For any public interested in listening to the meeting, please call 1-650-479-3207 and enter access code (127 121 3965) when prompted, followed by #.

1. Call to Order and Roll Call
2. Adoption of Agenda
3. Approval of Minutes
   3.1 Information Services Advisory Board - Advisory Board Meeting - Nov 2, 2020 6:00 PM
4. Old/New Business
   4.1 NC State’s Textile Engineering Program
      Speaker: Professor Jesse Jur
      Professor Jur will talk about NC State’s Textile Engineering program and our potential partnership with the Cary Police Department around a biometric sleeve.
5. Consideration of Watch List Items
   a. Pandemic Updates
   b. Cary150 Celebration
   c. Social Media
   d. Downtown
   e. Smart Cities
   f. Innovative Ideas
6. Comments
   a. Council Liaison
   b. Staff
   c. Citizens
      Instructions for submitting comments.
   d. Members
7. **Coming Up**
   a. Next Meeting January 4, 2021 at 6 p.m.

8. **Adjournment**

Please contact Chief Innovation Officer Nicole Raimundo at nicole.raimundo@townofcary.org or (919) 469-4027 with any questions about this agenda.

The Town of Cary is committed to providing all citizens with the opportunity to participate fully in the public meeting process. Any person with a disability who needs an auxiliary aid or service in order to participate in any meeting may contact the Deputy Town Clerk at least 48 hours prior to the meeting. The email address is Sarah.Schubert@townofcary.org; the phone number is (919) 319-4508; the TDD number is (919) 469-4012.
This meeting was conducted through simultaneous communication pursuant to NCGS 166A19.24. All votes were taken by roll call vote unless otherwise noted.

Members participated through simultaneous communication via Webex for the entire meeting.


Others present: Staff Liaison Nicole Raimundo, Saishreeya Kantamsetty, Teen Council Representative, and Assistant Clerk, Sarah Schubert

1. CALL TO ORDER AND ROLL CALL
Shah called the meeting to order at 6:02 p.m.

2. ADOPTION OF AGENDA

RESULT: ADOPTED [UNANIMOUS]  
MOVER: Mehul Shah, Board Member  
SECONDER: Carissa Kohn-Johnson, Board Member  
AYES: Cillay, Monney, Kohn-Johnson, Shah, Yacone, Murray, Cavicchi, James, McMillan, Reuther  
ABSENT: Rudell

3. APPROVAL OF MINUTES

RESULT: APPROVED [UNANIMOUS]  
MOVER: Mehul Shah, Board Member  
SECONDER: Patrick Murray, Internet  
AYES: Cillay, Monney, Kohn-Johnson, Shah, Yacone, Murray, Cavicchi, James, McMillan, Reuther  
ABSENT: Rudell

4. OLD/NEW BUSINESS

4.1 2021 Meeting Schedule
Shah reminded the group that Schubert sent out the 2021 meeting schedule last week and asked if anyone had any Members will review staff’s proposed meeting schedule for 2021 and provide feedback. Board had no issues or conflicts with the proposed schedule.

4.2 2020 Work Plan
Schubert brought up the 2021 Work Plan draft for members to review.

Amendments to the Work Plan included:
- Added Smart Cities under Transportation
- Added leveraging IoT for flood protection
- Added the need for explaining to citizens what Smart Cities are

The Work Plan with the above amendments are attached to and incorporated herein as
Exhibit A.

Motion to adopt as amended.

<table>
<thead>
<tr>
<th>RESULT:</th>
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<tbody>
<tr>
<td>APPROVED [UNANIMOUS]</td>
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<tr>
<td>MOVER:</td>
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<tr>
<td>Mehul Shah, Board Member</td>
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<td>SECONDER:</td>
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<td>Carissa Kohn-Johnson, Board Member</td>
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<td>Cillay, Monney, Kohn-Johnson, Shah, Yacone, Murray, Cavicchi, James, McMillan, Reuther</td>
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<td>ABSENT:</td>
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<td>Rudell</td>
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4.3 Cyber Security Awareness Committee
Yacone and members of the Cyber Security Awareness Committee shared an update on their first check in and requested feedback from staff and members. The presentation is attached and incorporated herein as Exhibit B.

Alexa Cybersecurity Quiz Idea
Yacone shared two big ideas and a smaller idea with the group to see if their ideas were even feasible before they proceeded further. First idea was surrounding Alexa and doing a cybersecurity quiz. Raimundo agreed to take the idea to her team to see time availability and appropriate time frame for this idea.

ISAB members liked the idea and recommended spreading these quests throughout the year. Citizens would go on quests and earn badges to become a cybersecurity champion.

Members felt there should be different quizzes for different ages: kids/teens, adults, seniors.

Member asked how to get these quizzes out to the public. The hope is for the Town of Cary Marketing Team to assist and create posts for social media and print materials.

Member asked about analytics and Raimundo shared there would not be much that the Town of Cary would see or receive.

Raimundo recommended pushing these quizzes during the holiday season and tax season.

Tech Events Idea
Yacone shared that these events probably could not occur in person for a good amount of 2021 but wanted to consider virtual ideas as well. Ideas for events included a cybersecurity day, week, or month in October 2021, hackathon, gaming, coding camp, robotics.

Raimundo recommended partnering with Wake Tech and looking into their curriculum to see how we can work together, along with other municipalities.

