

## Chief Information Officer Council – Meeting Minutes

October 30, 2007

approved 11/13/2007

The Chief Information Officer Council met at 2:00 p.m. at DAS West, 155 Cottage St. Salem, Oregon

**Council Members Present:** Ben Berry, Daryl Landrum (for John Margaronis), Aaron Karjala (for Rick Howard), Tony Black, Mary Beth Herkert, Vikie Bailey-Goggins, Curt Pederson, Kathryn Naugle, Jill Peterson, Julie Pearson, Dugan Petty, Baron Rodriguez, Lloyd Lowry, Ken Magee (for David Almond), Bret West, Julie Bozzi and Julie Jellison (for David Yandell)

**EISPD Staff Present:** Theresa Masse, Sean McSpaden, Lynn Beaton, Scott Riordan, Ed Arabas, Paula Newsome, Matt Matson, Dennis Wells and Charlene Wood

**Others present:** Gino Menchini, Matt Sentana and Ann Heideman (Computer Associates)

### 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. The actions items were completed as assigned.

#### 2. Electronic Records Management System Community of Practice (CoP) – Mary Beth Herkert & Paula Newsome

Mary Beth Herkert provided council members additional information and history of the DoD 5015.2 standard. The standard was written to ensure the archiving of digital information complies with the records retention periods set by National Archives.

An earlier action was for Mary Beth to meet with Kurtis Danke (SDC) to ensure that DoD 5015.2 certified products would run on the databases currently supported by the SDC. SDC confirms that the DoD 5015.2 standard has no negative impact on SDC architecture.

The grandfathering would take effect from “this time forward”. Products purchased after the administrative rule is written would have to be certified. DAS statute requires that an administrative rule be written and implemented. Products purchased before the administrative rule takes effect will be grandfathered in through an exception process. The council will be included in the drafting of the rule and exception process.

Mary Beth proposed, and after debate and amendment of the proposal the CIO Council endorsed, establishment of a state standard that would require DoD 5015.2 certified products be used for all future agency electronic records management systems, with the understanding there would also be an exception process permitting grandfathering of existing agency systems which are not currently certified as DoD 5015.2 compliant until such time as a business case would warrant conversion of the non-compliant system. Sean McSpaden explained that the standard would be established via administrative rulemaking. The CIO Council will be able to review that rule before filing.

#### 3. Agency Sharing / Roundtable – All

Julie Pearson reported and Secretary of State (SOS) is in the middle of working on their agency strategic planning, succession planning and ERMS. SOS is moving forward on the centralized business registration system with Revenue, DCBS and Employment.

Baron Rodriguez reported Education is on phase three of the K-12 integrated data system, which transfers student information between districts. The QA is in process and we will soon

begin writing the RFP. The pilot was successful in the four pilot districts.

Lloyd Lowry reported DPSST is moving all their officer records to a new system that would allow registration for officer certification online.

Julie Jellison reported that OSP will have a CIO position out and posted by the end of this week.

Ken Magee reported Revenue is working on tax processing automation.

Dugan Petty announced there would be an E-Gov Collaboration Tools seminar with Jive Software. The event will be November 6, 2007 at the Employment Auditorium. Scott Smith will be sending information regarding the five components of the suite of tools.

SOS asked about the archiving component of the collaboration tool set. DCBS asked about how we will deal with the use of blogs and how it fits within public records.

Dugan said that the intent is to have the tool set reviewed by the CIO Council and the AMSG after the scheduled event on November 6, 2007.

Dugan introduced Lynn Beaton as the new Business Continuity Planning (BCP) manager. Lynn will be contacting the CIOs and the ASMG to talk about business continuity planning and disaster recovery.

Dugan announced an Enterprise Architecture (EA) half-day event scheduled on November 27, 2007 to raise awareness on where the program is going and what the expectations are. Bruce Robertson, (Gartner), Matthew Miszewski (former Wisconsin State CIO) and Kurtis Danke (SDC) will be presenting. More details about the event will be distributed.

Dugan testified last Tuesday at the Government Accountability Information Technology sub-committee. Dugan presented the Enterprise Information Resource Management Strategy (EIRMS) and the IT contracting study to the committee. Representative Riley would like to have IS classification skill sets in a database that could be accessed throughout the enterprise. Dugan committed to having this by the next session.

Dugan reported the SDC CIO Advisory Board would meet tomorrow at 9:30 am. The board is working on the completion of the governance charter. Progress is being made on the development of the roles and responsibilities on principles/operations of the SDC. The board is working on defining the scope of the responsibilities of the CIOs on the recommendations that they make. The charter will be reviewed by the CIOs that are involved in the SDC before it goes for approval to the Governing Board.

Bret West is a member of the CoP working on Information Asset Classification. Bret was asked to work with DAS divisions to come up with classifications for statewide data. Bret will communicate the results through Theresa Masse. Bret reported that DAS is creating the initial list of POPs for the next biennium. The POPs will first be reviewed internally by DAS then by a panel of agency heads.

Tony Black reported there would be an [OAGITM](#) winter conference January 24 – 25, 2008. Tony said there are one or two openings on the winter conference agenda. At a later date, more information will be sent out.

