## MEMORANDUM
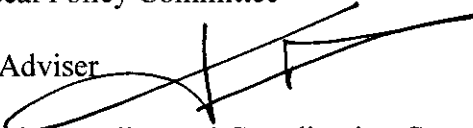
March 21, 2018

TO:        Government Operations and Fiscal Policy Committee

FROM:      Dr. Costis Toregas, Council IT Adviser

SUBJECT:   Work Plan – Interagency Technology Policy and Coordination Committee (ITPCC)

PURPOSE:   To inform the Committee about progress made by the Interagency Technology Policy and Coordination Committee (ITPCC) against the FY17-19 Work Plan, and targets for FY20

Expected to Attend:

ITPCC Principals (invited):
Andrew Kleine, Montgomery County Government (MCG) (Chair)
Dr. Jack R. Smith, Montgomery County Public Schools (MCPS)
Dr. DeRionne Pollard, Montgomery College (MC)
Carla Reed, Washington Suburban Sanitary Commission (WSSC)
Casey Anderson, Maryland-National Capital Park and Planning Commission (M-NCPPC)
Stacy Spann, Housing Opportunities Commission (HOC)
Marlene Michaelson, County Council

ITPCC CIO Subcommittee Membership:
Sonny Segal, (MCG) (Chair, CIO subcommittee)
Peter Cevenini, (MCPS)
Jane-Ellen Miller, Interim CIO, (MC)
Vennard Wright, (WSSC)
Henry Mobayeni, (M-NCPPC)
Ian Williams, (HOC)

Naeem Mia, Office of Management & Budget (OMB)

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[1] Key words: #ITPCC, and search terms Interagency, policy coordination, work plan.

Summary of Staff Recommendations:
1. This worksession is for information purposes.
2. Current ITPCC Chair Andrew Kleine has expressed an interest in accepting a full 2-year term as ITPCC Chair for the next two-year period. Staff recommends that the **Committee concur** with this informal assignment.
3. The Committee should **target a Fall 2019 session** as an opportunity to provide Council input into the ITPCC FY20-22 Work Plan. Several areas of potential interest to the Committee are identified on p.4 and could be included in such a discussion.

## Background

The ITPCC Principals Chair conveyed by letter to the Government Operations and Fiscal Policy (GO) Committee Chair (on ©1-2) his overview of the FY19 ITPCC accomplishments and the targets for FY20, as foreseen in the ITPCC Work Plan. The transmission includes the following elements:

 ➢ A 2-page transmittal letter (©1-2)
 ➢ The detailed ITPCC Work Plan approved on November 1, 2016 (©3-6)
 ➢ A project crosswalk between the ITPCC Work Program and specific SMART goals (Specific, Measurable, Achievable, Realistic and Trackable) (©7-10)
 ➢ County Executive Elrich's Priority Outcomes and Headline Measures (©11-12)
 ➢ A list of recent ITPCC notable deliverables (©16)

The balance of his submission that includes Work Program and Budget summaries of each agency member of ITPCC is covered in GO Committee Item #2.

## Governance

The ITPCC is governed by a Principals group composed of the leadership of the five agencies and the County Council Executive Director. Table 1 shows the historical pattern of Principals Chair and CIO Subcommittee Chair assignments:

**Table 1: Terms of Chair and CIO Subcommittee Chair of ITPCC**

| July 2017 | June 2019 – MCG (Firestine/Kleine, Segal) |
|---|---|
| July 2015 | June 2017 – N-MCPPC (Anderson, Mobayeni) |
| July 2013 | June 2015 – WSSC (Johnson, Lodhi) |
| July 2011 | June 2013 – MCPS (Starr, Colette) |
| July 2009 | June 2011 – MC (Pinkney/Pollard, Leurig) |

Council Resolution 12-1758, which re-constituted ITPCC, does not specify how the Chair is assumed (see ©15; the entire resolution is on ©13-15); the informal process that has been followed is rotation amongst members who express interest. Note that HOC is not referenced in the resolution but has been an active participant for over a decade.

CAO Kleine is offering to extend his service by assuming the Chair for a full term (2019-2021). Staff concurs.

## Staffing

The ITPCC has been staffed by an ITPCC Program Manager currently assigned to the County Council staff. Upon the recent retirement of the incumbent (Gary Thomas), the Department of Technology Services stepped up and is currently providing support; the position is currently lapsed. Once the incoming Chair develops the new Work Plan for 2020-2022, decisions can be made regarding optimal ways to support the work of the ITPCC.

