

MINUTES

Chief Information Officer Council



Meeting Date: March 16, 2010

Attendees: Don Altermatt, Frank Arneson (for Vicki Bailey-Goggins), Ed Klimowicz (for Rick Howard), John Koreski, Lloyd Lowry, Julie Pearson, Heidi Rawlins, Brian Rhodes, Troy Rutten, Clint Woodrow

EISPD Staff: Sean McSpaden, Erik Endrulat, Cy Smith, Stacie Younk

Guests: Shauna Mohr, Dianne Lancaster and Jan Dean

Julie Pearson-Ruthven called the meeting to order at 2:00 p.m.

Introductions, Approval of Minutes, Action Items and Intro to New Members – Julie Pearson-Ruthven

Introduction of members, guests and staff were made. Minutes have been circulated but members have not had time to review. The minutes will be approved via email. Ben has a workshop in June.

Julie reviewed February meeting's action items.

Action: Lori Nordlien (not present) will provide an update of the SaaS staff email RFP update via email.

Action: Reschedule Email Workgroup and the Microsoft 7 Workgroup Update along with the IT T's & C's Taskforce Update.

Action: Follow-up to the Email Server Software Standard adopted at the February meeting ion of at the last meeting. Sean will work with Ben Berry/ODOT to schedule the workshop and complete the preparatory work needed to make the workshop a success. Ben reported that he and Sean have have been working diligently relating that focus groups prior to holding the workshop will do the prep work for the workshop which is anticipated to be held in June.

Electronic Records Management Contract update: Sean McSpaden reported talking with Nick Betsacon and Lena Ferris. There is a current contract with EMC; the other two vendors are CA and HP. Progress has been made with CA while HP is still pending.

- CA: DOJ counsel has reviewed changes. CA has updated contract and will be communicating final determination and/or request for additional modifications.
- HP: DOJ attorney working on HP also worked on the government RFP that went out last week. Focus is now on HP negotiations.

Action: Sean will provide update to CIOMC the next meeting.

Action: Sean McSpaden will provide an update of the Electronic Records Management Contract via email.

GIS Web Viewer Update – Cy Smith and Erik Endrulat

Erik discussed the changes in developing web services, web entries and web applications for other agencies and the public, working with county governments and coordinating GIS activities across all levels of state government. We are familiar with the published interaction with program languages and made a huge advancement and an ability to develop. Updates that we developed over the past year were with different people. Briefly, architecture here is primarily data stored in the SDC this application is working with the Governor's Office to show information on how each of this is spent. We are using a customized template form and HR is developing this application. We developed several base maps and services. We have been continuing revisions over time based upon the government needs. The latest version will be available to public in April. This will be a breakdown by congressional district. Erik described map data used in breaking down

Developing maps for use by Oregon congressional delegation. Cy related meeting with the each member of the Oregon congressional delegation in Washington D.C. last week during the National GIS Coordinators meeting? He described using information and Erik discussed customizing messages for the delegates using information specific to each congressional member (e.g., interests, committee membership, etc.) Members requested project information be available by congressional district rather than by county, as it is currently done. We did not have that information when we customized this. Ability to talk to constituents using specific project data. The delegation members were excited about using this information in conversations with constituents. and we got a whole a lot of detailed information with ODOT built a sequel server database to help all agencies report in through this project. We have details to share with the constituents this is going to change the way that agencies are reporting into project OR STATS, offer it to all. It is good to have detail information about the behind the scenes project.

Sean added that information can be sorted by congressional districts, education service districts, and FEMA regions. The concept can be applied by program area. The GEO is working with the Legislature and the Secretary of State on redistricting.

Ballot drop box maps – Erik continued the presentation relating information on for the Secretary of State's office. . In January, we discussed reusing many of the same data, which had other components that they did not integrate. We are currently working with their office similar application there. The ballot drop boxes for the Secretary of State is showing information on where the state building, state owned and leased buildings are. The sustainability program energy savings buildings not public yet. We recently went to a live map, which shows partial boundaries. We are using this as a way to encourage sharing information. The application will be posted on their new site.

Department of Forestry – Sean and Erik related information on this system involving a dated viewer as well as aging architecture. The team locator developed for forestry has similar parameters that were developed in the mid 1990s. The antiquated Wallowa County Tax ten plus viewers We encourage counties to share data. They hosted this at the State Data Center. Went from Enterprise to Geo to SDC and hosted forestry there. They moved to more modern hardware. Erik: all these records have numbers of data sets, are required now, and are accessible for other projects. None of them needs to be recreated. A lot of time is saved.

