

## Chief Information Officer Council – Meeting Minutes

May 29, 2007

approved June 26, 2007

The Chief Information Officer Council met at 2:00 p.m. at Forestry Department, 2600 State St. Salem, Oregon

**Council Members Present:** Ben Berry, David Almond, Vikie Bailey-Goggins, Ed Klimowicz (for Rick Howard), Bob DeVyldere, Sandy Jefferson, Toni Rodgers (for John Koreski), Kathryn Naugle, Dorothy Oliver, Julie Pearson, Curt Pederson, Jill Peterson, Dugan Petty, Ron Pope, Herb Riley, Baron Rodriguez, Jim Roys, Ken Sigismund (OAGITM), Erik Sokol, Bret West and Jill Jellison (for David Yandell)

**EISPD Staff Present:** Sean McSpaden, Scott Riordan, Ed Arabas, Nick Betsacon, Paula Newsome, Theresa Masse, Rick Retzman, Cy Smith, Darren Wellington and Charlene Wood

**Others Present:** Peter van den Berg, Tim Avilla, Jack Doyle, Nancy McIntyre and Lisa Van Laanen

### Review of Agenda

Ben Berry reviewed the agenda for the meeting.

#### 1. Approval of Minutes/Action Item Follow Up – Ben Berry

The minutes were approved as presented.

**Open action item:** Sean McSpaden will follow up with Curt Amo to have EA placed on the ASMG meeting schedule by July.

#### 2. Department of Revenue IT Performance Management Assessment – David Almond

David Almond said the intent of the Community of Practice (CoP) was to develop the maturity for performance measures. The pilot program with Revenue and the CoP was to determine the usefulness of the program within Revenue. The consolidated results will be used to measure Revenue performance.

We had difficulty separating performance metrics from IT activity as a whole. There was inconsistent understanding and interpretation of each table cell. The performance metrics are not well understood within agency IT organizations. We learned that we require training on the performance metrics (purpose, process, outcomes). We need to clearly identify activities and goals associated with performance metrics and keep them separate from other activities. There is not a clear understanding of the linkage between IT and agency performance metrics.

One way that Department of Revenue can measure our performance is by measuring the visits on our Web site “where is my refund”. This helps to establish how long the turnaround time is to process a refund.

Next steps:

- Save analysis as baseline scores
- Include performance metrics in upcoming strategic plan
- Identify as a core competency/skill set in organizational redesign and establish responsibility
- Establish baseline metrics in next set of IT goals
- Link IT metrics to agency standard metrics
- Investigate external expertise and products supporting metrics definition, collection and reporting
- Revenue will repeat the analysis in one year and compare to the baseline scores

Ben said we are revisiting the question of agency comparative metrics since the CIOC approved the Statewide IT Performance Measurement in 2005. Not all the agencies are the same and we are developing a statewide performance measure framework across agencies. **Action:** Ben invited David to join him, Tim Avilla and Dugan Petty to discuss the status of the IT performance measures.

### 3. Agency Sharing/Roundtable – All

Ed Klimowicz reported that DHS is completing their 2007-09 business plan.

Toni Rodgers reported that DOC is rewriting their core system.

Eric Sokol reported that PERS is researching security, both internally and externally, and within other state agencies, vendors and customers.

Julie Jellison reported the Oregon State Police is in the process of reorganizing their IT department. They are converting from an old records management system to a new records management system.

Baron Rodriguez attended the Gartner Risk and Compliance conference. Baron said his agency has begun to recognize the need for asset classification, data classification and records retention, especially in the area of discovery through litigation. Please contact Baron for more information.

Bret West is working on the State Data Center (SDC) rates. Bret expects to go to the governing board and the steering committee on June 4<sup>th</sup>.

Ron Pope reported that Treasury is working with the SDC and ASMG on a digital certificate pilot. The state has a signed contract with Verisign.

Dugan Petty reported the recruitment for the Business Continuity Planning Manager has closed and the interviews will begin next week.

David Almond reported that Revenue is working on a comprehensive security plan that involves their Web site. David and Revenue's program managers will attend the Gartner conference next week in Washington DC.

Ben Berry attended and presented two topics at the Computer World Mobility and Wireless conference in Orlando. The presentation was [\*Wrestling with 21st Century Issues in the Wireless Strategic Plan Framework\*](#).

### 4. Payment Card Industry Background and Audit – Lisa Van Laanen

The Payment Card Industry (PCI) Data Security Standard (DSS) was created collaboratively by the major credit card companies to safeguard customer information. Visa, MasterCard, American Express and other credit card associations mandate merchants and service providers meet certain minimum standards of security when they store, process and transmit cardholder data. PCI established a set of security standards to protect customer account data in June of 2005. When an agency is compromised and the standards have not been met, a fine can be imposed. PCI can also ban the agency or business from using a credit card payment process.

