

MINUTES -Draft



Chief Information Officer Council

Meeting Date: April 20, 2010

Attendees: Julie Pearson-Ruthven, Eric Anderson (for Clint Woodrow), Vikie Bailey-Goggins, Cleve Bench, Rick Jacobson (for John Margonis), Ed Klimowicz (for Rick Howard), Ling Kan, John Koreski, Lloyd Lowery, Jeff Marecic, Dugan Petty, Steve Poland, Troy Rutten

EISPD Staff: Sean McSpaden, Stacie Younk, Theresa Masse, Scott Riordan, Wally Rogers, Linda Anderson, Paula Hird (scribe)

Guests: Sean Lowry, Rick Tobias, Al Grapoli, Mel Lester

Julie Pearson-Ruthven called the meeting to order at 2:01 p.m.

Approval of Minutes from 3/16/10, Action Items List, Intro of New Members and Honors to a State Leader – Julie Pearson-Ruthven

Honors to a State Leader: Julie led a tribute to John Koreski recognizing his 30 years of service and praising him for his “ethics and sense of collaboration.” She related comments from colleagues and customers highlighting some of his accomplishments. Dugan presented John the Leadership Award plaque with the inscription, “Treasured Member of the CIO Council,” a distinction never before given, adding that John is a founding member of the Council. John reflected on his experiences and expressed pride in being involved in the creation and maturing of the Council and thanked the members for being allowed to be part of “this great organization.”

Introductions: Bryant Baehr introduced himself and related some of the challenges of taking over eCourt and relocating to Salem. He is looking forward to being involved with the Council. Rick Jacobson attended in place of John Margonis for the Oregon State Lottery.

Approval of Minutes: Minutes from 03-16-10 were accepted as presented (meeting materials #3).

Julie reminded members that the CIOMC meetings are open to all Council members.

Action Item Reports: (See Action Item List, meeting materials #2.)

Email SaaS Update: Sean McSpaden reported for Ling Kan. Request for proposals (RFP) closed several weeks ago. The Evaluation team received proposals from HP, Smarsh, and USANet.

- Intent to Award has been sent to USA.Net.
- Awaiting confirmation from SPO that no protests were received from HP or Smarsh. Protest deadline was Monday 04-19-10. Upon verification, negotiations will begin with USA Net.

Ling Kan arrived and Julie noted his extensive work in the Evaluation Team.

ACTION: Send Email confirming that no protests have been received upon verification. (Sean)

ACTION: The Council will be updated on the status of USA.net negotiations. (Sean)

Reschedule Email Workgroup: Sean reported that the email workgroup has scheduled the Synchronize the Organization workshop for June 29 and 30.

ACTION: Sean will work with Ben’s staff to send out final invitations within the next week or two.

Dates for the focus groups are May 4, 14 (focus on finance side of email system operations) and 26. The groups will primarily consist of email administrators for about 25 agencies. The agencies have been contacted by email. Involvement of many of the SDC finance community members plus additional outreach to other agencies is being solicited. Questions may be directed to Sean.

ACTION: Report on results from Synchronize the Organization focus group held May 4 and May 14

(finance) and expectations for the May 26 focus group. (Sean)

Email Server Software Standard: Sean reported that the Standard has been adopted and posted on the EISPD ITIP Standards website.

Ben suggested that there should be a reference to the ERS Standard in future emails.

ERMS Contract Update: Sean reported that they are working with CA and HP (currently service provided by EMC during the interim) over the past six months or more. CA and HP want to negotiate more terms and conditions in the contract than what were in the original RFP. They are working with SPO and the DOJ to issue a special procurement to allow negotiation based on the new terms and issues. This requires a public notice to allow the marketplace to respond negatively. Public notice is expected out some time next week.

ACTION: Provide update on ERMS contract. (Sean)

EA Core Team Update – Ben related that Rich Tobias will be reporting later in the meeting on this (see Agenda Item: Preferred Architecture Report, meeting materials #5)

GIS Web Links: Sean reported working with Ouellette and Associates. A “Marketing the IT Organization” has been scheduled for May 25th and 26th.

