

## **CIO Management Council January 30, 2008**

approved 02/13/2008

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**Attendees:** Dugan Petty, Virginia Alster (for Ben Berry), Ed Klimowicz (for Rick Howard), Eric White (for John Margaronis), Dorothy Oliver, Bob DeVyldere, Sandy Jefferson and Kathryn Naugle

**EISPD Staff:** Sean McSpaden, Scott Riordan, Dennis Wells, Paula Newsome, Darren Wellington and Charlene Wood

**Other Staff Present:** Heather Crawford, Scott Baker and Melody Riley (DHS)

Dugan Petty called the meeting to order at 10:30 a.m.

### **Approval of Minutes – Dugan Petty**

Members moved and voted to approve the minutes as revised.

### **Open Source Community of Practice Final Report – Bob DeVyldere**

Bob DeVyldere submitted the Open Source Community of Practice (CoP) final report to the CIO Management Council. The following three tasks were assigned to the OS CoP for completion by December 31, 2007:

1. Develop a high level inventory that provides insight into the current usage of Open Source Software (OSS) throughout state government.
2. Develop best practice processes and methodologies that agencies can use to evaluate (desktop) technology alternatives and opportunities.
3. Conduct a legal and procurement analysis to develop recommendations for standard policies and methodologies concerning OSS acquisition and use; including without limitation development, distribution and procurement in compliance with State of Oregon law and regulation.

The OS CoP recommends the development of an enterprise policy. The policy should focus on processes to address the risk of bringing OSS into the organization. The CoP determined there would be no need to recommend changes to the procurement practices, laws, statutes or rules.

The policy development should progress through three phases: assessment, development and implementation. The assessment phase next steps should include:

- Expansion of the current OSS inventory to identify all software applications operating in all agencies
- Documentation of all licensing obligations attendant to the inventoried software
- Identification of all current agency policies and practices concerning acquisition and use of software in agency

Bob DeVyldere recommended an OSS policy based on the OSS final report and indicated that Nick has drafted a version that could be revised and shared within a one month time frame.

**Action:** EISPD staff will post the OSS materials to the Web

**Action:** EISPD will review the draft policy and determine the next steps required for policy and guideline development.

### **Remedy Critical Success Factors – Melody Riley**

Melody Riley, Scott Baker, and Heather Crawford provided an update on the IT Service Management Pilot. The critical success factors, or implementation alternatives, need to be considered by the CIO Management Council. There needs to be a determination on the recommended course of action before we move forward and before effectively configuring Remedy. Melody met with the SDC yesterday and they are working on provisioning a development environment for the latest version of Remedy.

A low maturity level leads to increased costs of supporting current systems, increased staff workloads, inability to meet legislative requirements, and more downtime due to IT system errors and instability. Melody provided the BMC personalized route to value assessment tool to rate an organization against the Gartner maturity model.

A decision needs to be made regarding if and how the tool will be shared:

- Multiple agencies share a single instance and utilize the capabilities provided by allowing interaction between the agencies
- Multiple agencies share a single instance, but act in an isolated fashion
- Each agency operates its own independent instance

If multiple agencies will be sharing a single instance it will require a commitment to:

- Make the SDC Shared Services environment a priority – the ITSM Suite will run in this environment
- IT staff involvement and time
- Equipment
- The shared instance pilot project
- Agreement to share foundational data – structure and data as appropriate

The ITIL process provides a starting point for our organizations development. The ITSM implementation path shows the overall process to implement IT in your agency. The project is moving from the mobilization plan to the initiation phase.

DAS/TSC is working on the solicitation to hire a project manager through nextSource. The solicitation is being reviewed by SPO and DOJ. Once the project manager is in place sessions will be put together to help us validate and confirm foundational data. The service catalog is being created at DHS. Service categorization and the service catalog is what resonates with the customer.

It would work best for state agencies if we used the same tool. The SDC has not (yet) chosen a different tool, but they are using an older version. There would be an operational advantage if we use the same tool and version.

The members discussed the role of the CIOMC for this pilot and if it would be appropriate to request this as an agenda item at the next SDC CIO Advisory Group.

The CIOMC asked Melody and team to create a matrix/decision document that provides some background and that frames and details the alternatives and their associated impacts. The CIOMC will then use that decision support matrix to help formulate a decision.

Members agreed there was a need to know what the SDC strategy is and to include it in the decision document. Melody will build the decision matrix and send to the CIOMC for review one week before the next CIOMC meeting.

**Action:** Melody Riley to create the ITSM decision package and will send it to the CIOMC one week before the next CIOMC meeting.

**Action:** EISPD is to ask Mark Reyer to place the ITSM decision package on the SDC CIO Advisory Board agenda at their February 11, 2008 meeting.

**Action:** Place ITSM Critical Success Factors as an agenda item at next CIOMC meeting.

### **EIRMS Tactical Plan V1.0 Status Update – Dugan Petty & Sean McSpaden**

The Tactical Plan was presented to the Administrative Business Service Directors (ABSD). They are reviewing the document and will provide feedback to EISPD in the two weeks. If the comments are substantially different and can not be reconciled with what the CIOs have consented to in the plan, we would convene a steering committee to reconcile the outstanding differences.

Sean is completing a planning tool that would outline the steps to take to reconcile any differences between the ABSD and the CIOs, and to determine how we use that plan in a way to get the agencies to fill in their FTE counts against the actions.

In addition we discussed scheduling a quarterly retreat or conference where we would talk about the activities of the plan. The deliverables leaders would talk about those in detail so the agencies would begin to understand what was involved in making assessments against the activities in the plan.

### **Information Resource Request Process Improvement – Sean McSpaden**

Sean McSpaden distributed the Information Resource Request (IRR) Process Improvement handout. The last refreshment date for the statewide IT Investment Review and Approval Policy was April 2004. The process is being streamlined based on a request from the CNIC Finance Committee. Since that time we've

been working with the SDC to try to streamline the process. There has been an identified need to ensure common awareness of project requests that the SDC customer agencies are moving forward with.

IRR Process Improvement sessions have been held regularly since December 2007. There has been EISPD, SDC, and multi-agency representation. Part of the review process with EDS was to identify the deficiencies in the current process.

Sean expects to have the final IRR Process Improvement presentation completed by the fourth week of February. Sean will first review the presentation with Dugan and then follow-up CIOMC members.

#### **IT Budget Instructions – Sean McSpaden**

Sean reminded everyone the last day to submit comments on the draft budget instructions is tomorrow. Please send any additional comments to Sean today.

#### **Governor’s Climate Savers Initiative – Dugan Petty**

The Governor has signed off on the Climate Savers Initiative that is partly sponsored by the National Governors Association. The initiative is about lowering the energy footprint of our computing devices. This will involve us making some commitments to manage the power supply to the desktop by purchasing computers that are more energy efficient and managing desktop power consumption. Initially the target was to be a 50% reduction within four years. The governor’s plan is for energy reduction around sustainability by 2015. We will have more discussion at a later date.

**Action:** CIOMC future agenda item - Governor’s Climate Savers Initiative

#### **EISPD Policy Option Packages Update – Dugan Petty**

Dugan distributed the EISPD POP Update document. The SDC POPs are included on the back page. The EISPD POPs that did not go forward will be reviewed in the context of the impact on the programs that are involved.

Dugan adjourned the meeting at 12:05 p.m.