meeting: April 26, 2023, at 7:30pm**

MARCH MINUTES

1. Meeting Called to Order

In attendance: Richard Archambault, Staff Coordinator; Frank Jazzo, Chair; John Burke, Vice Chair; Michael Cornfield; Laura Gross; Kevin Robins; Jacqueline Snelling; Gary Thayer;

Andrea Wingo(absent, meeting conflict): Jonathan Adelstein (absent)

2. Public Comment

Louise Anderson of [Verizon] gave an update on the renewal of the franchise. She said we're going to be concurring with a board resolution to extend the agreement again until June 13th, 2024, giving us another year to negotiate

Richard Archambault added that Comcast is six months behind Verizon's current expiration, but all right, very good.

3. Chair's Update

Frank Jazzo reported that the Commission still has 4 vacancies. We have one applicant, Jim Smith, who is joining us as a guest tonight virtually.

John Burke and Jazzo attended the County Budget Board work session on DTS. Frank said it sounded like that the manager may push forward to try to have an over overarching county wide policy on privacy. There were some questions from Board members to the Manager regarding privacy, so at least it's sparked some conversation. Frank also said there was mention that the broadband study should be done by summer.

Continuing, Jazzo told the Commission that our April meeting will feature a best practices presentation from PM Consulting Group, a firm that's been doing municipal cyber security assessments overseas. Obviously we struggle to have conversations about cyber security at the municipal level with the DTS staff for obvious reasons of not wanting to discuss sensitive information in a public setting. So we thought an outside group that is doing assessments at the this type of work at the municipal level might be good people to hear from, to kind of help us formulate any additional recommendations or thoughts we might want to pass along from a policy perspective.

Jackie suggested that someone from NIST (The National Institute for Standards and Technology) might be helpful on that and the privacy standards. They are the premier gold standard for this type of thing. The NIST Risk management framework is the risk management framework gold standard.

4. DTS Digital Strategy 2023-2025, Norron Lee Jr. and Holly Hartell, DTS

Norron Lee Jr. said he has engaged various department and public stakeholders to see what's working well and where there's opportunity for more impactful outcomes. As a result DTS has a new 3-page strategy statement. It describes realignment of the department to focus on

providing excellent core services, the basic stuff that we provide day-to-day, and can serve as a framework for a more comprehensive plan in the future.

{NOTE: The statement may be downloaded from the DTS home page at <https://www.arlingtonva.us/Government/Departments/DTS> at the link “Digital Strategy 2023-2025.” }

Hartell opened by saying that her role as Assistant CIO for strategic initiatives means I work for Norron focusing on the things that are most important to him. You know, DTS has a mission, right? We are going to be providing excellent service and we are going to make sure that we are looking at new technology and how that new technology can achieve better business outcomes in this time frame that we defined for the strategy statement, 2023 through 2025. We want to make sure we're leveraging our passion for technology. You also see the innovation word. You'll see it frequently, but making sure we're taking those things and we're applying it both equitably and sustainably.

Those themes of technology, foundation innovation and customer-centric you'll see throughout the entire presentation

There are two definitions of sustainability: do we have the funds and resources to support something but then also and this is a newer area for us: what's the environmental impact and are we thinking about it?

Pursuing equity, this is both racial equity as well as broader equity for the county and our activities.

We will be agile to help customers embrace change and meet their business needs.

There are five strategic goals and as Norron mentioned earlier, some of these things are not necessarily new. It was just a refresh and reframing and kind of trying to bring more specifically, what is it in these areas that we're looking at. So cybersecurity, data privacy and resiliency as new applications come online are the questions that we need to ask to make sure that the cloud technology is serving our needs the best for the county. We're trying to achieve accountability by enabling analytics and data sharing.

The goal of a safe and secure community is related to public safety specifically. So thinking about what are the technology capabilities that exist or are new that we should be aware of that could augment situational awareness.

And then our final one is economic and environmental sustainability. Sustainability and the work that we're doing, what is our impact and what are we doing to assist with economic development and increasing occupancy.

We've been working very closely with each one of the division heads and their teams to select metrics that align with the tactical plan that inform and keep us aware of are we on the right path of achieving our strategy goals.

Jackie Snelling commented that the statement doesn't tell us what you're actually doing to accomplish these.

Norron Lee Jr. replied that that is intentional. We're not releasing those to the public because some of the information is potentially sensitive.

Jackie went on to say the statement really doesn't give much sense of any of what and to the degree to which the citizens are customer.

Michael Cornfield added that you're not telling us anything about budgets. You're not telling us how much you're spending, how much revenue you expect to derive and achieving your business outcomes.

