

CIO Management Council

August 3, 2005

Approved 8/17/05

Attendees: Curt Amo, Bob DeVyldere, John Koreski, Stan McClain, Jean Straight

Others: Dennis Wells and Nancy McIntyre, DHS

IRMD Staff: Scott Smith, Scott Riordan, Raelynn Henson, Christine Samples

Curt Amo called the meeting to order at 10:30 a.m.

Approval of Minutes

Motion: It was moved and seconded to approve the July 20 minutes, with one adjustment. The motion carried.

Performance Measures: Dennis Wells and Nancy McIntyre, DHS

Dennis and Nancy discussed how to implement the enterprise IT performance measures program. Some of the performance measures need to be restructured or realigned with the Administrative Services Performance Measures. Shawna Weeks has been assigned by IRMD to act as the central point of coordination for the enterprise IT performance program. She will work with the pilot team and other interested staff. The pilot team will be looking at the matrix (reviewed in concept) to verify that it is aligned with Administrative Services Performance Measures, and to review the strategic plan to begin the process of determining what strategic performance measures need to be created?

The customer satisfaction component of performance measurement will take the form of a general survey with five questions. Those questions will also apply to IT.

An enterprise tracking list is being created by IRMD EP&P in order to consolidate then manage all the actions prescribed in the State IT Governance Policy, the 2005 EIRMS and the CIOC portfolio of activities. Christine Samples is creating an enterprise calendar of those activities now through 2007. The calendar will be continually updated. In addition to enterprise tracking there needs to be value and benefit tracking. Each initiative has a value component that must be evaluated and reported over time.

The pilot team has proposed the Enterprise Security Office take up the issue of security performance measures. Theresa Masse has assigned a group to start working on that effort. There are five Gartner advisory seats DHS will have until March 2006 (annual renewable may be moved from DHS, eventually). Those seats may be reallocated to others between now and March.

As part of the remaining pilot effort, team members will attempt to define the performance measurement process for agencies, create templates and create detailed instructions. We must make sure we have designed the ongoing program in such a way that agencies' actions can be streamlined and standardized. Many of the same members that were involved in the first two phases (performance domain team / pilot) should continue to be involved in order to

provide continuity. The group acknowledged that as we use this program it should get easier over time. Besides providing information to DAS, we should be looking at performance metrics and processes that will provide direct and immediate value to agencies in managing their operations. The objective of the effort is not just an enterprise roll-up. The group affirmed the concept that we do not let the numbers speak for themselves. The CIOMC, on behalf of agencies should ensure a process of collaboratively analyzing performance results and providing summary findings to decision-makers. Later, the results should be benchmarked and correlated to industry standards. We need to set up a process for Shawna to involve the agencies, determine how we get feedback, and determine how to keep the program moving forward.

We would like to be in a position to implement performance measures in the next calendar year. The Administrative Services group has yet to adopt hard dates. They will need to answer the question before enterprise IT performance program implementation time frames can be finalized. As a group the CIOMC endorses the work plan. Dennis would like to provide informational updates to the CIOC. John Koreski has been named the liaison/spoke person to attend the Administrative Services group.

E-Government Program: Scott Smith, DAS IRMD

Stan sent out Scott Smith's updated E-Government summary to his staff. Feedback was good; Stan felt that Scott Smith was doing good work on resetting the program.

The TeamSite developer from Interwoven starts today. He will be starting to resolve the top ten issues; a list compiled from different agencies experiences. Scott suggested we must make fundamental changes regarding content management. We have been using the enterprise content management tools incorrectly by having only one process path. A change to allow a variety of content management pathways may be more difficult than the initial implementation since we will have to retrain users. Many of the DHS's "fixes" will be useful to other agencies and can be distributed throughout the state for other agencies to implement. Interwoven has said we will not be required to migrate again in order to deploy new opportunities. The changes are architectural in nature. Interwoven would like to do away with links system and convert to a database environment.

The group proposed the role of the CIO Management Council in E-Government program governance is to help the program focus on appropriate technology and how we integrate that technology. The group emphasized the goal of the E-Government program, at the highest level, was to transform government operations. The CIOMC will form a hand-in-glove relationship between themselves and the E-Government program.

The group observed that none of the E-Government program advisory groups should work alone. Each must work together. For example, the applications group cannot make decisions without knowing how this will impact the security group.

The group felt that within the E-Government program governing board there should be a mixture of directors, technology experts, broad representation of business interest, representatives from the governor's office, and citizen customers. To date, the concept of

E-Government has been thought about from the inside out. We now need “outsiders” to help evolve the E-Government program. The program needs to be customer centered, not agency centered. Citizen centered business needs have been described in the 2005 EIRMS and should become the drivers for future program action.

ACTION ITEM: Additional suggestions or approval from CIOMC on the governance structure for the E-Government program is expected.

Scott is seeking feedback on the advisory group coordinators and the composition of the advisory groups.

The group discussed who is responsible to develop enterprise wide applications on behalf of all agencies? Input from the CIO Council must be solicited on this point. E-Government program evolution should not be tied to the budget cycle. Actions need to occur faster. DHS has an IT projects budget transfer policy.

Agencies would be expected to inform the E-Government program governing board of agency specific e-government-related projects (as opposed to E-Government program projects).

The overall objective is to consolidate web services while not requiring agencies to give up control.

ACTION ITEM: Report back to CIO Council on the Governance model. The E-Government Governance model should eventually be incorporated into the State IT Governance Policy.

Communications Strategic Plan

The executive summary (8 page version) and PowerPoint presentation are on the CIO intranet page. Please send further information to Raelynn Henson. The Council will be provided a direct link to this document.

Meeting was adjourned at 12:00.