Member recommended reaching out the Cary Parks, Recreation, and Cultural Resources Department to see how they can work together on these ideas.

Awareness
Yacone shared the group would like to see cybersecurity awareness reminders from the Town of Cary throughout the year by working with the IT and Marketing teams to provide quarterly reminders to citizens.
5. CONSIDERATION OF WATCH LIST ITEMS
Shah reminded the group that they had talked about changing up the watch list items for the new board year. Raimundo shared that as things come up in these topic areas, regardless of if it is a watch list item or not, she will share updates. The group decided to change the watch list items to social media, Downtown, pandemic updates, Cary150 celebration, Smart Cities, and innovative ideas.

Murray agreed to sit in on the EAB November meeting to see what they are working on and report back on ways to partner.

a. Website
   None
b. Environmental Communications
   None
c. Social Media
   None
d. Downtown
   None
e. Mobile
   None
f. Innovative Ideas
   None

6. COMMENTS

a. Council Liaison
   None
b. Staff
   None
c. Citizens
   None
d. Members
   None

7. COMING UP
The next meeting is December 7, 2020 at 6 p.m.

8. ADJOURNMENT
The meeting adjourned at 7:09 p.m.
Information Services Advisory Board 2020-2021 Work Plan

Top Highlights:
1. Pandemic Focus
   - Webex for virtual meetings
   - Discuss support for underserved and senior populations during the pandemic
2. Parks, Recreation & Cultural Resources Salesforce integration (myCary)
3. 311 communication and continued roll out
4. Downtown Park technology options

Priorities for ISAB

150th Communications Update
• Receive an update and inquire about any asks from ISAB and any feedback ISAB can provide to the Cary150 Task Force.

Pandemic Updates and Numbers
• How has Cary transformed during this time?
• How has the Town of Cary done outreach to underserved (i.e., senior communication) during this time?
• What is Cary doing to support seniors during the pandemic?
• What has Cary learned from doing virtual and remote services that we should continue doing post-Covid safety rules.
• Chamber of Commerce Impact

Pulse/Virtual and Digital view of Cary
• Ways to visualize data analytics

Tech and Sustainability
• Public Works (Recycling / Environmental)
• Additional ways to engage with other advisory groups
• 311
• Digital scavenger hunt

Cyber Security
• Hackathon
• Creation of the Cyber Security Committee

Transportation
• Dynamic traffic signals and streetlights

Town plans/thoughts on emerging technologies: 5G, connected cars, more IoT
• Downtown Park Tech
• Wifi initiatives
Gaming - ESports

Marketing Calendar
• What’s on the calendar for this year?
• April Fools in 2021

PRCR Salesforce Update (myCary)

Alexa Update/Skill
INFORMATION SERVICES ADVISORY BOARD

SUBCOMMITTEE – CYBERSECURITY

NOVEMBER 2020
ISAB Cybersecurity Committee Meeting

October 13, 2020 at 6pm

Attendees:

Ian Cillay
Patrick Murrray
Gina Yacone
Started with 2 Big Ideas
Alexa Cybersecurity Quiz – Idea 1

- Questions:
  - What does it take to program Alexa?
  - How long would it take?
  - Is it too burdensome on TOC staff?
  - Timeframe: What would be appropriate? Spring?

- Develop content - Quests with different topic areas:
  - Improve smart phone security (3-5 questions)
  - Go on a quest to secure WiFi (3-5 questions)
  - Phishing & Social Engineering (3-5 questions)
  - Malware versions (3-5 questions)
  - Game security (3-5 questions)
  - Scams (3-5 questions)
  - MFA important (3-5 questions)

- Reward:
  - Be a cybersecurity champion with a Virtual Certificate to promote on Facebook, LinkedIn, Instagram.
  - Earn badges
  - Create Hashtag for the badge
  - Grand prize with maybe a “enter to win”
Tech Event(s) – Idea 2

- Cybersecurity day, week or month
  - October is cybersecurity awareness month

- Partner with local businesses and non-profits

- Possible Events
  - Hackathon
    - Goal: Use of hackathons in developing government innovation
  - Gaming
  - Coding Camp
  - Robotics
  - Classes (Cybersecurity, AWS, Privacy)
Possible Security Reminders:

Security reminders throughout the year using TOC Communications and in partnership with ISAB, marketing and TOC IT.

• Q1 – I love you more than WiFi! (February 2021) or Privacy (Jan. 28th)
• Q2 – April Fool's day is in Q2, so maybe security reminders about Scams (April 2021)
• Q3 – Back to school online safety tips
• Q4 – Security Awareness Month
INFORMATION SERVICES ADVISORY BOARD

SUBCOMMITTEE – CYBERSECURITY

NEXT MEETING - TBD
INFORMATION SERVICES ADVISORY BOARD

SUBCOMMITTEE – CYBERSECURITY

NEXT MEETING - TBD
Instructions for submitting comments to the Information Services Advisory Board’s Comment Period:

The public may submit written comments for the Public Comment agenda item. Comments should be sent to isab.clerk@townofcary.org and have Public Comments for December 7 Meeting in the subject line. Comments received by noon on December 7 will be summarized at the meeting and a full copy of the comments will be provided to members prior to the meeting. Comments received after noon but prior to the start of the meeting will be provided to members the following day. All comments will be an exhibit to the minutes.