Agenda

- Information Resources
  - Strategy
  - Guiding Principles
  - Current Projects
- Questions
Information Resources Strategy

- Secure
- Reliable
- Available
- Anticipate
- Assess
- Improve
- Mission
- Fulfillment

Member
Providing services, software, and infrastructure to support TMRS’ mission serving our Cities, Members, and Retirees.

Ensuring TMRS’ confidential and sensitive data is protected from unauthorized access, accurate, and available to authorized users whenever needed.

Anticipating the needs and improving the services provided to the organization, cities, members, and retirees, while appropriately managing risk.
Anticipate, Assess, Improve

- Guiding Principles
- Detailed Annual Budget
  - Planning & Preparation
  - Management
  - 5-Year Projections
- SOC-1, Financial & Security Audits
- Employee Training & Education
  - Security Awareness Training
  - Records Management Training
  - IR Department Staff Training
Mission Fulfillment

- Software Development
  - NextGen Pension Administration System
  - MyTMRS Member Portal & TMRS City Portal
- TMRS Helpdesk
- Records Management
- Operations
  - Refund, Retirement, SDB Payments
  - Reporting
  - City Contribution Payment Expansion & Support
- Communications Support
  - Electronic Communications
  - Phone System
  - Mobile Devices
  - Mailings
Secure, Reliable, Available

- Security - Defense in Depth
  - Security First Approach
  - Internal & External Security Audits
  - Management Permissions Review
  - Security Awareness Training & Testing
- Resilient Infrastructure
  - Maintain/Replace/Update
  - Redundancy
  - Business Continuity & Disaster Recovery
  - Backup & Replication
- Records Management – Records Retention Schedule approved by TSLAC
- Privacy Program
Guiding Principles

- Defense in Depth Security
- Cloud First
- Buy Before Build
- Agility / Speed to Delivery
- Build & Enhance Internal Capabilities
- Resilience of TMRS’ Business Operations
Current Projects

- Pension Administration System Assessment
- TMRSDirect
- MyTMRS Security Enhancements
- Legislative Changes
- Business Continuity / Disaster Recovery
- E-Records Program
- Privacy Program Improvements
- Public Cloud Strategy
Questions?

- Thank You!