Action: Sean: will send out web links on these about several sites and email a summary out. He will give them the list and create a page.

Sean: Where the date is concerned, there has been a decade of effort with the local governments.

The old IRMD was abolished and now EISPD and GEO are part of the coordination. New tools have been made available by ESRI all the resources exist. Cy: We are trying to consolidate the data in the database. We can provide a single place everyone can access all of the data. We are working with John and their imagery data. We are running into storage issues. Fifteen terabytes is too big, we should have multiple terabits put in multiple places instead. Julie: if you are available Cy, please do a deep dive about this.

Decision Point: Cy will come back to the CIOC and do a deep dive regarding the space and storage issues.

EA Core Team Update – Ben Berry

Ben: (He was giving an overview of the team.) The first step is providing directing. The FCC started a few years back. The technical architecture of the SDC and ODOT and DHS groups work with CIO and CIOMC. They will work and report with tangible results in March. The five-week effort is done. This will work as a model. That was the report of the work done by the team.

Julie: What are the next steps? Ben: We need to look at the results from the 3 agencies. ODOT reviews the report results and then reports them back to CIOMC to see if we need to do additional work.

Action: Ben will send the results using a process mapping of agencies format.

iLearnOR Presentation – Theme Grenz

(Theme was giving a quick update of the project.) iLearnOR agencies are over one half. Showing testimonials from agencies, there are 4800 members for over about a year now. From the director of parks, the lift truck training was one of the safety type situations at parks and they were able to update. We have 43 agency systems as of the end of April of this year. In addition, we have 55,000 user accounts. We are also open to the public. Lottery is looking to implement it retail. The Department of Corrections has the largest users. We share the content with Parks and Recreation, Fish and Wildlife, and Forestry. When we share safety trainings, we do not have to recreate them. We are leveraging the sharing of others training. Certificating and license tracking – the system notifies you when it expires. There are many great things in the system being leveraged. There is detail of slides. We will bring out the iLink Oregon Initiative – delivering the virtual classroom, iLink agency use free of charge. There are 230 participants right now. We work with anything learning related. You can use either conference call or audio. It is a great success overall.

Sean: Where the audios and videos are concerned, we are working with SPO to identify the identity licensing across the board. We have about 230 licensing individual and at different times. We are working on this. The different models save fees. Ben: The ODOT IT Terms and Conditions templates work with SPO future training and record. Theme: This is accessible through the iLink site and eventually we have to pay for storage. We are transitioning a program into an eLearning format. iLink has available clean, fresh training that reached out to most of you. This is an HR Driven program. A lot of the evolution relates to training. Relate to business of training and is not IT related. Julie: it depends upon how you set it up in your organization.

Theme: IT people will get involved with data migration all agencies up by Summer of 2010. We will slowly be transitioning to a program mindset. We will tie training to a person's development, such as an individual development planning module PERS pilot. We are also looking at an E Learn development design. Take Policy training and transcript is reflected as to who has read it. Sean: we are offering it from the SPO training security trainings and GovSpace trainings. Theme: Try to record it and posting, try to look into customization issues. Diane: Live Training Team Intuitive,

flows – good response.

Julie: we have training for agile project management, how long does it take to set up. Theme: we do not video tape but if you do, you can upload to iLink.

Theme: Management training is gone away and we still do IT training. This was born out of an IT initiative. Sean: yes established there are four primary contractors – live on to eight to ten years. Five to ten years and we retained contractor administrative position. Theme: we are not out of business and we are going to get outreach. The LD positions on the project are currently through June 2011 have a POP program for permanent funding should pass the legislature. Julie: We should use leverage and talk to the legislature.

Sean: Because of 66 and 67 passed, DAS POPS but would have done a directors review of POPS in April 2010. Theme: The POP is about \$891,000.00 positions hosted at the SDC. Want to keep it bare bones. I have been talking with Sean and Representative Nathanson and they are enthusiastic.