## Highlights of the Work Plan

The ITPCC Work Plan has four major strategies and 14 work projects in various stages of development; when a project enters its implementation stage, it has a lead agency to drive it to completion and funds allocated to that agency to disperse as appropriate.

1. **Access to Data, Information and Tools**
   a. Identify and eliminate economic and institutional barriers to broadband access.
   b. Leverage agency infrastructure to expand broadband access.
   c. Expand equitable participation and K-14 digital learning opportunities.
   d. Support broader participation and economic empowerment.
   e. Offer training and retraining to meet changing workforce demand.

2. **IT Infrastructure**
   a. Enhance FiberNet.
   b. Complete FiberNet II buildout and begin transition to FiberNet III.
   c. Expand strategic planning and sharing of information among agencies.
   d. Support interagency adoption of broadband technologies.
   e. Identify legal requirements to offer broadband for a fee.

3. **Sustainable Investments**
   a. Identify designated funding to support collaborative efforts.

4. **Continuity of Operations and Risk Management—Security**
   a. Assess opportunity to share the Montgomery College data center in Takoma Park/Silver Spring campus with agencies.
   b. Explore disaster recovery collaboration among agencies.
   c. Develop interagency cybersecurity collaboration pilot, leveraging the Montgomery College Cybersecurity Training facility.

The ITPCC Chair has provided the Committee with a project crosswalk between the ITPCC Work Plan and specific SMART goals (©7-10). Using simple up, down, and across arrows and check signs to

indicate progress and completion, it is a useful display of status and importance of projects. This crosswalk summarizes projects under the following broad titles:

1.      Community Access to Broadband
2.      Equitable Access to Digital Learning for Students
3.      Infrastructure for Economic Development and Innovation.

While not exactly aligned to the Work Plan, it provides a more user-friendly framework for updates on progress made. Perhaps the forthcoming 2020-2022 Work Plan will adopt this or a similar, revised structure so that alignment is achieved between the two formats.

Here are some summary points for Committee consideration and discussion with the Principals:

➢ A new **Work Plan for 2020-2022** must be updated and approved within the next few months; the Committee should consider ways in which it can provide guidance and suggestions to this effort. Staff recommends a Fall worksession to review a draft Workplan and provide input and suggestions before it is finalized.
➢ The Council has adopted a far-reaching **Racial Equity** initiative. Many ITPCC programs speak to the issue but can perhaps be aggregated and strengthened in a focused program that provides a strong technology equity platform.
➢ **Digital literacy** initiatives involving both connectivity and hardware availability are proceeding—but at a slow pace—matching available resources.
➢ **Sharing assets** is a reality across agencies. A strong example is set by Montgomery College that has taken a leadership role in providing Data Center shared facilities, Unified Communications as a Service for telephones, and Training Facility resource sharing.
➢ FiberNet is a mission-critical asset for all agencies. The development and implementation of the Key Performance Indictors (KPI) system permits all users to track performance and take corrective action if the system is under-performing. Given the rapid increase of both WiFi and video camera usage expansion in the County, and of Chrome Books in the school system, FiberNet is called to provide **added connectivity at a rapidly increasing pace**. Meeting these increased bandwidth requirements must be a priority item of the upcoming Workplan.
➢ **An Enterprise IT Strategic Plan** has been discussed but never launched. It would be a good exercise to help see synergies across agencies around common themes, and can be incorporated into the upcoming Workplan.
➢ **Dedicated funding** to support the ITPCC Work Plan projects that emerge is still elusive; once a project is defined, a project champion must be found who can absorb the collaborative project within the agency's own budget, something that defeats the whole purpose of shared project deployment. There is a Work Plan element (#3) specifically targeted to this challenge, but it is not currently included in the SMART listing. The new Innovation Fund initiative of the CE can perhaps provide a model for re-examining the funding imperative.
➢ The County is transitioning from a program, "base plus increment" budget to **an outcome-based budget** over time. The role for technology and for the ITPCC as a cross agency platform that can reduce transition weaknesses from the old budget system to the new one, and provide ways to define and track outcomes that cross administrative boundaries should be high on the discussion list for the ITPCC leadership.