Norron Lee Jr. responded that if there's specific questions that are related to budgeting, and we can certainly have those different types of brief, but I'm not putting that within a strategy. I don't agree that that belongs in a strategy. Keep in mind, altering the budget changes the strategy. It's a two to three-year plan. It's an overarching vision of what we want to do. I don't think it's realistic to stick numbers in there that are going to potentially change.

Cornfield asked what is it that that you would like us to do?

Norron Lee Jr. answered I would like your endorsement to move forward with the strategy.

Cornfield said well, you've not given us anything to judge.

Lee explained that for the budget stuff, for example, those are basically things that get put out within some of the working sessions. There's lots of comprehensive information out there about our budget, how we break it up, how it's pieced out, how much is allocated. Those are not

in the strategy, but that information is available. I'm not in a position to tell you what that time frame [for a comprehensive plan] is at this point.

Jackie asked to put that objective into the strategic goals. That would be concrete. You could say in your strategic goals that one of your objectives will be to use [the two-year plan] as a framework for leading you to develop a comprehensive plan.

Cornfield asked if you have any idea in your strategy work that you can share about the percentage of effort across the goals. Are there any priorities among those three?

Norrone Lee Jr. said the tactical plan is still being developed. It's not finalized yet. When we have that finalized and yes, we will have that ability.

John Burke suggested that our advice to the Board or our reaction to the strategic plan could be summarized as go forth and do that work, but this [statement] is not the thing that we've asked you for in the past and with a few little tweaking it could be and we could serve as the foundation right. At least it could mention that that's a goal. Would somebody be interested in taking the first crack at drafting such a letter?

Cornfield volunteers.

Burke added: if you could boil it up to like the big rocks that are going to be moved and then map those back even to broader KPIs, I think that would be better for the Board to at least be aware of.

5. ITAC Collaboration with Arlington Economic Development Commission, John Burke and Laura Gross

Frank: that brings us to our next item which will be a little quicker. John and Laura represented the Tech Commission to collaborate with the Arlington Economic Development Committee.

John: The Economic Development Commission asked us to come talk to them about who we are and what we do and what our thoughts and ideas are. They wanted to hear if we wanted to have another round of conversation and chewing about what ideas we might have around an economic innovation event agenda for Arlington focused on the idea of the nexus between the pilot recommendation [in Clarendon] and what strategic priorities are and how we might be able to attract non-governmental organizations to come help solve some of our high priority public use cases.

There are companies out there who are developing cyber physical systems, Internet of Things, connected devices, solutions that would be valuable to us and that we could get for free because their ability to test in our public space would be valuable to them.

This is a promising relationship. John and Laura will kick off with the Economic Development Commission; in the past it has come in and made presentations, particularly centered around the Amazon HQ2, the projections they made, the tax incentives they gave and that capacity. One suggestion talked about getting JBG Smith to come.

John: immediately after us at the budget work session, Frank and I didn't have anywhere better to be. So we sat and watched the EDC presentation too. We (the County) has a pretty big problem and it's not unique to Arlington, it's nationwide about the commercial office vacancies. They showed a graph of office vacancies. And it was like BRAC and sequestration.

The new head of Arlington Economic Development made I think the correct observation that that everyone's trying to figure this out the same time and the people who act early and boldly are the ones who are going to win in the race to refill and make the adjustments right, first mover advantage. And so I think to the extent that we can help economic development, put additional tools in their tool bag to kind of act quickly.

Given that historically, commercial real estate taxes were roughly about half of County revenues and residential about half. And now I think it's tilting a little bit more towards the residential. Now the other thing they mentioned was they're working on updates to the tax incentives that they have for technology companies. I didn't catch the details on it, but so that might be a thing that we could follow up with them on.

Service challenges are lifestyle challenges here in Arlington without spending our own money in a tight budget environment. And the answer is trade off, something that doesn't cost us anything, which is approval to do a thing for a private entity in the public space, right? It doesn't cost us anything to approve it other than the risk we take from that entity doing that thing.

Jackie:

To make sure that our citizens are protected, our government, our citizens, are protected, right. The problem is protecting citizens and government in the test bed. It is labor intensive. So those are the kinds of considerations that we need to put into place.

John:

So the idea is if we advertise and say “hey industry, Silicon Valley people, innovators coming up with solutions, here are some things that we would like solutions to. And here are the values and principles we have that we'd like your solution to conform to. If you can meet this checklist, submit your pilot application here and we guarantee an expedited approval,” Right? That timeline is invaluable. To the startup company who doesn't have 12 months to wait for board approval of a pilot program to get started doing product development on their thing, right? If we can give them a defined short timeline, you know.

Cornfield:

So you're talking about fast track permitting, something like that, right? Right. Something like a template. OK, but I guess I'm all for that. But I guess where I'm still fuzzy is what is our angle of entry into that topic as an IT Commission.