Roundtable – All

John: we have many activities at the data center in March, April and May. We are about half way through upgrading the OS mainframe. We finished DHS employment. This past weekend we got the ODOT scheduled for the mainframe in early April. In the process of updating, SAN provides storage on the floor ready bill when it is “turned on.” We would like to do this rather than allocating cost. The conversion from CompuServe/IBM is in process. Training will be from April 12 to May. It will be to train 50 to 100 people. It is for a very compressed conversion impact mainframe user. DR planning – subcommittee two times live tests one in the summer then ultimately December including mainframe. Keep moving along with the Clear text mainframe. We were focusing on that mainframe portion. We will be upgrading the Unix environment in April. We will talk about the phone update of \$80,000.00 savings monthly in April. We will work with the finance committee review concerning rates effective in July 2010, start with new rates then. Most recent audit adjusts are based on actual. Audit – We can leverage work with “vulnerabilities” and clear text – customer end work with customers.

Ben: SDC finance committee discussion about rebate storage. John; storage rates are higher.

Sean: It is the local storage, 51¢ a gigabyte. Tiered explanation talked with Darren about the GIS storage.

State lands – upgrade firewalls systems for home office. We deployed Windows 7 users 64 bit more to go. Unclaimed submit claims online and can track them online. Could state lands inventory consolidation fusion. State lands inventory, consolidate all the GIS tracking hosting that for the public. We will migrate all fiscal servers to a modulating blade, a two-blade system. We will cut down power consumption by 1/3.

Julie: They released the online voter registration. They met the deadline but only have met the minimum now. There is more to do achieving IT service excellence, we set all the project managers to the help desk and went well. All the SOS IT help desk to training. Sean: We are working with marketing IT and can query a group.

Action: Julie will send list to Sean to query.

Action: Follow Up

Sean: Originally, we would have had the class but it was the day after the vote. We work on May

25th to 26th We may need to adjust that because it may be legislative days.

Heidi: ERP days venture should be completed by June. We are in the middle of planning priorities, long term strategic/resource constraint infrastructure off frame relay. We are working with the FCC and procurement contract. What we need for our network to support. Extension contracts through conversion Security upgrades.

Josh attended Education Annual Event Forum at the beginning of the month. This involved educating the CIOs. We are working on data visualization nationwide push of education to find – better ways – to make policy division. What tools do we use to adopt Standardize Microsoft Dundas 2.0 Google motion charts?

Ben: OWIN is moving to ODOT, this is no longer a “rumor.” The governor has not signed it yet and it starting preliminary work. We are moving forward with the transportation remodel. We are working on our version of the future. We are looking at VOIP, Virtual Desk Top, and Unified Messaging. Also the IS website to Share Point two internal use. Times Easy Street should be in soon. The contractor cloud computing has been signed. We need social media strategy for how to accomplish that. We have a contract with Easy Street for a three months development site and then July to the SDC and it is one server.

Dianne: The Terms and Conditions Taskforce meet last night. We are thrilled for feedback from Tech America and NASCIO and reaching for something innovative and new. Tech America NASCIO gave good feedback. The next steps are larger projects easier to negotiate soft launch we can start now new terms and conditions to eGOV RFP. If you have a project, please talk to Diane, DOJ, and us. They will create a model out and use. Rollout setting up a formal adoption. We are looking at rolling out at May first next month updated dates and training. How we might use training and technology.

Ed: DHS getting ready for the 11-13 IT POPS. We are focusing on Price Share Point two time’s new organization. We Met with Microsoft today see if we fully understand wait and see.

Troy: IA&M is working with details Architecture work with SDC – a couple of meetings. Make sure we are successful for the entire body of work. There is a lot of detail to work out. Important call center – know how to pay attention now. We are taking our learning from that experience. All in one weekend: Call Center Statute, In Frame upgrade, Extension benefits went live and the time changed. We had 8,000 calls volume a day on March 15th. We handled it with no upset. There was a 12-minute wait time in the worst case. We got a handle on it.

Frank Arneson from the Oregon Public Utility Commission is filling in for Vickie. Our information asset classification project is large and it is taking a lot of time. We brought in a consultant to manage that large project. It is consuming a lot of time. Sean: SaaS all have the same independent contractor as USA.net. Ling: There is only one GroupWise; SDC does a good support job for us. Email rerouting was good. Next thing is the application virtualization and the Desktop virtualization to give us further control.

Ling: There is one FTE – GroupWise that needs conversion. First server, second server, archive server. This is five to six times cheaper at \$130,000. Over time, there is customer benefit. Migration is smooth. Technical leads know exactly what is going on. Good experience supports not just one server.

