

CIO Management Council

November 21, 2007

approved 12/05/2007

Attendees: Dugan Petty, Ben Berry, Rick Howard, Sandy Jefferson, Bret West, John Margaronis, Marc Williams, Bret West, Kathryn Naugle and Dorothy Oliver

EISPD Staff: Sean McSpaden, Scott Riordan, Ed Arabas, Theresa Masse, Matt Matson, Nick Betsacon, Dennis Wells, and Charlene Wood

Other Staff Present: Melody Riley (DHS)

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

Approval of Minutes

Motion: It was moved and seconded to approve the October 24, 2007 minutes as presented.

Action item pending:

1. Dianne Lancaster will return to the December 19, 2007 CIOMC meeting for a policy decision on whether the workgroup should take on the third contract.

Dugan suggested everyone discuss the MSP contract with their staff and to bring any feedback to the CIOMC meeting on December 19, 2007. There is a need to understand the contract options and where SPO is going with the contract. We need to know if amendments could be made to the contract that will meet the agency business needs.

Action: Nick Betsacon will request the CIOMC members to be added to the MSP minutes distribution list.

IT Service Management Project Update – Bret West and Melody Riley

The status update for the ITSM project was distributed by Melody Riley. A project manager position description has been approved and will be provided to Next Source. The Remedy development environment support request has been submitted to the SDC. The SDC determined the development environment would be installed in the SDC's Shared Services Environment. DAS has agreed to provide funding for the project manager and the hosting of the initial development environment. DAS will fund the initial hosting costs until the environment is hosted in the Microsoft Platform. A priority order has been given to the support request so that there are no additional delays to implement Remedy. This would allow multiple agencies to view Remedy 7.0 for the pilot development. Currently a demo version is setup at DHS that no other agency can access.

Once Remedy is implemented agencies will be able to view or transfer requests. The agency will be responsible for determining the access.

Ben discussed the possibility of creating a community of practice (CoP) for the ITSM. Sean McSpaden will make the project artifacts and documents available on the Web site. The project was set up with joint sponsorship with DHS. The ongoing training will also be posted on the Web.

Melody reported that she would present to DHS the critical success factors. Melody requested and received approval to bring the presentation to a CIOMC meeting in January. Melody would also like to discuss the proper form to evaluate the pilot, along with project go-no go decision criteria.

Action: Melody Riley will return to the CIOMC in January with the ITSM critical success factor presentation and next steps discussion on how to evaluate the pilot.

EISPD Policy Option Packages (POPs)– Dugan Petty

Dugan reported the EISPD POPs are being reviewed internally by DAS. There are three POPs on the yes list; Identity and Access Management (I&AM), Enterprise Architecture (EA), and the Business Continuity Planning (BCP) limitation request. On the maybe list is GEO, ITSM, Portfolio Management, E-government request to move the program to the SDC, and the E-government request to increase capacity. The cost to move the E-government program from EDS to the SDC has yet to be determined. Dugan says we will have to determine how to develop applications and documents possibly by transaction fee where the costs would be paid by the user.

Dugan reported the SDC is concerned that we are not using the SDC to host E-government. The SDC has said they are on target to become PCI compliant. Scott Smith is working with Kurtis Danka to determine what the rates would be to host the E-government program. The cost model would be an assessment. The knowledge transfer is listed in the E-Government POP. The costs to move the program are still in review.

Sean McSpaden reported the Portfolio Management POP was created to fulfill statutory regulations and agency business needs. Three audits of the CNIC projects indicated that there was a lack of governance process and procedures.

The ITSM pilot is now on the maybe list. The funds would be used to move the pilot to the enterprise level. The funds would be used to create scalable environment. The program should reside within DAS Operations or the SDC.

The EA POP has a dollar amount of 945,000 to staff. The effort at the enterprise level would be for EA to help with the alignment of the architectures.

The third pop for ITIP is IT Portfolio Management with 1.5 million dollars as an educated estimate. The business case for the POP is being developed by Dennis Wells. This POP is on the maybe list. This POP will normalize the business process.

Bret West said there will be four meetings with the agency heads to review the POPS between now and the New Year. GEO was placed back on the yes list at the direction of the Governor and because the program is funded through General funds. The funding for the POPs is built into the rates and assessments. The agency is agreeing to the funding and will make the funding request through the budget process.

Dugan said the development of the POPs list is in alignment to the Enterprise Information Resource Management Strategy. Sharing of the information is important to the council. Dugan will be meeting today to discuss the POPs with Bret West and Mark Reyer.

Action: Dugan Petty will provide EISPD POP updates (with the projected funds listed) at future CIOMC meetings.

Roundtable – All

Rick Howard reported DHS transformation initiative is underway. 3.2 million dollar effort to baseline and benchmark the organization delivery systems.

Action: Rick Howard will report on the DHS transformation initiative progress to the CIOMC at a later date.

Kathryn Naugle reported the Employment Department is realigning their IT department and delivery solutions.

Theresa Masse reported there would be a forum on the Data Asset Classification Policy sometime in January 2008. The policy is being revised and will be reviewed by the Enterprise Security Board.

Bret West reported the CNIC finance committee is working on the development of SDC rates. The rates are due by December 3, 2007.

Dorothy Oliver reported DCBS is working on distributed services.

Dugan Petty reported that Lindsay Ball has been appointed by the Governor to lead the OWIN project starting November 26, 2007. Kris Kautz will fulfill the role as the interim DAS Director. Anything that was requested to Lindsay Ball will be completed by Kris Kautz.

Enterprise Identity and Access Management – Theresa Masse

Theresa distributed ESO POP for the Identity and Access Management Program Support (I&AM). ESO is in partnership with KPMG. The request is to move I&AM out of ESO. I&AM is currently hosted at the SDC. A determination on where I&AM lives will be decided at a later date. The ESO is responsible for the strategy and program. I&AM is the most efficient and cost effective approach to taking the unique identification of each program.

The Legislature approved and provided project funding a couple of years ago. The IBM Tivoli I&AM suite was selected. The hardware has been purchased and scoped to allow growth. The development, test and production environments have been established. The application software has been configured and is managed by one ESO staff member and a vendor.

We are integrating with three agencies. We are having challenges with PPBD. ESO is working with Treasury on a digital certificate pilot project.

We will require additional staff to operate the program. We don't want to have to use a contractor for this. The funds allocated will be used to transfer the program from vendor support to state employee support. Lack of funding will counteract the legislature directive to fund this program. Theresa requested support for the program.

The meeting adjourned at noon.