PRISM

TECHNOLOGY COMMITTEE
Standard Operating Procedures

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Introduction

In every conversation we have, every initiative we explore, and every action we take, we must hold them up against Public Risk Innovation, Solutions, and Management's (PRISM) Mission, Vision and Core Values. Together, the Mission, Vision and Core Values are our strategic framework and clarify why PRISM exists and what we aim to be. As you review this document, please keep these in mind:

Mission:

PRISM is a member-directed risk sharing pool of public agencies committed to providing risk coverage programs and risk management services, which drive member stability, efficiency, and best practices.

Vision:

PRISM will continue to be internationally recognized as a leading risk sharing pool for its member-directed operating philosophy and commitment to member fiscal sustainability. PRISM will continue to influence and shape the future of the risk management profession.

Core Values:

PRISM is dedicated to preserving a member-directed culture, defining standards for quality and performance throughout the industry, and ensuring programs and services are:

- **C**ompetitive in scope and price over the long term

- **A**daptable and customized to meet member needs, based on high-quality standards

- **R**esolute in delivering timely solutions that address present and emerging risks

- **E**quitable in allocating costs and services between various members in a fair and consistent manner

- **S**table in supporting cost-effective, fiscally prudent operations and long-term solvency, and in building long-term relationships with members and program/service partners.

Composition

The Committee is composed of 9 members that participate in at least one of PRISM's programs, of which 7 are voting members and 2 are alternates who are eligible to vote at any meeting where a voting member is absent. One seat is designated for a public entity member.

Reference: Committee Composition

Roles

Committee:

The Technology Committee is responsible for oversight of technology services provided to the membership. The Committee also reviews and provides direction regarding PRISM's website. The Committee advises and makes recommendations to the Executive Committee regarding technology services to be sponsored by PRISM and performs such other functions as the Board and/or Executive Committee may direct.

From time to time, the Committee may consider contracting with outside parties for services. PRISM's Executive Committee has adopted a Service Provider Contracting Policy which outlines the process for competitive bidding as well as protocols and authorities for entering into such contracts.

Reference: Service Provider Contracting Policy

Chair:
- Call/authorize meeting to be scheduled
  - ➢ Staff will contact Chair to arrange date, time, location (in-person or web/video)
  - ➢ Once authorized, staff will notify the Committee members via e-mail
- Call the meeting to order
- Orchestrate agenda items
- Recognize members to facilitate orderly debate
- Preside over voting
- Enforce rules of the group
- Expedite the business of the group
- Declare meeting adjournment

Vice-Chair:
- The Vice-chair assumes the responsibilities of the Chair in their absence.

Staff:
- Assist Chair in facilitating meeting, prepare agenda, take minutes, summarize meeting for those not in attendance

- Advisory to the Committee
- Will make recommendations to assist Committee
- Identifies and presents new technologies and technology related services that may be of interest to members

Responsibilities

The Committee reviews technology services to ensure they are meeting members' needs in a timely and cost-effective manner. The Committee determines if and when it is necessary to send an existing service out for RFP/RFI. Current services include:

Claim System

PRISM staff are responsible for development, maintenance and support of an enterprise claims system. The Committee provides direction and feedback regarding priorities and future development of the system.

PRISM website

The Committee provides direction and feedback regarding enhancements and functionality of PRISM's website. The Committee is responsible for determining the security levels for user/member access and what information is available for each level of security.

Cybersecurity Services

As cyber risk has increased, PRISM is expanding its service offerings around cybersecurity. The Committee will provide direction regarding new offerings for members provided through the Risk Control services.

Emerging Technologies

As new technologies and trends emerge (e.g., social media tools such as LinkedIn, X and blogs; audio/visual conferencing for remote collaboration; document imaging/paperless office), the Committee may be asked to assess the value to members, how these tools could improve efficiency, reduce costs, and improve communication.

Policies, Processes, Procedures

The Committee provides feedback and recommendations regarding the policies, processes, and procedures developed by staff to ensure the stability, security, and availability of the PRISM computing environment.

Other

The Committee evaluates new services to determine if group pricing would be of benefit to our members. For potential new services, the Committee assists with the RFP process, vendor selection, contract review, implementation of the program, and follow- up to ensure the program and vendor are delivering as expected.

Meetings

Code of Conduct/Ethics Policy:
The Board has adopted a Code of Conduct which is applicable to all members, staff, committees, and the Board.

Reference: Code of Conduct

Scheduling:
The Technology Committee will meet as needed and at the call of the Chair. The Committee generally meets three times a year by web conference.

Reference: 2024 Schedule of Meetings

Quorum:
Pursuant to the Bylaws, a quorum consisting of a majority of the Committee (at least 4 members) must be present in order to conduct a meeting.

Voting:

Voting Requirements
Pursuant to the Bylaws, the voting requirement is a majority of the Committee (at least 4 members) for all actions of the Technology Committee.

Conflicts
Pertinent PRISM Code of Conduct Provisions:

2. We are committed to the concepts of democratic, effective and efficient governance by responsible, knowledgeable members of the Board of Directors and Committees with an understanding that official decisions made and actions taken by PRISM are always made in the best interests of PRISM's membership, as opposed to the interests of PRISM's staff, service providers, or other outside interests.

9. We are committed to the principle that conflicts of interest, (defined as situations in which a person has a financial or other interest or the appearance of a conflicting interest that would call into question the person's ability to act in an impartial manner with respect to a matter affecting PRISM) should be avoided and where present shall be fully disclosed. This includes situations when a member of the Board, a Committee, Staff, or vendor has personal interests (including those of his/her family) that are contrary to his/her loyalty to PRISM.

Vote on behalf of the PRISM or the Entity I Represent:
Attorney General Opinion No. 00-708 dated 12/8/00 concluded that a member of the governing board (in this case the Technology Committee) of a joint powers agency may cast a valid vote on a matter before the agency that is inconsistent with the position by the legislative body which appointed the member.

Reference: Attorney General Opinion No. 00-708

Voting When Conflict Arises:
According to FPPC:
- Disqualification
  - For financial interest (exception when action required)
- Abstention
  - Conflicting loyalties
  - Perception you can't be fair
  - Ethical dilemmas (exception for necessity to take action)

According to Roberts Rules of Order:
- Duty to vote if you have an opinion
- Right to abstain
- Personal interest - must abstain except
  - Vote for self in an election
  - Vote if other's interests are included in the motion

Glossary of Terms

Claims System: PRISM has developed a proprietary claims management system called Spectra. Going forward, this will be the system utilized by PRISM, Third Party Administrators and some members.

During the transition to the new system, some members will still be using Insurity's ClaimsXpress system which will be fully supported by PRISM staff and hosted by a third party (Spear) in the Cloud.

PRISM Web Site: PRISM's web site is the central location for information regarding membership, programs and services. The web site can also be referred to as the "pool management system". It provides members the ability to network with each other, sharing information and resources. The secure environment allows members to view information specific to their membership such as program premiums, coverage documents, effective dates, and subsidy fund balances. The website also provides access to member tools for online meeting registration, renewal applications, and the File Management System where members can download electronic copies of agendas and/or coverage related documents.

Social Media: A type of online media/platform that expedites communication and sharing of information. Social media enables people and businesses to be engaged and engage others. Social media platforms include sites such as Facebook, LinkedIn, and X.

Blog: A blog, short for weblog, is an online journal that is frequently updated and intended for public viewing. The standard blog format is a series of entries posted to a single page in reverse-chronological order. The PRISM Blog is just one of many social networking tools used by PRISM to disseminate information to members.