Marc Elrich
*County Executive*

Andrew W. Kleine
*Chief Administrative Officer*

# MEMORANDUM

March 20, 2019

TO:      Nancy Navarro, Council President
Chair, Government Operations and Fiscal Policy Committee
Montgomery County Council

FROM:    Andrew Kleine, Chief Administrative Officer $A \, W \, K$
Chair, Interagency Technology Policy and Coordination Committee

SUBJECT:  Interagency Technology Policy and Coordination Committee (ITPCC)
IT Program and Budget Overview

      I am pleased to transmit the annual IT Program and Budget Overview to the Government Operations and Fiscal Policy Committee (GO Committee) on behalf of the Interagency Technology Policy and Coordination Committee (ITPCC) member agencies. Included is a status update on the overall ITPCC CIO Subcommittee workplan and an IT program summary from each agency.

      The ITPCC SMART Goals Workplan (Attachment 1) is an update to the status of the larger goals enunciated by the ITPCC CIOs in their Workplan dated November 16, 2016 (Attachment 2). The SMART Goals workplan format is conducive to tracking and measuring progress at a glance. It strikes a good balance between output and outcomes-based reporting and, in conjunction with the CIO Workplan, provides a good base for planning the future work of the ITPCC.

      Each agency has provided a summary of its IT organization, FY19 actual and FY20 recommended IT budgets, FY19 accomplishments, FY20 priorities and highlights of current initiatives and plans (Attachment 3). This information is contained in Dr. Toregas' packet and provides the GO Committee an opportunity to engage the CIOs collectively and individually in discussion on interagency and intra-agency technology initiatives and investments. Mr. Segal and agency CIOs will be available to brief you on March 25, 2019 on the highlights of the current CIO Work Plan.

①

Upon my confirmation as CAO, I was briefed by Mr. Sonny Segal, chair, CIO Subcommittee on the ITPCC charter, ITPCC CIO Work Plan, and the Subcommittee's major accomplishments (Attachment 4). I must acknowledge that these deliverables and their work is laudable. I have also met with Dr. Toregas and some of the ITPCC principals and believe that ITPCC holds great potential. In fact, I believe that ITPCC serves as a model among local governments and has not yet reached its full potential. Working together ITPCC members can deliver on the public's expectation to interact with one government "seamlessly" and efficiently; provide continual service improvements where families live, work, learn and play; and, measurably reduce the overall cost of government services.

Even though I am told the ITPCC Principals Committee and CIO Subcommittee chairs rotate every two years by custom and my role as chair of the ITPCC Principals Committee is set to end on June 30, 2019, I would welcome the opportunity to serve another two-year term as chair of the Principals Committee. This will allow me to work in close collaboration with the other ITPCC Principals to develop a shared vision and multi-year plan that is consistent with the County Executive's vision and priority outcomes (Attachment 5) and County Council's vision for ITPCC. I recognize that the larger priority outcomes cannot be achieved by County government alone and that collaboration and steady joint efforts of the ITPCC agencies would act as force multipliers towards achieving a highly desirable and sustainable future. The ITPCC would provide a ready platform for peers to connect periodically to explore and continually envision how to collectively leverage our experiences and ideas, resources, and investments in technology and process improvement as game changers in delivering large-scale population-level outcomes that serve the constituents well. I look forward to discussing a blueprint for the future ITPCC 2.0 with the GO Committee and ITPCC Principals.

Attachments

c:     Sidney Katz, Council Vice President
       Andrew Friedson, Councilmember
       ITPCC Principals
       ITPCC CIO Subcommittee members

# Interagency Technology Policy and Coordination Committee
## FY 2017-2018 Work Plan

## 0.0   Vision
We coordinate and align technology solutions to transform how the citizens of Montgomery County live, work, and learn. We expect our efforts to expand opportunities for our residents and improve the quality of life of our community.

## 1.0   Strategy: Access to Data, Information, and Tools
Create public and private options that expand Montgomery County residents' access and skills to leverage technology to improve their lives and participate in the digital economy.

### 1.1 Identify and eliminate economic and institutional barriers to broadband access in all communities
   1.1.1   Develop a joint Executive and County Council policy statement that articulates support for broadband access for all residents
   1.1.2   Establish processes and practices to survey, identify, and map broadband availability, service gaps, and usage—including working with ITPCC member agencies and community groups
   1.1.3   Explore and support use of alternate technology options to expand broadband access

### 1.2 Leverage available ITPCC member agency infrastructure and contracting options to expand public broadband access
   1.2.1   Provide free high-speed Internet services in public areas and around appropriate ITPCC member agency facilities
   1.2.2   Extend FiberNet to provide broadband to low income county residents
   1.2.3   Review planned state, regional, and county broadband infrastructure projects and activities to identify partnership opportunities
   1.2.4   Develop and implement provider and consumer incentives accordingly for last mile installation or service subscription to encourage adoption and facilitate affordable services
   1.2.5   Evaluate Wi-Fi on public transportation options