Julie noted that the links were sent on the sites for the GIS website. Sean reported completion of the stimulus website update for the April reporting cycle.

ACTION: Sean will send out an email announcement for the Marketing the IT Organization session.

Windows 7 Workgroup: Report not given.

CHANGE IN AGENDA ORDER

Innotech Convention on May 6, 2010 – Sean Lowry

(See Innotech Convention information page). Julie introduced Sean Lowry.

Sean Lowry provided information and complimentary passes for the Innotech Convention and NW CIO Summit & IT Executive of the Year Awards Reception being held at the Oregon Convention Center. There will also be a NW ISSA Security conference. Approximately 90 vendors will be there. He asked for volunteers to speak at 1:00 p.m. to represent the public sector perspective. Julie informed members of available scholarships. Anyone interested should contact Sean.

A special session of the CIO Council will be held at the Summit on May 6 from 9 a.m. to 10 p.m.

CIO/DPO IT Procurement forum Debrief – Jan Dean

Dugan Petty reported for Jan Dean.

Dugan reviewed Shauna Alexander Mohr’s attendance at the CIO meeting prior to the April 6 DPO/CIO IT Procurement Forum. The purpose of the forum was to identify challenges in IT procurement and to develop and track solutions to pilot improvements in IT procurement practices. Problems with Skype hindered Gartner’s presentation.

Dugan related issues identified through an exercise defining cycle time. The group agreed to report back on the following:

- Produce and release a procurement project list: Sean McSpaden completed task on 04/09.
- List of enterprise price agreement for CIO’s to reference (posted on the EISPD website). SPO is preparing an email list to send out to forum attendees.
- IT Terms and Conditions: SPO has agreed to communicate plan, timeline and documents.
- IRR process and contracting process: EISPD has agreed to submit it to the DAS Wall-2-Wall transformation effort. A team will provide a layout of the contracting process with the IRR process as a component of the contracting process.
 - Agreed upon change to IRR process: Increases threshold from \$75,000 to the current

thresholds for the legal sufficiency review and DOJ review. Sean made key clean up changes and will meet with DAS Executive Staff on Thursday bringing forward the threshold change. This does not substitute for complete review of that policy.

- Redesigning IRR process: Dugan reported meeting with the transformation team that may bring additional resources (e.g., hiring an intern). It will begin in May. Four members have volunteered. Sean related the two areas: (1) IT contract products and (2) ITIP IRR process. Dugan urged members to volunteer. IRR revision meetings will begin prior to contracting revision meetings (waiting for the DAS Wall-2-Wall transition team to get staffing onboard). IRR revision meetings may begin as early as Monday.
- An early engagement with the Attorney General's office or the designated procurement officer can lead the way to a smooth transition or implementation where there is a contracting process. He has received feedback from procurement officers who feel that they are being left out of the loop, adding that even with early engagement sometimes you don't have the full time to respond, resulting in the need for interim contract products.

A key point has been that the processes are not as responsive as they need to be and these are important first steps towards improvement.

ACTION: A team will be formed to look at opportunities for interim contract products while awaiting IRR approval. (EISPD/SPO)

ACTION: Email to be sent to all CIO's for members of workgroup for redesign of IRR Process and Contract Procurement Process. (EISPD/SPO)

Ben Berry suggested emails include need as well as an estimate of the commitment time.

Sean related that involvement will be from users of the IRR process so not everyone will be interested. Approximately 60 IRR's/biennium are received with 70%-80% coming from 4 agencies.

Publishing notes from the forum was considered but not released as presentation and action items were already published.

Digital States Survey Overview – Linda Anderson, EISPD Enterprise Security Office

See Power Point presentation – also available at:

<https://oregon.jivesoftware.com/community/forall/digitalstataesurvey?view=overview>

Linda is Oregon's contact for this year's survey. The approach has changed ("What has the state done with the hand it's been dealt?") as well as the scoring.

To minimize time imposition on agencies, information will be pre-populated. A test run was performed using DHS. Linda reported receiving positive feedback. There will be a webinar to introduce it. Linda emphasized the importance of getting key stakeholders to represent the listed program areas to obtain the needed details.