Ben: When agencies are involved, what are the remaining costs? If the SDC “remove” customer then the other will take over. John: The exiting agency is to replace or bear cost if exit SDC – other do not bear costs until growth absorbs it.

Julie: Working with Partners in Public Procurement October 4th.

Sean: What is the progress making on the supervisor roadmap? Met with Dan already had several sessions email roadmap with group “sensing” sessions with vendors, SDC, executives, etc. Carol was the project manager. We are in the process of creating a time line between now and the workshop in early June. We will hold Focus groups leading up and gather information. Make decisions and gather help.

IT Procurement Challenges/Solutions – Request for CIO Input & Feedback – Shauna Mohr

Jan: SSD Shauna is helping with Strategic Planning/Initiatives and very results oriented. This was from a conversation with Dugan how to work better with DAS. Gather data – solutions attached to that. No patience with many hours of talking – what can do different what are time lines etc? Very results oriented to move issues forward. Facilitators go away and move forward – please be honest and do not hold back. We do not want any hurt feelings. We are looking to provide a forum. Sean: The April 6th forum will be one of the first times that the DPO/CIO/IT managers will get together. This will be a great opportunity to work together, build bridges, and make things better. We need to identify current challenges. Shauna will be conducting phone interviews.

Shauna: We will be gathering input on issues and potential solutions to solving for April 6th forum. There was a two-page document sent out in an email this morning. It has a list, an overview what it is purpose of the forum. The second page is a list of questions. We wanted to offer 2 ways for input. Time is limited. 6 questions identified. Fill these out and hand them into her today. Please put name on it. Problems ID potential solutions come together and move forward. Document review document and feel free to write up and turn in name/no name. Are there any Questions? The intended Outcomes: Document efforts, Identify barriers, Identify solutions, that are cost efficient plan implemented a plan to identify this outline next 3 to 6 months. This needs to be results and actions. For how to prioritize we start with the first question. There has not been a lot of effort Twelve to twenty four IT Procurement efforts. What has worked well? In addition, where can we see improvement?

Julie: we got together at Fairgrounds – software as a service worked well we had an outcome and shorter period. This worked really well. Shauna: It is important to bring the group together as a joint effort to solve problems. There was some risk taking by SPO and we had a great brainstorm and came up with ideas. Ling works with Risk taking – SPO defined a time frame work to work with. Shauna: had a defined a period that worked.

Ben: contractor talked with the agencies and brought in the groups. Diane: There was a public knowledge contract 18 months ago. Ben: There needs to be wiliness to listen, and direct input – good to do that. Julie: This did not work well because of the follow through and status. What happened to those efforts? Ben: SPO asked CIO stop and participate.

Shauna: what needs to be improved on, such as a proper assessment of risk through the whole contracting system? Things to highlight see where it is in the agency outside the agency. Lena: Proper assessment at risk nothing being done well. Agency risk then policy of purchasing balances how to balance that?

Ben: there is a sub component to contracts. There needs to be some specific delegated authority to contracts. How long it took to get that first delegation was 3 years – internal delegations. Cycle time is a three-year internal delegation to IT.

A Lack of Understanding and Confusion in the Process: Sean: Long life cycles what a positive development it would be to have a “storage” on-demand. We have the same procurement and same attorney we compete against ourselves – have to do things at the same time. There are not the resources with the current set up to do too many things at the same time. The lack of understanding of what we can and cannot do there is confusing. Shauna: Can you give me examples? Where we have, authority and we do not. When do we bring in DOJ? They do cost money. We just keep going round and round. Terms and conditions come up with a plan to educate everyone. There are three statewide procurements – one buyer one DOJ. Three Priorities: Resources fixed resources/Variable work. Terms and Conditions good talk at education is the first step

Julie: There is more partnering now than in the past especially with EISPD. EISPD/SPO working/partnering more “meets” needs. There is a real improvement using those special procurements three or four can turn over fast because we can use special procurement process. There are bargaining constraints 6 months make it difficult. Ben: Let us see if they can handle a triage to look at it. Seeing at least 2 weeks to at least look at it triage can be an improvement.

Shauna: This is one of the first times we are bringing together all the DPOs – what are the types of things are you communicating with your DPOs? We work hand in hand – pretty good relationship.

Ben: Triage: We had a session with his DPO – there is a level of trust, a perception asking if they are qualified. Level of IT contracts the DPO has version the standard contracts is there enough of a skill set?