### 1.3 Expand equitable participation and access to K-14 digital learning opportunities
   1.3.1   Maximize participation in low cost broadband programs for low income residents
   1.3.2   Expand equitable access to broadband-enabled devices
   1.3.3   Develop programs to make residents' and students' devices more affordable
   1.3.4   Identify need and options for creating sustainable sources to underwrite device and access costs

### 1.4 Support broader participation and economic empowerment
   1.4.1   Expand Digital Literacy
   Identify digital literacy training offerings within Montgomery County and create options for a website or app to enable county residents to find these programs

1.4.2    Develop and support programs and strategies to increase digital literacy among county residents

1.4.3    Expand program options that leverage the use of ITPCC member agency facilities to support digital literacy training programs

1.4.4    Leverage ITPCC member agency resources and infrastructure to create instruction hubs that will support and grow the number of people available to provide digital literacy training at ITPCC member agency facilities and other learning centers

1.4.5    Expand e-learning and digital education opportunities

1.4.6    Empower county residents to leverage technology

1.4.7    Expand use of technology to improve the delivery of constituent services

1.4.8    Develop programs and strategies to educate the public about the benefits of technology

1.4.9    Empower county residents to leverage technology to improve their daily living

1.4.10    Create training opportunities for county residents to become entrepreneurs in the digital marketplace

1.4.11    Support consumer Internet of Things (IoT) pilot projects

1.4.12    Examine options for expansion of interagency Open Data initiative, and review the MCG five-year Open Data implementation plan and methodology

**1.5 Offer training and retraining opportunities to meet changing workforce demand**

1.5.1    Identify in-demand skill sets and design and align supporting training and development programs

1.5.2    Expand funding to support enhanced technology training for ITPCC member agency staff

1.5.3    Secure support for joint K-14 enrollment and professional development opportunities to make it easier for students and county staff to take training offered by outside entities

1.5.4    Offer communications skills training for technology staff

1.5.5    Expand and enhance internship programs, utilization, and intern partnerships with local businesses

## 2.0    Strategy: IT Infrastructure

Maintain a robust, reliable and cost-effective county network which provides all the capacity needed for any agency to support its mission

### 2.1 Enhance the FiberNet Program

2.1.1    Implement approved FiberNet work plan and support FiberNet III development

2.1.2    Create ITPCC countywide FiberNet Operation Roadmap

2.1.3    Institutionalize FiberNet network support and procedures

2.1.4    Strengthen FiberNet operational organization

2.1.5    Remove single-threaded function limitations

2.1.6    Expand the FiberNet NOC, as needed

2.1.7    Strengthen review of inter-agency technology initiatives to facilitate FiberNet strategic planning

**2.2 Complete FIBERNET II build out and begin transition to FIBERNET III**
This will include agreement by ITPCC member agencies and identification of specific action steps and timelines for a five to seven-year planning cycle and roadmap

**2.3 Expand strategic planning and sharing of information and technologies among ITPCC member Agencies**
2.3.1 Ensure that all agencies' IT strategic plans are current by December 2016
2.3.2 Identify common technology uses and plans through review of IT strategic plans and discussion
○ Build a baseline of what agencies are using FiberNet for today
○ Build a baseline of what common technology solutions agencies are using today or planning to use
2.3.3 Anticipate and predict agencies business-driven future capacity and related technology needs
2.3.4 Develop an interagency Wi-Fi expansion project that assesses ITPCC member agency Wi-Fi service gaps, determines requirements and defines scope, preliminary cost estimates, agency resource requirements, FiberNet bandwidth impact and requirements, potential for public private partnerships, and recommended implementation options and timeline

**2.4 Identify and support cost-effective interagency adoption of complementary broadband technologies and services, where appropriate**
2.4.1 Identify and agree to leverage shared services, as appropriate
○ Explore the feasibility of sharing a common unified communications platform for voice, video, and messaging that leverages existing FiberNet infrastructure and desktop software
○ Explore the feasibility of improving in-building cellular, public safety, and Wi-Fi coverage for tenants and first responders by using distributed antenna systems and/or small-cell technology to provide building-wide solutions to enhance radio signals throughout the entire premise