Dugan related that it has been restructured into programmatic areas. Previous surveys were very labor intensive with a built in bias for a centrally organized state. The redesigned approach of the survey removes some of that bias and is more lightweight.

The members discussed approaches for reporting by programmatic areas. Linda proposed using stakeholder groups noting that it doesn't necessarily align with the way the state is organized.

Dugan noted:

- Pre-populating agency information allows agencies to confirm, augment and add.
- Programmatic area outcomes are limited to 250 words each for last biennium and looking forward on: (1) operational/administrative activities; (2) strategic intentions for last biennium (total 1,000 words).
- Initial approach with DHS pilot worked well for the one agency. Question is whether to bring 3 or 4 agencies together to match up for programmatic areas.

John Koreski asked about Data Center involvement and whether their input will be spread across the entire

area. Dugan answered that the CIO poll will involve a lot of the Data Center contributions, plus best practices, however it may change.

Members discussed the objective in participating and how a grade (good or bad) can work against you or for you. Dugan said that this survey is a benchmark and non-participation could be disadvantageous. The new system may also be a way to provide enhanced information to the Legislature. Ben added that it gives an opportunity to tell all of the story.

EISPD Budget Reductions Options – Dugan Petty

Dugan reported that scenarios for budget reductions of 5%, 10% and 25% are being developed. A survey on EISPD has been sent asking agencies to rate the value of the functional areas provided by EISPD. Response is needed by 04-22. Input received from the surveys will be considered in developing EISPD's budget reduction scenarios.

Information Security Plans & Standards Workshop – Theresa Masse, Enterprise Security Office

Theresa provided the following background information:

Statewide Information Security Plan and Statewide Information Security Standards was developed and circulated (based on ISO 27001 and 27002). Theresa highlighted information leading to the workshop relating:

- Developed standards and plan that would work for the smallest board/commission as well as large agencies.
- Compliancy with the plan and standards means compliancy with the ID Theft Prevention Act.
- Survey of agencies was conducted at the direction of the EISPD Information Security Advisory Board. Agencies were asked, "Are you compliant with the plan and the standards? If not, do you have a plan to be compliant? If you have a plan, do you have the resources to achieve that plan?" Forty-nine agencies responded with 11 reporting complete compliance with both the Plan and Standards (self-reporting, compliance not verified). Agency Directors and CIO's will receive a hard copy of their agency's confidential results (not just aggregate results). A hard copy of the confidential results will be sent. Each agency will be given their rank but not the rank of other agencies.
- Adoption of all statewide Standards (except 5 areas that most agencies are struggling with) will be effective June 1. Board recommended conducting a workshop.

Workshop is May 19-20 at the State Fairgrounds. Lunch will be provided. Sensing sessions with five agencies were held to provide input on topics. The workshop will include:

- Log management and patch management. Although these two will be adopted as of June 1, they are part of the workshop as these are fundamental.
- Synchronized Organization Methodology. They are partnering with Ben and his team.
- Key note presentation by Gartner's or Burton's group and possibly bringing in KPMG.

Workshop objectives include identifying common gaps (fundamental reasons such as lack of resources and money are known) and developing a prototypical road map: what it takes for a typical agency to be compliant.

Theresa related that representatives from business and not just technology are wanted. Executive management has expressed concerns on being able to identify what is acceptable in regards to risk, within the state and making a decision as an agency head. Where does information security place in relation to other competing priorities? Executive management would like to meet in the future to address these issues.

Round Table

PERS: Jeff Marecic did not have anything to report from PERS.

Clear Path to Innovate: Jeff introduced the concept that came from discussions at resource management strategy planning sessions. Many outside organizations have advanced technology groups to pursue new

technologies (e.g., piloting and testing). The state's procurement process is somewhat risk adverse and the no tolerance for extra funding by the Legislature makes testing difficult. Jeff agreed to lead an effort to develop a plan for pursuing new technologies. EISPD Staff Scott Riordan and Council member Ben Berry have agreed to help.