E-commerce has a centralized payment processor that is currently hosted by EDS through the E-government program. We also have five agencies that connect through an API connection. Best practices have been developed on where to store the data.

Agencies are responsible for completing a self-assessment every year. PCI has a self-assessment questionnaire and audit tools available on the Web for agencies to use. The PCI DSS consist of 12 requirements within six keys categories:

1. Build and Maintain a Secure Network
2. Protect Card Holder Data
3. Maintain a Vulnerability Management Program
4. Implement Strong Access Control Measures
5. Regularly Monitor and Test Networks
6. Maintain an Information Security Policy

Lisa announced there would be security compliance training on June 20<sup>th</sup>.

For more information please contact:

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#### **5. Open Source CoP Leader and Open Source Inventory Results – Ben Berry & Dugan Petty**

Dugan Petty announced the sponsor for the Open Source (OS) CoP is Bob DeVyldere. Dugan reported the three target areas we will be focusing on in Open Source are:

1. Open Source Inventory
2. Licensing and contracting barriers around open source
3. Evaluation of OS on the desktop

Ben reported ODOT discovered around 5000 instances of open source products on their systems during the OS inventory. Thirty-one agencies participated in the OS inventory. The inventory categories are software instances by reporting agencies and software instances by category type. The OS CoP will be the next step to extrapolate comments and opinions.

#### **6. Geospatial Standards – Cy Smith**

Cy Smith requested and received approval and endorsement from the CIOC members for the proposed ESRI Standard exception process.

#### **7. Enterprise Architecture Status Report – Tim Avilla and Jack Doyle**

Tim Avilla presented the framework for government excellence. Tim expressed the need to broaden the involvement of the business partners. We need the engagement of the business stakeholders in order to move forward.

Government Excellence is a fundamental evolution to optimize efforts and investments across government to meet new and long-standing demands. The compelling business drivers for Governance Excellence are to reduce the costs of services and programs. By streamlining the process, operating costs would be reduced. The opportunities to deliver new capabilities and services might never be realized in the current approach to government planning and investing. The goal is to share a common solution to a common problem, to identify and design common, shared business process and information technology across state government.

Government excellence is used to translate vision and strategy into change. The framework provides a common and consistent vision and language.

The council agreed to move forward with the strategy. The program charter ends July 1<sup>st</sup>.

The council members discussed how to resource the program and how to move the strategy forward. Ben suggested inviting Tim Avilla to agency IT meetings to explain Government Excellence.

#### 8. Electronic Records Management – Mary Beth Herkert and Paula Newsome

Mary Beth Herkert and Paula Newsome requested and received approval and endorsement from the CIOC members for the Electronic Records Management System (ERMS) charter.

The first step for the workgroup will be to define the glossary. Nine agencies with 12 individuals are participating in the workgroup. Please contact Mary Beth or Paula if you would like to participate.

#### 9. IT Contracting Report Summary – Dugan Petty

Dugan Petty gave a brief overview of the data gathered to create the IT Contracting Report for Representative Riley. Representative Riley requested a contracting study to determine the total number of contracts made by state agencies. The agreement was to limit the report to 12 agencies. The objective of the report was to identify cost savings in the hiring of more staff versus contracting. The report is limited to staff augmentation work. We identified the deliverable based versus staff augmentation contracts. Of the twelve agencies, five agencies had staff augmentation that was appropriate for analysis.

When the IT contracting report is finalized, it will be sent the CIOC members.

#### 10. Enterprise Information Resource Management Strategy Update – Dugan Petty

Dugan reported that the Enterprise IRM Strategy would be completed by the end of week. We should have a draft available for the CIOC members to review by early next week.

#### 11. Enterprise Security Policies and Information Asset Classification CoP – Theresa Masse, Peter van de Berg and Rick Retzman

The ESO Security policies have been revised and the timeline is still on track. The policies outline the goals and directions at a very high level. The ESO Advisory board requested feedback and guidance from the CIOC and the ASMG.

**Action:** Theresa will send the policies to the CIOC for review, with input to be returned by the end of the week.

Rick Retzman and Peter van de Berg spoke on the Information Asset Classification Community of Practice. The ASMG recommended bringing a draft charter for Information Asset Classification to the CIOC for review. The ASMG recognizes this is a business issue and is sponsoring the CoP. The policy creates guidelines for information asset ownership, labeling limited, restricted or critical information, information handling, information isolation and proper disposal of the information asset.

The meeting adjourned at 3:35 p.m.