**2.5 Identify legal requirements to offer public and private fee for service**
2.5.1 Determine legal authority for FiberNet, county, or other Agency as appropriate, to offer services for fee to other Agencies or non-government entities
○ Determine legal authority for FiberNet, county, or HOC and other housing authorities to offer services for fee to their residents
○ Determine requirements to make services offered by county or FiberNet eligible for E-Rate, Lifeline, and similar federal funded programs
2.5.2 Identify legal and financial requirements and governance issues to create a multi-agency fund that can accept funding from multiple sources

**3.0 Strategy: Sustainable Investments**
3.1 Identify the need for designated funding to support collaborative efforts.

3

**4.0    Strategy:  Continuity of Operations and Risk Management—Security**

4.1      Assess opportunity, process, implications, and costs for leveraging the Montgomery College data center at the Takoma Park/Silver Spring campus for ITPCC agencies with interest in this facility as a primary or back-up data center

4.2      Explore options and practical business cases for disaster recovery collaboration among member agencies

4.3      Develop an interagency cybersecurity collaboration pilot that investigates options and practices for sharing cybersecurity resources and leverages the Montgomery College Cybersecurity Training Facility. An important focus of this pilot will explore addressing the how to meet the need for additional cyber security staff. This will include, but not be limited to exploring intern training path development; work-study placements, and building mentoring relationships. In addition, the pilot effort will examine the potential for individual agencies leading efforts for specific security domains where they have deep expertise


This is a correct copy of ITPCC action.


Gary L. Thomas
Manager, ITPCC

4

**Attachment 1**

## ITPCC Work Plan: Target SMART Goals Spring 2019 Update

The CIO Subcommittee approved a multi-year work plan in November 2016 based on five broad strategy areas: improved access to broadband, K-14 digital learning opportunities, economic empowerment, workforce training, and infrastructure and IT security. The following SMART (Specific, Measurable, Achievable, Realistic, and Trackable) goals were developed in support of the strategic initiatives. This report provides the status as of March 15, 2019. (References in parenthesis provide traceability to the 2016 ITPCC CIO Work Plan).

| | COMMUNITY ACCESS TO BROADBAND | | PROGRESS UPDATE – MARCH 2019 |
|---|---|---|---|
| | Collect CheckSpeedMontgomery.com broadband and Wi-Fi survey data from 1% of households in all County zip codes (1.1.2) | | 4,214 surveys received (1.1% of households) – survey update in progress to capture telework and competitive broadband access in buildings data. |
| | Public Wi-Fi in all MCG buildings and recreation centers (51 additional locations) (1.2.1) | | Wi-Fi needed in 19 remaining locations; 7 will be completed in FY19. Four locations with Wi-Fi need more Wi-Fi antennas. FiberNet or enhanced cable modem service needed at some locations. |
| | Launch Wi-Fi in two MNCPPC parks (1.2.1) | | Wi-Fi and security launched at 3 parks; expansion pending subject to available funding. |
| | Complete proof of concept for free residential Wi-Fi pilot in 1 HOC property (1.2.2) | | Implemented Wi-Fi in Washington Square Townhomes. Implemented Wi-Fi in common areas in all FiberNet-connected HOC properties. |
| | Pilot public Wi-Fi in Ride-On Extra! bus route (1.2.5) | | Public Wi-Fi is available on the Ride-On Extra! bus route. |
| | Expand digital literacy program in two locations and in languages other than English (1.3.1) | | Senior Planet Montgomery program offered at 14 locations in FY18 including Gilchrist East – seeking site partner to offer in Asian language in Fall 2019. |
| | Launch pilot program to loan more Wi-Fi-connected devices through libraries (1.3.2) | | Computer access expanded at 6 libraries, 5 recreation centers and 2 middle schools. |