ACTION: The document, "Clear Path to Innovate" will be emailed to Council members. (Jeff)

ACTION: Email will be sent to recruit members to participate in a workgroup lead by Jeff for developing a road map for implementing a plan for identifying/testing new technologies. (Jeff)

Jeff outlined a tentative course: form workgroup and steering committee; identify existing resources in agencies (minimizing costs); compose a lightweight charter; and report to the Council.

Issues to work out include how to: gather project ideas/pilot test ideas, determine which ones to sponsor, track progress, and share information. Additionally, there are administrative details to work out. Julie suggested partnering with a university that may be able to set up the infrastructure.

OJD: Bryant Baehr reported the following:

- Audits by Microsoft and McAfee. He noted that IBM was there also regarding Lotus Notes.
- E-Court: OJD is rolling out electronic management software. It is in Multnomah and Yamhill now, next are Jackson and Jefferson. By mid-late summer, the 5 pilot courts will have the first work flows as it relates to small claims and Fed's, and civil by April 2011. The goal is by June 2011 to open the E-file court for general, small claims, civil and Feds.
- Regarding the E-file solution, they are looking at the customer end as the front door and not looking at the back end processing as the front door.
- eCourt is being funded by COP funds which is great for development but cannot be used for ongoing production so they are looking into that.
- Using the "best of the breed system" discussed. RFP is being developed and should be out by September, responses should be back by November and awarded in January. This changes the entire model of how we deploy, support, long-term costs, etc.

OYA: Jill Petersen: Youth authority is starting a project using Sharepoint for the internet.

DOC: Lloyd Lowry reported that they have embarked on pilot of letting inmates access internet through a heavily controlled kiosk. He suggested that it may be used in other areas such as education. Progress is being made on electronic health records. He reported a better than 50% chance on moving forward on an Open Source project.

Lloyd asked for input on inventory reporting of PCs that are process control (non-office). Sean related that ODOT had submitted an exception request regarding an inventory issue.

Deep Dive called: Inventory reporting discussion.

E-Gov POP, Legislative concept & Transition Advisory Board Status – Wally Rogers

(Power Point presentation).

Wally related that there are 183 organizations using the Gov Space and that is a 45% growth over the last three years.

Transitioning E-Gov from HP: Wally reported on a new RFP and a Transition Implementation Advisory Team has been formed as the HP contract is ending.

- The team consists of 27 members (17 organizations) who advise on business requirements, success metrics, and procurement strategy.
- The team will meet once per month.
- They will also be engaged in evaluation of proposal.
- There are 7 primary agencies that will score. Wally will be a subject matter expert and will not score.
- Commitment time for evaluators is a 70-120 hour commitment over four months.
- Supplemental proceedings process will be used.

- The nation's leader in self-funding is submitting a proposal.

Self-funding of E-Gov: Wally discussed a model that is self-funded through selling the access rights to DMV records. Through the Transition Advisory Team they have discovered that it has been successful in 24 other states. Every year 7 or 8 of the top ten are self funded. This will require action by the Legislature.

Alternatively, there is a place holder for a Policy Option Package.

Preferred Architecture Report – Rick Tobias

Rick Tobias overviewed report (see Preferred Statewide Architectural Report exhibit).

Conversations within the workgroup indicated that there is a strong movement across the agencies that participated for a services baseline.

Rick reviewed the recommendations with the members (see report section: "What next steps does the Workgroup propose?").

EA is having a cooperative meeting in two or three weeks and anyone can come. DHS has already done a technical reference profile of the technology that they use. Revenue is using same structure to fill in the same profile. If other agencies are interested they may want to attend the meeting.

Decision Point: Motion by Dugan for approval of concepts and to have the EA core team return with a detailed plan for the next steps. **Seconded** by Julie. Hearing no objections **motion passes**.

ACTION: EA Core Team to present plan for the next steps. (Rick Tobias)

Roundtable continued

DOR: Cleve Bench: Moving to build POP for the upcoming Legislative session and are in the process of developing an RFP on a technique similar to the E-Gov approach which will start in May.