Daryl Landrum reported Lottery has finalized the contract for the replacement of their

traditional gaming system. Lottery is implementing a customer license, retailer hot line and a field/sales management system. Lottery is in the design stage for their intranet, they are looking at [Microsoft SharePoint](#). The intranet would be used to distribute forms to the field staff and serve workflow approval processes.

Aaron Karjala reported DHS is finalizing negotiations with the apparent winner for their statewide Child Welfare information system. The vendor should be on site by the beginning of the year. The current plan and implementation date for the Medicaid Management Information System is June 30<sup>th</sup>. DHS is starting the analysis phase of the Unified Eligibility system. The Unified Eligibility system would integrate our various eligibility systems into one system.

Kathryn Naugle reported that Employment is starting an education program at the agency level and with their business partners on security, security policies and Senate Bill 583. Employment is reviewing the methodology on equipment replacement and the tracking of equipment life cycle. Employment is strategically reviewing ways to transform the way they deliver application services. Employment is leaning towards a service-oriented architecture ([SOA](#)). Employment is moving all their IT staff to the fourth floor of DHS.

Julie Bozzi reported the SDC is working on the rate structure for the network, county and other jurisdictions. The new environment has been built with the security completed. IBM I-series and p-series server plans are moving forward with the plan for consolidation.

Curt Pederson thanked all that attended [GOSCON 2007](#) and the seminar that followed. The conference was attended by 10 countries. The Drupal content management system and an Apache web server have replaced Firefox in our lab.

Jill Petersen reported that Oregon Youth Authority (OYA) is working on electronic case plans for youth offenders. OYA is working on figuring out the SDC costs and migration.

Bret said the SDC Finance committee is meeting tomorrow to discuss rates. We will have a report/letter to Legislative Fiscal Office (LFO) by mid-December. The Joint Ways and Means Committee will meet in January 2008. For SDC billings, we have discovered that we are over collecting in some areas and under collecting in other areas.

Dorothy Oliver reported that DCBS is working with three vendors on e-permitting demonstrations. DCBS is migrating to MS Office 2007.

Ben Berry reported ODOT has posted a requirements RFP for the Integrated Systems ERP Program and continues to team with DAS on the initiative.

#### 4. Disaster Recovery, Security and Business Continuity Planning – Gino Menchini

Gino Menchini, former CIO for New York City Department of Education, was working for Cisco on September 11, 2001. Gino shared his observations and lessons learned with the members. Gino was the Y2K director and was surprised the technology inventory had been kept up to date. There were three dozen critical technologies on the inventory, that list have now grown to over three thousand.

The first thought is that one cannot believe what is happening. There was not a command center for the mayor of New York; it was destroyed when the Trade Center collapsed. The damage created to the phone exchange was a tremendous problem for them. At the command of the President of the United States, the first order of business was to get the stock exchange up and running.

Gino borrowed equipment from the Cisco company to use in the main office of the newly established command center. The command center had to get internet access, a network established, phone systems, servers, VPN, security, intrusion detection systems and firewalls up and running. A family assistance center had to be established for the families to receive service from the Red Cross. There were two DR data centers that were up and running so, we choose to shut one down as the city offices were down.

The office environment of the downtown area was a problem because the air conditioning sucked in all the dust from the dust cloud. The equipment was lost to dust and overheating of the units. The security line was established at two and one half miles from the site. Only law enforcement officer and first responders were allowed in. The office workers were not allowed in. The IT people were not allowed in. The power was out and none of the mission critical applications were working. A lesson learned is to know where all your networks end and where do you place the people if you do not have access to office space.

We had good leadership who outlined the priorities. We lost the transit system, use of elevators, cars that parked in garages, phones lines were tied up, cell phone use, traffic congestion, streetlight sequencing and no power. Non-first responder's radio systems were deployed to key decision makers, senior staff members and key staff members of agencies.

The key agency operations needed a place to go. The agencies were moved to the data center conference rooms to set up, preposition phones, and have their people pre credentialed. Critical applications were determined and brought back to operation first. We set up two call centers to support the workload.

We struggled to staff the call center during the event. We put in motion a mini transit system to shuttle staff to the call center. This has since been outsourced to a vendor.

One of the problems we had was when procurement asked how we decided on which vendor to use when we needed equipment. We worked with the procurement office to send out an RFP which one vendor was identified to help us in emergency planning and act as our prime contact for procurement and the payment of goods.

## **5. Enterprise IRM Strategy Tactical Plan – Sean McSpaden & Scott Riordan**

Sean McSpaden provided the members a handout of the draft Enterprise IRM Strategy tactical plan. We are committed to develop the work plan and update the tactical plan every six months. The scope outlines the key set of task/model deliverable and milestone dates; identifies responsibility for governance and leadership and indicates whether the resources required have been assigned. The goals and objective areas are the responsibility of the program managers.

Ben Berry said this was the best tactical plan that he has seen. Sean thanked Ed Arabas and Tim Avilla for their work on the EIRMS template.

The plan will contain more detail about tasks to be completed in the first two years of the four-year planning horizon. Sean said the EIRMS would be used as we draft our POPs.

Sean said that we plan to seek joint endorsement of the Tactical Plan by the ABSD and CIO Council and subsequent approval by the DAS Director. Sean requested and received support from the CIO Council to vet the draft to the EIRMS Steering committee.

The meeting adjourned at 4:00 p.m.