Alaska Smart Communities Forum
November 13, 2018   8:00 a.m. – 12:30 p.m.
Matanuska-Susitna Borough Administration Building / Assembly Chambers, Palmer
Live streaming/broadcasting provided by Radio Free Palmer

Meeting Notes

Slide presentations and links from presenters are posted on the Alaska Smart Communities Forum (https://akscf.matsugov.us).

Introductions & Updates (slides posted)	Doug Miller

Lessons from Mat-Su Borough Cyber Attack (slides posted)	Eric Wyatt
	Matanuska-Susitna Borough

- IT Directors/CIOs are not hired to be "Incident Managers", nor with the expertise for a Cyber event. However, there are organizations that will assist with this, like SecureWorks, which the Borough connected with.
- Minimum Viable Product – Get services back online, take care of users. Come back afterward to reinforce.
- Communication is key. Can't do this alone; must partner with federal, state, local, commercial organizations. Discussion at last CIO Council to have afternoon sessions attached to Smart Communities to discuss CyberSecurity.
- ECommerce/OpenData – All disrupted, but almost all completely back online serving the public with these systems.

Questions/Replies:
- RFP prior? Due to this being an "Emergency Event" we didn't need to. However, it is a good thing to build and be in place prior to an event. Eric would be willing to assist with getting one together based on experiences locally.
  - o Suggestion: Stand together as Security professionals to be ready to respond to such events – have NonDisclosure forms already completed for those who may be available to respond.
- Systems not hit? What survived were databases open/active/locked.

New Alaska Community Information Portal	Grace Beaujean
	State of Alaska Division of Community & Regional Affairs

- In the cusp of transitioning, expected to be online January 2019. Road map built in story map to help users navigate to where information is located on the new site.
- Worked with Esri's Development Team for nine months to create a platform that met their needs.
- Data provided by DCRA and other agencies. Includes not just data, but also video/audio. Services always point back to authoritative source (DCRA or other agencies).   Aware that video/audio may cause a delay in services to rural communities; waiting to hear feedback from those communities.
- Taking datasets and giving the ability to see it spatially.
- Ability to pull in several datasets and layer them for research.

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- Datasets available to download in spreadsheets.
- Suggestions for improvements are appreciated. (One suggestion: Labor, Unemployment – some missing data)
- CAD data not online, but community profiles/imagery that may be available online is available for download.
- State does not use ISER due to their data only updated as grant funding available; State is mandated to keep data updated. Authoritative sources chosen that keep data as updated as possible, like DNR.
- Suggestion for breakout/workshop for GIS staffers to discuss authoritative data sources.

Digital Transformation	Tim Mooney
	Gartner

- Virtually available on various devices in various places; not paper, not analog.
- Important to change the organization's culture to promote a mindset that solves meaningful problems that resonate with their stakeholder groups.
    - Cultivate/Support: Collaboration, Agility, Analytical, Innovation (willing to take the risk) & Creativity
    - Helps to slow down the growing expectation gap between organizations and public.
        - Who is the customer>
        - What is the meaningful problem they want solved?
        - How are we going to solve their problem?
    - Power in a network structure
- Journey Map: Once completed, not final. Versions will come from the first as changes needed to initial map are realized to solve the problem in a better way.
- Chatbot is becoming much easier to use.

Questions/Replies:
- Cause for slope uptick? Slope of capabilities/new innovations is rising faster than corporate employees can keep up with, partially due to dollars. Uptick possible by legacy platforms dropping off.
- Strategies for Funding? Keys: ability to tell a compelling, human relatable story – not facts, figures, data. Once you get funding, deliver on it.
- Examples of student organizations leaning in with digital? Georgia Tech/Georgia State. Not sure of public K-12, will follow up.

Digital Communities: The Dell Technologies Unique Approach	Chuck Lott
	Dell

- Urbanization is growing, creating challenges. Challenges being addressed using technology.
- Plan for the large scale, start small, take baby steps. Grow into the plan.
- Cyber Security: Plan for response before you need it.

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- Strategies for funding? Business case included financing model over a period of years instead of a large lump sum. Personal impact will provide a driver. Vision/interest at local government level is also a driver.
- City of Boston: "If you need to come to City Hall, we're here for you. If you have to come to City Hall, we've failed."

Lunch Roundtable – Adapting to New Technologies	Doug Miller

Note: We held a brief discussion on these two questions during this session. We may review this prior to and during our next Forum and discuss how our Alaska organizations can help overcome challenges.

What are we each doing to change operations and deliver services?
- MTA: Communications tool – internal / App store / Mobile
    - Coordination between DOT / MTA
    - Coordination between Denali Borough / MTA
    - eSports
- Training/local business support
- Mentorships
- Internships

What are blockers to change?
- Competing projects and needs such as an Oracle move, Mainframe re-platform
- There still remains a need for Data Standards to enable data sharing among organizations and agencies to deliver information and applications that rely on shared data sets
- Local agencies are overwhelmed; from cyber incidents and threat monitoring to keeping up with system maintenance and delivering more services to customers and constituents.