He reported on a pilot on end point security in which he conferred with Theresa Masse. The pilot generated some disturbing discoveries, revealing some unexpected vulnerability. They are working with Sherman to implement endpoint security solutions.

Deep Dive called: Julie suggested a deep dive on endpoint security.

Department of State Lands: Eric Andersen related that he and Clint Woodrow share the duties. He reported interfacing with the primary business system with the Land Administration system. Use of the system has "exploded beyond all of our original plans." (inaudible) They were able to build in some workflow processes. Purchased a second Intel blade server. First implementation went well.

ODOT: Ben Berry reported:

- Will open the position for the Deputy CIO in mid-May.
- Purchased Websense replacing older filtering software. Worked with them to have a presence filter for Social Media sites for ODOT. This is new for Websense and they are going to incorporate it into their new product selection as a customized version. Allows employees to use social media sites but only specific portions. ODOT will have a presence on YouTube and other social media sites.

Possible Presentation: Customized Websense program with presence filter for social media sites. (Ben)

Ben added that he will be giving a presentation at Innotech called the "Unwired Enterprise" on wireless strategic planning. He will be giving presentations in Chicago and Seattle. He is in the throes of doing an interactive web portal using Sharepoint.

DHS: Ed Klimowicz Reported that DHS in the last few weeks have started to push forward on the Oregon Health Authority.

Deep Dive

VOIP at the SDC (Handout provided – State GTD-5 Voice Network Replacement Project): John Koreski provided an introduction stating that there could be a significant amount of cost savings and overviewed the

replacement technology. He reviewed prior technology changes and overviewed the State GTD-5 Voice Network Replacement Project. Discussion on costs, permits fee.

Al Grapoli overviewed the replacement project for the State Voice Network. They are working with Qwest, Verizon and Cisco.

Members discussed eliminating desktop phones. DHS has already removed some phones.

The Employment Department, in lieu of call centers, is centrally managing with systems at three different sites. The importance of mode testing was discussed. However, Al related that the plan is not to put in the new and drop the old one but to phase in. They will be working with Cisco.

Theresa Masse announced that there is a Security Awareness Training Model coming out that has networking aspects to it and offered to show it to the Council in the future.

Process Management and START Deep Dives were not presented due to member absence.

Additional

Dugan related the following:

- Social Networking Assessment Team has been formed of PIOs, CIOs and HR managers and is being co-sponsored by the HR Division, DAS Director's Office, Public Information Officer and EISPD. Archivist Mary Beth Herket, Secretary of State's office, will engage to advise on the SOS position. DOJ will provide subject matter expertise as well as some HR managers and Theresa from ESO. Three social networking workshops will be held the first and last week in May and one in June. The meetings will be used as catalyst events for identifying changes. PIO's are "jumping all over it." Dugan asked for CIO's to participate.

Future Presentation (July): Social Networking Assessment Team will report on recommendations for changes to DAS guidelines. The Team will overview existing policies that could be used for guidance.

- Software Association of Oregon (SAO) conference last July was reviewed. SAO is interested in joint participation of demonstration projects (see handout) designed around particular program themes. Dugan asked members for participation and to contact Sean with project ideas by the April 30.

SOS: Julie reported on agile development and had problems with reporting for project management purposes (e.g., for the Legislature). A consultant was brought in and helped design a training that was held two weeks ago. She offered to share what is being done there.

A celebration of the online voter registration will be held April 28. They are working on the drop box locator using inmates at Corrections.

Sean announced the Business Case Forum on May 11. An announcement will be sent out.

DHS has begun exploring the use of Sharepoint and has asked EISPD to work with SPO to collect information from state and local governments that use Sharepoint. Sean will share the information with Ben.

Julie adjourned the meeting at 4:22 PM.

Meeting Materials:

1. Agenda
2. Action Item List
3. March 16, 2010 Minutes
4. 2010 CIOC & 2010 CIOMC Schedules (revised)
5. Preferred Architecture Report

Next meetings: Tuesday, May 6 & 18, 2010
May 6: Special Session at the NW CIO Summit
May 18: State Forestry Bldg., Tillamook Room
State Street, Salem, OR 97301