Julie: The IT Project manager will work with purchasing customer service.

Shauna: that is helpful. Get a sense of collaboration. We are moving onto highlight some of the issues. Please pick the top one or two issues to have solved for you agency etc, and mapping them out.

John: all procurement methods “takes time” experience at SPO’s. Ben: We are delegating authority from SPO down from the DPO end. Timing – we have high time frames from the legislature and we have limited time to spend the money. We may have funding and SPO might not want to have staffed you still have to get the job done in the timeframe. We only have certain amount of time. If you only have 12 to 18 months, there is not much time to do this. One of the challenges is that we are disconnected between procurement authority and the EISPD rules which do not align. These circumstances are going back and forth a lot of time. You have to get through the DAS process in only 18 months. We have a very specific window of time to get it done. John: Is getting between SPO and DOJ doing a better job of linking up all those expertise – one side says one way other side says do it this way. It is difficult to referee between the two. We are getting better at getting parties together. All of these things are processed to protect organizations. We have a lot of pressure to minimize risk. Business value question are we more we have all those things that say we can be safe if we can we do this takes more than the director – takes DAS willing to take risk. There is a serious contention to improve process – business impact.

Shauna: I have a feeling that SPO will sometimes insist on a different process – your agency is willing to take more risk? Are you overruled? The systemic problem is that things are there to

protect us from ourselves – can add value but can be very restrictive. We are wearing two hats. We need to find a way to tell us what the risks are. We have DAS purchasing rules that contradict other rules.

Josh: The Cycle time is set expectations timelines. Ben: We will delegate authority to SPO/DPO then DPO/IT. Julie: Legislative timelines spend money. Disconnect EISPD rules/SPO rules. John: Somewhat out there between SPO and DOJ, link process/procedure to best time of getting parties together.

Troy: There are processes to minimize risk counters forward movement. DAS has to take risks. Business impact of risk is adverse behavior. There is a systemic issue of risk oversight

Julie There is an issue with DOJ verses DAS procurement rules.

Sean: Is it clear who makes what decisions and responsibility end to end? Work to be done and who does what. Sean: We talked with Diane delegation DAS/OPS. Issue delegation but DPS deferred to SPO. Now the agency is responsible to make decision after rule change.

Shauna: Recap systemic Intention of forum: people together creating equals solutions recapping everything: this is systemic lack of clarity on decision-making. The intention of the forum is to bring people together. What can we do now? We would like to hear potential solutions. How can you see yourself in generating a solution? Ben: if we can fix the number of hands offs to have a number of people to come together jointly. There is a sheer volume of decisions. Hands off down with together and resolve rather than here or there. Shauna is emphasizing the need of bringing people together.

Ben brought up work sessions. Julie: I agree that works. To be successful at the start, you need to bring people together. You have to have an outcome where everyone is on board – everyone commits up front to make it work. Troy: We need to map out the process of one IT procurement, has that been done? Ben/Diane: SaaS did honor all participate – you would have to have all three people and everyone participating.

Shauna: What stands in the way of natural flow? What are the Barriers? Ling: When push comes to shove, when the contract is not done right, who is responsible? DPO? Maybe they need to address your question. We have not made it clear to DPO what our intentions are. If the contractors have not done it correctly, the DPO agency that created expects action. DPO is a service offering organization. Make sure that the director is emphasizing efficiency also.

Sean asked how statewide procurements are treated. Diane: In statewide we take a great deal of responsibility. SPO is responsible for statewide. We are responsible for the quality and defense of the process.

Deep Dive Discussion – Identified in the last CIOC – All

Julie: We are scheduled now for a deep dive. Shauna: I would love to hear the deep dive discussion afterwards. Share what you think it is really important please write out to turn in understand what you want out of the forum (Deep Dive) just knowing what you want out of the forum what would make it worth your while?

During the last thirteen months, we have been facilitating conversations with EISPD and other tail of

the dog issues. There would be a way to strategically process together. Julie: Thirty minutes after the meeting, we talk in a large group and discuss in detail what has been indentified after the last meeting. Dorothy is not here so we will wait. Shauna: talk with me informally.

Julie adjourned the meeting at: 4:02 PM

Next meeting:

Tuesday, April 20, 2010

State Forestry Building, Tillamook Room

State Street, Salem, OR 97301