Updated March 15, 2019

# ITPCC Work Plan: 2017-18 Target SMART Goals Spring 2019 Update

| EQUITABLE ACCESS TO DIGITAL LEARNING FOR STUDENTS | | PROGRESS UPDATE – MARCH 2019 |
|---|---|---|
| Survey 100% of all MCPS & MC students to assess sufficiency of home Internet access (1.1.2) | ↗ | Survey revised to allow students in 3-12 grade to determine access to a device and/or Internet at home for completing school work – targeting survey completion in Spring 2019. |
| Public Wi-Fi in all MCPS & MC student buildings and Wi-Fi student lounges at 3 HOC locations (1.2.1) | ✓ | Public Wi-Fi available at all MCPS & MC student buildings, all HOC common area locations, and 10 HOC student lounges. |
| Target 100% home Internet access for students in schools with 40%+ FARM enrollment (1.2.4/1.3.1) | ↗ | Thirteen MCPS high schools participated in the Sprint 1 Million Project; expanding to all high schools in FY20. Three MCPS middle schools participating in the Verizon Innovative Learning (tablet) program beginning FY20. MCPS launching device and mi-fi checkout programs in FY20. |
| Launch Wi-Fi Spot Students Welcome decal campaign to businesses that welcome students to use their Wi-Fi for homework (1.4.1) | ↗ | Launch event in planning stages with business association partners. |
| Gigabit connectivity for all Schools (1.3) | ✓ | Equipment and networking capacity established to meet MCPS' elastic broadband capacity needs.  Work in progress to proactively expand backbone connectivity in anticipation of expanded cloud use in all agencies. |
| Interagency pilot distribution of Homework Gap computers to low income MCPS students, leveraging MCPS computer contract (1.3.2/2.4) | ✓ | 136 computers provided to MCPS students at HOC locations, with on-going maintenance provided. |
| Computer access for afterschool programs at MCPS campus (1.4.3) | ✓ | Excel Beyond the Bell-DTS-MCPS partnership provides computers at Lee and Argyle Middle Schools. |

# ITPCC Work Plan: 2017-18 Target SMART Goals Spring 2019 Update

| INFRASTRUCTURE FOR ECONOMIC DEVELOPMENT & INNOVATION | | PROGRESS UPDATE – MARCH 2019 |
|---|---|---|
| Support MCEDC business retention and relocation initiatives (1.4.10) | ↗ | On-going; joint support for County's Amazon HQ2 bid was provided; Commercial Buildings Broadband Summit held October 2018. |
| Pilot artificial intelligence applications to deliver constituent services and Open Data (1.4.7/1.4.11) | ✓ | Completed goal to demo 3 operating Alexa skills that answered resident questions using open data – reviewing next steps to roll out on enterprise level. |
| Complete design and vendor selection for IoT testbed on Route 29 and other select locations (1.4.11) | ✓ | Design completed and vendor selected – franchise agreement in negotiation. |
| Launch Agricultural Reserve and IoT sensors pilots, and leverage FiberNet to expand WSSC IoT sensor network (1.4.11) | ↗ | County is seeking MD grant funding for USDA grant/loan application to deploy fiber in pilot areas of Ag Reserve. Additional work with Innovation program partners and WSSC will be undertaken if MD grant is approved. |
| Publish dataMontgomery guide for residents and businesses to expand utilization of interagency Open Data information (1.4.12) | ✓ | Guide for utilization of MCG data provided; 265 total datasets published. |
| Initiate joint RFP/Procurement for small antenna/telecom tower P3 to expand Wi-Fi and IoT to outdoor public spaces (2.3.4/1.4.11) | ⇨ | Initiative placed on hold pending outcome of Small Cell ZTA issue – will be reengaged after Council addresses small cell deployment in residential zones. |
| Create MC-MCG initiative to support MC Cyberlab and MCEDC cybersecurity innovation business development (4.3) | ↗ | National Cybersecurity Month joint ITPCC event series held. |

# ITPCC Work Plan: 2017-18 Target SMART Goals Spring 2019 Update

| INFRASTRUCTURE FOR ECONOMIC DEVELOPMENT & INNOVATION | | PROGRESS UPDATE – MARCH 2019 |
|---|---|---|
| Leverage MC training staff to provide workforce training to MCG staff (1.5.2) | ↗ | MCG is using MC to train workforce; MNCPPC used MC for specific skill set training; HOC is considering. |
| Expand MC's cybersecurity internship program to two ITPCC agencies (1.5.5) | ↗ | MCG participating for 2 years; HOC interested in internship; MC created FT position to hire former intern; MC's Cybersecurity Program Manager scheduled to brief ITPCC Cybersecurity Officials Workgroup and CIOs. |
| Develop Key Performance Indicators (KPIs) and KPI Dashboard (2.1.1/2.1.4) | ↗ | Initial KPIs developed and in pilot implementation; new NOC software in testing phase to determine feasibility of automated KPI reporting. |
| Provide 5-year strategic technology needs for FiberNet Master Plan and FiberNet III planning (2.2/2.3.2/2.1.1) | ✓ | FiberNet Master Plan completed December 2017 and updated March 2018; FiberNet III design underway and expected to be completed Fall 2019. |
| Leverage MC contract to implement Unified Communications as a Service (UCaaS) (Cloud Telephony) for MCG and HOC (2.4) | ✓ | MCG, M-NCPPC, HOC bridged to MC contract with local telecom provider, Atlantech Online Inc.; MCG piloted telephony in the cloud; HOC is in production. |
| Complete legal and financial analysis to expand FiberNet eligibility for e-rate and low-income broadband programs (2.5.1) | ↗ | Federal e-rate training completed; request for legal analysis to offer programs for low income residents in reconsideration due to changes in federal program under new administration. |
| Leverage MC Data Center as new MNCPPC data center (4.1/2.4.1) | ↗ | 2020 implementation on schedule; phased migration in progress; will enable cost avoidance and smaller data center in new MNCPPC Wheaton Headquarters. |