Jackie:

[With respect to] devices like the Internet connected devices, most of the Economic Development Commission doesn't have the tech savvy to understand what companies are even out there that are trying to solve these problems. And they're not based here. Both of my sons, that's what they do and their company they work with is in Denver.

For me, pilot is just a different word for experiment. And any good experiment has a hypothesis and it has a report that tells you whether the hypothesis was supported or invalidated. Right. And you learn from it. Like, that's the main value of the thing. The secondary value is that we might actually solve some of our problems.

Frank:

Right. And one of the big landlords I was going to report on this under the legislative report, JBG Smith, has selected Fortress Solutions as a partner for the end-to-end facilities management services of its fiber optics edge data center and 5G infrastructure across right across from National Landing; it's being touted as the first 5G smart city at scale in the US. So it seems I think we had wanted to try to talk to JBG and I think they're working with AT&T as well.

This whole smart city project that they're doing it seems that the goal is to fill space, but there's things that the county can do to help. I know that there was an NDA with AT&T as far as the

edge computing down there. That's why I would think that might be an area where we can do some type of collaborative type thing, I don't know. Anyhow just throw that out there.

I do think we should request via Richard if it is possible to get economic development to brief us on the changes to the tax incentive around technology companies. I'm not aware of how much is changing or how quickly.

Richard:

I will ask, I'll put it in an e-mail for you, OK. It was mentioned at the budget work session. Yeah, yeah. Send it along. I'll ask and they'll probably won't brief you until it's finalized because there's so many moving parts, sure. But I can at least ask to get on the agenda or get on schedule this week.

6. Legislative Update-Frank Jazzo

Alright, the Federal Communications Commission adopted rules last week to close the gap in its caller ID authentication regime to combat illegal spoofed robocalls requiring the intermediate providers that receive unauthenticated IP calls directly from domestic providers to use the STIR/SHAKEN framework to authenticate those calls. So basically it was closing a sort of loophole. Once they've got known generators of this, they're supposed to basically shut them down, and they've handed out a lot of fines too.

The FCC adopted its first rules to require that wireless carriers block scam texts, so this is another front in the battle.

The FCC seeks comment on its expanded authority to ensure just and reasonable rates for incarcerated persons as it implements the Martha Wright Just and Reasonable Communications Act. So now that I believe they've been given the authority, they were precluded before from regulating the state rates. Now that this legislation has been enacted, I believe they could do federal but, and I think international, but now also states.

The Cybersecurity and Infrastructure Security Agency, CISA, has a ransomware vulnerability warning pilot which will identify Internet accessible vulnerabilities associated with known ransomware actors and pass that information along to network owners such as municipal organizations in critical infrastructure sectors, water utilities, etc. So they can mitigate the

vulnerability so they're looking through this pilot to help identify push out known vulnerabilities and try to head off ransomware attacks.

Signify, formally known as Philips Lighting, is now offering street lights that can also support connectivity to wireless networks. The technology is being deployed to support smart city applications including public Wi-Fi, fixed wireless access, traffic monitoring, parking and public safety uses.

When we permitted or when we built the standard for 5G poles we included a requirement for the ability to pull our own fiber into those locations. And that includes street lights that have 5G associated with them. So there is a lot more opportunity to expand the capabilities we reserved those rights and as part of that.

Norron Lee Jr.

Can I make a slight suggestion instead of using the term pilot? Can we go with the term proof of concept? A pilot is really a limited function so it limits the opportunity window to get customer feedback, whereas the proof of concept can be ongoing provides evidence to show that it works and gives lots of opportunity for customer feedback just to suggestion.

Frank:

The Commonwealth of Virginia has received nearly \$220 million from the American Rescue Plan Act's Capital Project Fund, CPF, to provide broadband access to approximately 77,000 locations, which comprises about 28% of locations that the Commonwealth has estimated lack access to high quality broadband service, don't know whether presuming that a lot of that's in rural areas.

The FCC announced over \$66 million in outreach grants to partner organizations nationwide to serve as trusted community messengers for the Affordable Connectivity Program, ACP, and historically underserved communities. So basically, ideas to help educate the public about this opportunity, this ACP opportunity for discounts on broadband, you know high quality broadband so I'm not sure if looked like it was you know number of partners to get the word out there.

The FCC's Spectrum Auction authority has lapsed. The Senate declined to vote on the House's Spectrum Innovation Act, which would have funneled the auction proceeds to numerous initiatives, including \$10 billion to upgrade aging 911 systems. So this was going to be a key area for helping to fund next Gen 911.

7. DTS Update – Norron Lee/Richard Archambault

None.

8. Good of the Order

None.

9. Adjournment

Adjournment was proposed, seconded, and approved.