

CIO Management Council

January 18, 2006

Approved 2/1/06

Attendees: Ben Berry, Bill Crowell, Stan McClain, Marc Williams and Mike Zanon

Others: Dennis Wells, Janet Gerling and Terry Guza of DHS, Melody Riley of DAS

IRMD Staff: Sean McSpaden, Scott Riordan and Christine Samples

Mike Zanon called the meeting to order at 10:30 a.m.

Approval of Minutes

There are no meeting minutes from the January 4th meeting at the Open Source Lab. A PowerPoint presentation from the January 4th meeting is posted on the intranet.

Mike Zanon thanked Stan McClain for attend the JLCIMT committee meeting with Mike.

OAGITM Feedback- Stan McClain

Stan will be presenting at the OAGITM conference at the Salishan in Gleneden Beach on January 25. He will be taking the eight page EIRMS strategy to hand out. He will try to create a partnership with the counties and help reduce the impact of decisions made by the state. Stan was asked to remind the OAGITM they are welcome to attend the CIO Council meetings and we appreciate John Margaronis and Tony Black attending the meetings.

Bill Crowell will be in attendance at the conference and will give an update on DHS at the roundtable. There is some crossover between DHS and the counties, for services thru DHS.

IT Asset Management – Melody Riley & Janet Gerling

Melody Riley presented on IT Asset Management, including IT service management, asset management, change management and help desk. Melody and Janet are requesting the CIO Management Council's approval to move forward with the IT service management enterprise pilot proof of concept. An enterprise RFP is being developed by Janet Gerling, to establish a price agreement for Remedy; the RFP should be done by January 20th. The second phase will be getting services in for the development of an enterprise service management business model, part of that would be the enterprise proof of concept. Implementation of the pilot project will be in the spring and should be fully implemented by this summer and then Melody and Janet will take the rest of biennium to complete the evaluation.

The opportunity before us is looking at addressing the configuration management database needs, which would be the foundation of the basis of developing a real IT service management structure. The pilot proof of concept would be to start with the State Data Center and the Technology Support Center. If any agencies would like to come on board and purchase licenses they are more than welcome to. Phase two will be funded thru Enterprise IT investment and the TSC.

A requirement of this project is to have multiple views available for different reports; i.e. agency level, division level, and state level. When information is requested from the Legislature we will be able to run one report rather than each agency running reports, e.g. how many computers does the state have.

Bill Crowell met with Debbie Bryant of OSU regarding an Open Source help desk application; DHS will be providing helpdesk requirements to them. OSU is looking at the requirements of an Open Source helpdesk; it will take 18 to 24 months to develop an Open Source helpdesk. Ben Berry, Stan McClain, and Sean McSpaden all met with Debbie Bryant at different times yesterday.

It was the consensus of the group that in the near term we should pursue a pilot project to leverage the existing state investment in Remedy. That work will involve the definition of state business processes and requirements for IT service management (to include Help Desk, Asset Management, and Change Management). The group acknowledged that those requirements could effectively be used to support development of the Open Source Helpdesk in the long term as well. The group conveyed their believe that the two efforts (Remedy Pilot, and the Open Source Helpdesk project) were in fact complementary efforts and could be pursued in parallel with one another over time.

There is a Brown Bag lunch regarding Open Source tomorrow January 19th at the State Library.

ACTION: The CIO Management Council is supportive of this process. Report to the CIO Council after the RFP process is complete.

Community of Practice- Scott Riordan & Stan McClain

Stan is committed to the Community of Practice concept. He would like to make progress on this concept in 2006. We are considering a very, very small workgroup comprised of Scott Riordan. Scott gave handouts regarding Community of Practice which includes: Scott's mind map, prioritization of CIO responses, cultivating communities of practice (purple handout authored by Etienne Wenger), community solutions approach, IBM systems journal, a lifecycle for community of practice, and goals and objectives.

Etienne Wenger created the Community of Practice in 1991; the simple definition of a Community of Practice is: groups of people who share a passion on a subject they know and who interacts regularly with each other to learn how to do it better.

Principles for Oregon are to fully optimize a decentralize government, retaining the strengths of a decentralized government while mitigating weaknesses some of which are: duplication, economic planning and action, and a variety of processes. Community of Practice would provide a solution outside of the agency structure, by creating a culture of continuous improvement while setting expectations at an enterprise level. Community of Practice creates shared thinking, shared actions, shared accountability, and shared achievements. This also benefits the enterprise as a whole.

Objectives for a Community of Practice (on mind map)

Scope: Community of Practice's can operate at several levels from simple to complex

Action: appropriate depth of inquires

Interoperability: between all communities

Recommendation: to build Communities of Practice on strategically important topics

Define the current state: Inventory relative stake holders and business process / issues

Define the Future State: The work of a more mature Community of Practice (gap analysis)

The charter has to be tasked to all Community of Practices: to express the needs of a Community of Practice, make policy recommendations, recommend strategies, and responsibility for the domain of knowledge. At the conceptual level we need to provide a fundamental understanding underneath the Community of Practice. There needs to be visibly committed executive leadership/ sponsorship to the Community of Practice.

Action: It was motioned and seconded to recommend to the full CIO Council to adopt the concept of Communities of Practice. Scott Riordan will prepare a draft charter for the CIO Council.

Open Source Community of Practice Charter- Dennis Wells

Dennis presented an Open Source Community of Practice Charter. Please read thru this document and if there are questions or comments please send them to Dennis Wells.

Ben Berry provided copies of a draft Disaster Recovery Plan, please review this plan prior to the February 1st CIO Management Council meeting.

The meeting was adjourned at 12:00