# County Executive Marc Elrich
# Priority Outcomes and Headline Measures:

## *Thriving Youth and Families*

Getting all children off to a good start in life has innumerable long-term benefits for our community, including a stronger economy, lower poverty, and less crime. Children need healthy, supportive families, great schools, and caring communities. We will start by focusing on these three measures:

- Percent of children ready for kindergarten
- Academic achievement gap
- Life expectancy gap

## *A Growing Economy*

Montgomery County's high wealth and low unemployment rate mask economic disparities as well as other warning signs, such as slow business growth and problems with office vacancies. Maintaining and improving our quality of life depends on a strong local economy. We need to have a business-friendly attitude and incubate the next generation of job creators. We will start by focusing on these three measures:

- Number of net new businesses
- Number of family sustaining jobs
- Employment gap

## *A Greener County*

County government has committed to zero Greenhouse Gas emissions by 2035, an ambitious – but achievable – target, and necessary to combat climate change. In the same spirit, we should endeavor to significantly reduce our waste stream and keep our county litter-free. We will start by focusing on these three measures:

- Greenhouse Gas emissions
- Recycling rate
- Resident satisfaction with code enforcement

## *Easier Commutes*

Sitting in traffic can be extremely frustrating for Montgomery County residents. Moving people and goods more efficiently is an economic imperative, not to mention the mental health benefits. Starting with the outcomes in mind opens many possibilities, from expanding transportation options to better utilizing our existing roadways to encouraging telecommuting. We will start by focusing on these three measures:

- Average commuting time
- Percent using alternative transportation for work, school or shopping
- Percent of roads rated in "good" condition

# A More Affordable and Welcoming County

Montgomery County's high cost of living reflects the fact that this is a great place to live. However, it is barrier to attracting and retaining young professionals and a hardship for many of our residents, including seniors with fixed incomes and families struggling to make ends meet, to the point where some of them experience hunger and homelessness. Even many public servants, like teachers and firefighters, can't afford to live where they work. We need to find creative solutions to make Montgomery County a place where people across the wealth spectrum can pursue their dreams and immigrants can find a home. We will start by focusing on these three measures:

- Percent of households that are housing burdened
- Access to affordable child care
- Food insecurity rate

# Safe Neighborhoods

The recent Montgomery County resident survey reinforced that safety is the foundation of our quality-of-life. Safe neighborhoods don't just have low crime; they are walkable, active communities with places for people to congregate and have fun. We will start by focusing on these three measures:

- Number of gang-related violent crimes
- Property crime rate
- Number of pedestrian-involved traffic accidents

# Effective, Sustainable Government

The survey showed that fewer than half of residents feel that the value they get for their tax dollars is 'excellent' or 'good.' We need to restructure county government so that it is more cost-effective and ensure that it is fiscally sound for the future. We will start by focusing on these three measures:

- Percent of county contracts with minority, female, disabled-owned and local business
- Resident satisfaction with value for tax dollars
- Bond rating

COUNTY COUNCIL
FOR MONTGOMERY COUNTY, MARYLAND

By: Councilmember Praisner

Subject: Reconstitution of Interagency Technology Policy and
Coordination Committee

## Background

1.  The County Council recognizes the importance of all forms of technical innovation, especially those rapidly changing electronic technologies such as computer mapping, telecommunications, and automated information services.

2.  The County Council established the Interagency Technology Coordination Committee by resolution on July 27, 1984.

3.  The efforts of the Interagency Technology Coordination Committee and its subcommittees since 1984 fostered the coordination of county computer systems, information processing and purchase of computer hardware and software, and the committee provided valuable budget recommendations to the County Council.

