

Worksession

**MEMORANDUM**

March 2, 2020

TO: Government Operations and Fiscal Policy Committee  
FROM: Dr. Costis Toregas, Council IT Adviser  
SUBJECT: Work Plan – Interagency Technology Policy and Coordination Committee (ITPCC)<sup>1</sup>  
PURPOSE: To inform the Committee about the directions and near-term plan of the ITPCC

Expected to Attend:

Andrew Kleine, Chair, Principals Committee, ITPCC  
Gail Roper, Chair, CIO Subcommittee, ITPCC  
Alison Dollar, Office of Management & Budget (OMB)

Materials for Committee review:

- Letter from CAO Andrew Kleine dated March 2, 2020 (©1)

Summary of Staff Recommendations:

1. This worksession is for information purposes only; no decisions will be made.
2. The Chair of the Principals Committee and MCG CAO Andrew Kleine will lay out a timeline for the meetings of the ITPCC policy leadership group (ITPCC Principals) for the balance of calendar year 2020 and expected engagement strategies to ensure robust participation from the policymakers of the other agencies.
3. The Committee should **target a Winter 2020 session** as an opportunity to provide Council reactions and input into the draft ITPCC FY21-22 Work Plan.

<sup>1</sup> Key words: #ITPCC, and search terms Interagency, policy coordination, work plan.

**Background**

The ITPCC is a unique institution created by Council Resolution 12-1758 in 1994 to help agencies leverage their individual investments in Information Technology and create coherent, collaborative approaches that improve efficiency and effectiveness. It is comprised of each agency executive and their CIOs. For a variety of reasons, the Principals Committee has been able to meet only once during FY20 and has not approved a Work Program for the coming two years.

The major current initiative within the ITPCC portfolio is FiberNet, the broadband infrastructure that provides connectivity on more than 500 facilities of all six major agencies (Montgomery County Government, Montgomery County Public Schools, Montgomery College, Maryland- National Capital Park and Planning Commission, Washington Suburban Sanitary Commission, and Housing Opportunities Commission).

During the worksession, current Chair Andrew Klein will describe the new process that will re-energize the ITPCC and provide a road map to its programs and future outcomes (see letter at ©1-2 detailing this plan).

**Governance**

The ITPCC is governed by a Principals Committee composed of the leadership of the six 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 2019	June 2021 – MCG (Kleine, Segal/Roper)
July 2017	June 2019 – MCG (Firestine/Kleine, Segal)
July 2015	June 2017 – M-NCPPC (Anderson, Mobayeni)
July 2013	June 2015 – WSSC (Johnson, Lodhi)
July 2011	June 2013 – MCPS (Starr, Colette)
July 2009	June 2011 – MC (Pinkney/Pollard, Leurig)

**Staffing**

The ITPCC has been staffed by an ITPCC Program Manager, but that position has been lapsed for over a year after the incumbent’s retirement. The current staffing assumption is that the agency in the Chair would provide staffing support to organize meetings and provide support for shared programs.

## Highlights of the Work Plan

The prior ITPCC Work Plan (2017-2019) had 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.

Currently, the FiberNet project is one that is significantly funded through the Cable Fund and provides mission-critical services to all agencies. Other projects are at various stages of planning and implementation.

There is a need to update the Work Plan and project it over the FY21-22 timeframe; it is customary for ITPCC work plans to have a two-year duration.

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

- A new **Work Plan for 2021-2023** 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 Winter 2020 worksession to review the ITPCC Work Plan and provide input and program priorities and suggestions.
- FiberNet is a mission-critical asset for all agencies. The development and implementation of the Key Performance Indicators (KPI) system has allowed 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 Work Plan.

- The Council and Executive have adopted a far-reaching **Racial Equity** initiative. Many ITPCC programs speak to the issue but can be aggregated and strengthened in a single, Countywide program that provides a strong technology equity platform. **Digital literacy** initiatives involving connectivity, training, and hardware availability are proceeding—but at a slow pace—matching available resources. Focus and resources can help at this juncture in time.
- **Sharing assets** is a reality across agencies. A strong example is set by Montgomery College that has taken a leadership role in offering and providing data center shared facilities, Unified Communications as a Service for telephones, and training facility resource sharing. M-NCPPC has taken advantage of this and co-located its data center operations with MC.
- **An Enterprise IT Strategic Plan** has been discussed but never launched. It would be an important and timely exercise to help see synergies across agencies around common themes, and can be incorporated into the upcoming Work Plan.
- **Dedicated funding** to support future ITPCC Work Plan projects 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. The new Innovation Fund initiative of the CE within MCG can perhaps provide a model for re-examining the funding imperative. Another is to re-energize the Technology Innovation Fund (currently at \$0 balance) and provide a shared pool of resources for ITPCC projects.
- 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.



OFFICE OF THE COUNTY EXECUTIVE

Marc Elrich  
County Executive

Andrew W. Kleine  
Chief Administrative Officer

**MEMORANDUM**

March 2, 2020

**To:** Nancy Navarro, Chair  
Government Operations and Fiscal Policy Committee  
Montgomery County Council

**FROM:** Andrew Kleine, Chief Administrative Officer *ANK*  
Chair, Interagency Technology Policy and Coordination Committee

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

I am pleased to submit the annual IT Program and Budget Overview to the Government Operations and Fiscal Policy Committee (GO Committee) on behalf of the Interagency Technology Policy Committee and Coordination Committee (ITPCC) member agencies.

I continue to affirm support of the efforts of the multi-agency collaboration member agencies. As we move forward, we will continue to identify high-priority initiatives that align with measurable progress and a robust goal-based agenda. I am committed to the shared vision of the ITPCC Principals to streamline public services by investing in digital advancements that result in priorities that impact our vision to provide high-quality services to the public.

Looking ahead; the work of the ITPCC, as outlined by the ITPCC charter, will become more routine. We will schedule a meeting for early Summer and a follow-up status meeting to the Government Operations and Fiscal Policy Committee (GO) in late fall. With the appointment of the new Chief Information Officer (CIO), Gail Roper, chair, CIO Subcommittee, the importance of the work plan and opportunities for a shared vision have been emphasized.

I look forward to meeting with the Government Operations and Fiscal Policy Committee (GO) on our strategy to align and challenge our vision for cross-agency success.

**cc:** Gail M. Roper, Director, Department of Technology Services  
Costis Toregas, Senior Legislative Analyst, Montgomery County Council  
Dale Tibbitts, Special Assistant, Office of the County Executive