

CIO Management Council

April 12, 2006

Approved 4/26/06

Attendees: Ben Berry, Bill Crowell, Bob DeVyldere, Jeff Marecic, Stan McClain and Mike Zanon

IRMD Staff: Scott Riordan, Christine Samples and Catherine Webber

Other Staff present: Dennis Wells with DHS; Tom Boettger with Revenue; Melissa Canfield, Dianne Lancaster and Gail Montgomery with SPO

Mike Zanon called the meeting to order at 10:35 a.m.

Approval of Minutes

Motion: It was moved and seconded to approve the minutes as submitted.

PC Hardware Contract update – Dianne Lancaster

Two surveys have now been completed with 70 agency responses. HP is slightly improved but there are still concerns. CTL and CDWG scored average in their survey.

HP has not met their contractual agreement within service level and deliverables. HP is not improving and there seems to be no incentive for them to change. If fiscal penalties can be added to the contract it will give HP a reason to improve. HP is losing business with the problems it is incurring and many agencies are moving to CTL. HP does not have any quality issues; the issues are with customer service and deliverables. HP laptop delivery is averaging 30 plus days, while the contract states delivery in 21 days. Lenovos laptops are arriving in two days. HP desktops are arriving on time, but customer service is still a concern. HP is opening a store in México this summer and this should help with deliverable times.

Melissa Canfield has met with several agencies to receive input and ideas for solutions to this contract. It is now time to do something about these contracts, the renewal is in September.

Below are four options:

- 1) This strategy is to do nothing. This is not recommended due to dissatisfaction with HP delivery and customer service.
- 2) Re-solicit laptops only to expand the supplier base and keep the current contract in place. The method has not been decided on for this solicitation.
- 3) Re-solicit desktop and laptop categories, while leaving the current contract in place. This would be more work for the workgroups and SPO.
- 4) Open all WISCA contracts to all state agencies. The savings would not be guaranteed with this option, aggressive pricing would not be done due to small volume purchases.

Re-soliciting will take until September to complete and have new contracts in place. There are agencies that have transferred to CTL and would like to keep CTL in the new contract. Some agencies have requested keeping HP due to their usage and familiarity. Suppliers are able to ask for a price increase during the renewal process; which they may choose to do since there will be more competition. If re-soliciting as open competitive we could receive new pricing from the current contract holders.

The Management Council feels option two and three are the best. We would recommend leaving the current contracts in place, but validating the pricing. We would request trying to bring some of the other suppliers back into the picture e.g. dell and gateway.

ACTION: It was moved and seconded to recommend option three to SPO. In May SPO will present to the CIO Council for approval of option three.

Roundtable

Ben Berry reported that he has been working with Chris Dearborn from Microsoft. Ben and Chris have been discussing a state of Oregon vendor conference to include the CIO's and counties.

Stan McClain commented that the CIO's should try to avoid sponsoring vendor conferences, as we do not want to be tied to one vendor. We can give them suggestions on their agenda. This will have to be carried by Microsoft itself, but we can send representatives to this conference. We would attend a conference in Oregon with participating vendors, not just Microsoft. We need to be clear that we cannot sponsor events or attend events that are specifically for Oregon CIO's.

Stan McClain reported that Mike Zanon and Stan have been strategizing with IRMD staff on how we move forward with the enterprise IRM. We have been discussing how we proceed, how we receive executive by-in and how this should be presented to Lindsay.

Mike Zanon reported that he met with Kris Kautz regarding the draft letter the CIO's would like to deliver to Lindsay for his support. Kris suggested delivering this letter in person, so Mike and Stan are able to clarify the letter and requests. Accountability will need to be defined within the enterprise initiatives.

Bill Crowell reported that DHS has been discussing playing music CD/DVDs on computers. Bill will send a copy of the Attorney General (AG) opinion electronically to the Management Council. There is currently an acceptable use policy that does not cover music listening. It was agreed to use the AG's opinion and let agencies make individually decisions.

Action: Scott Riordan will review the acceptable use policy and bring it to this group.

The meeting was adjourned at 11:57 a.m.