4.  The Council desires that these activities continue to expand to keep pace with the need for planning and coordination, especially in the areas of computer mapping and telecommunications, with their emerging opportunities for interagency linkage and economies of scale.

## Action

The County Council for Montgomery County, Maryland, approves the following resolution:

The Interagency Technology Coordination Committee is hereby reconstituted with broader responsibilities as the Interagency Technology Policy and Coordination Committee.

This Committee shall have the following general duties and responsibilities:

(a) to promote and enhance the coordination of technological innovation among and within the various agencies of government in Montgomery County, with particular emphasis on electronic technologies relating to telecommunications, computer mapping, and automated information systems.

(b) to create a communication vehicle by which the various agencies of government can assist the County Council and each other to develop sound and efficient public policies to evaluate alternative uses of these technologies as they proliferate and become more important to the cost and operations of government.

(c) to facilitate the coordinated implementation of such countywide policies through the mutual development of practical plans, proposals, and recommendations concerning individual agency expenditures for electronic hardware, software, equipment, and related items.

(d) to provide a discussion forum for the sharing and evaluation of information pertaining to such new technologies, including their various economic, social, and operational costs and benefits.

This Committee shall begin fiscal year 1995 with the following specific duties and responsibilites:

o   to recommend, by September 30, the appropriate relationship between the ITPCC and the Technology Innovation Fund Committee.

o   to recommend a procedure for the selection of the ITPCC Chairperson and the Chairpersons of the subcommittees.

o   to develop a proposed committee work program for fiscal year 1995, based on perceived needs and priorities.

o   to review this work program with the Management and Fiscal Policy Committee within three months from the adoption of this resolution, and to maintain general liaison with the Council through its MFP Committee and thereafter.

o   to request the commitment of resources from each member agency sufficient to show significant progress in implementing this work program, with an approximate schedule of meetings of the full committee, and such similar meetings of the subcommittees as are necessary to accomplish the objectives of the work program.

o   to recommend joint ventures to research and implement automation solutions, such as document imaging.

o   to recommend a standard data collection spreadsheet that can collect the costs of all computing, telecommunication, and GIS activities of all agencies into standard classifications.

o   to recommend a mechanism for soliciting appropriate non-agency, private sector support and input to these efforts.


The Committee shall be composed of the following governmental officials:

o   The Montgomery County Chief Administrative Officer

o   The Superintendent of Montgomery County Public Schools

o   The President of Montgomery College

o   The Chairman of the Montgomery County Planning Board

o   The General Manager of the Washington Suburban Sanitary Commission

o   The Staff Director of the Montgomery County Council, who shall serve as an ex officio, non-voting member

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Initially, there shall be established also three standing subcommittees, called respectively the GIS Subcommittee, the Telecommunications Subcommittee and the Computer Subcommittee, which shall take direction from the Interagency Technology Coordination Committee, and which shall be composed of one member from, and designated by, each of the voting agencies represented on the Interagency Coordination Committee.

The Chairman of the Montgomery County Planning Board shall be the Chairperson of the Committee for FY95 and shall be responsible for the normal duties of a committee chairman, including the appointment of chairs to subcommittees, and such other task forces as may be appropriate from time to time.

The funds placed in the Montgomery County Department of Information Systems and Technology (DIST) FY95 budget shall be used to provide appropriate support to the Committtee and its subcommittees.

This is a correct copy of Council action.

Kathleen A. Freedman, CMC
Secretary of the Council

# ITPCC Recent Notable Deliverables

1. CIO Subcommittee Work Plan Approved November 2016

    a) Access to Information, Data, and Tools

    b) IT Infrastructure

    c) Sustainable Investments

    d) Security, Continuity of Operations, and Risk Management.

2. SMART Goals Work Plan recommended by County Government; adopted November 2017 (attached)

    a) Community access to broadband

    b) Equitable access to digital learning for students

    c) Infrastructure for economic development and innovation

    d) Infrastructure for interagency collaboration

3. FiberNet shared services

4. Radio communications shared services

5. FiberNet Organizational Study

6. FiberNet Master Plan

7. Cross-agency web search engine

8. Cloud telephony pilot (HOC, MCG, MC)

9. Agency Project Coordination Application (for Dig Once)

10. Interagency Security Program Maturity Study

11. Interagency Information Security Awareness Month Program

12. Several briefings to the GO Committee

13. Contract bridging (e.g., Recovery Point data center, Atlantech Online, Broadsoft)

14. Internships (e.g., cybersecurity)

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