

Chief Information Officer Council – Meeting Minutes

February 8, 2005

The Chief Information Officer Council met at 2 p.m. at the Forestry Department, Tillamook Room, Salem.

Council members present: Curt Amo, Stan McClain, Dorothy Oliver representing Consumer and Business Services, Ben Berry, Dan Christensen, Bob DeVyldere, Kathy Dryden, Doug Juergensen, Clint Branum representing Corrections, Baron Rodriguez representing Education, Jean Straight, Carl Ward, Marc Williams, and David Yandell.

IRMD staff present: Mike Freese, Sarah Gates, Raelynn Henson, Cathy Hoffman, Scott Riordan. **Others Present:** Tim Walker, Dianne Lancaster, Melissa Canfield, Heather Guthrie, State Procurement Office; Sandy Jefferson, Cindy Miller, ODOT.

Scheduled Agenda Items:

1. Approval of Minutes – Curt Amo

Minutes of the January 11, 2005 meeting were approved as written.

2. Oregon Smart Buy Project / Managed Service Provider – Diane Lancaster / Tim Walker

Dianne Lancaster spoke about fostering a move to create increased interaction between the Procurement Officer Council and the CIO Council.

Tim Walker discussed the Managed Services Provider (MSP) program. He requested the CIO Council support forming a steering committee. The MSP will automate what is currently being done which will control the cost across the enterprise and allow smaller agencies to benefit from the market. The key features were reviewed and included: contracting process; supplier selection process; pricing; and legal risk mitigation. The process provides the ability to streamline and bring flexibility. It will also allow monitoring of the hours each subcontractor works and will reduce conflicts with the 1,040 hours requirement. Going over the 1,040 hours puts the state at great risk, so having the information available is critical.

The pilot program has proven that the program can be successful. Rate structure was discussed and benchmarking results were reviewed. The data for the benchmarking was pulled from actual invoices and once the program is up and running – the rates will actually be lower.

The rotation element of the pilot program eliminated competition between pre-qualified vendors. That feature will not carry over to the MSP program. It is anticipated that competition will not be an issue. The MSP will allow a reverse auction when the service requested is staff augmentation. The MSP fee is calculated on a percentage.

The MSP program is not an exclusive contract. It is hard to make it mandatory because there will be projects that don't fit. The program will help streamline the process and will save time as well as money.

Curt Amo informed the Council that the Management Domain Team discussed and supports the concept of establishing a steering committee. Sandy Jefferson was asked to serve as chair of the steering committee and will be making contacts to recruit committee members.

Motion: To establish a Managed Service Provider Steering Committee, to be chaired by Sandy Jefferson, with the tasks of: (1) working with State Procurement Office to identify contractors; (2) develop service levels for participating agencies; and (3) evaluating the effectiveness of the program and executing an exit strategy if necessary. The motion carried.

Sandy Jefferson and Tim Walker will develop the structure of the committee. It is anticipated that the committee will transition from a steering committee to a governing committee and will provide input on how to perfect the process as the program emerges. CIO Council members are to contact Sandy Jefferson (503.986.4209) if they have staff that would be effective members of the steering committee. The CIO Council is to review/approve the draft charter of the MSP Steering Committee at the March or April meeting.

3. CIO Management Council Membership – Curt Amo

Curt Amo discussed the makeup of the CIO Management Council (currently known as the CIOC Management Domain Team) as outlined in the draft IT Governance Policy. The policy outlines four positions to be standing members of the committee and four positions to be appointed by the CIOC Chair. It was the consensus of the CIO Management Council that the CIOC Vice-Chair and Past Chair should be seated on the Management Council, with the remaining two seats to be filled with representatives from agencies representing communities/initiative areas not already represented. The following members will make up the membership of the CIO Management Council:

Standing Members: Bill Crowell (DHS); Ben Berry (ODOT); Don Fleming (State CIO); and Curt Amo (CIOC Chair). Appointed Members: Stan McClain (CIOC Vice-Chair); John Koreski (CIOC Past Chair); Jean Straight (Secretary of State); and Bob DeVyldere (Water Resources Department).

4. Open Source – Ben Berry / Bill Crowell

Ben Berry provided a brief overview of his recent tour of the Oregon State University (OSU) open source lab. The tour provided a time of current projections, solutions, and a brainstorming session, in addition to seeing the structure of the lab. He shared a brochure that provides an overview of the lab and requested to have it scanned and attached to the minutes. The document will be distributed at the March meeting. The OSU lab searches out other entities interested in open source projects.

Bill Crowell went to the OSU open source lab with IBM for the purpose of soliciting support to help understand how to create an open source community for the Department of Human Services. An open source code set would be an effective way to better manage investments.

Action: It was the consensus to request the CIO Management Council to discuss the issue of “how do we structure state government’s involvement in the conversation of open source” and come up with a proposed approach for consideration by the CIO Council.

It was suggested to review the DAS position taken during the 2003 legislative session. The Council needs to support the efforts of agencies as they collaborate with other states and governments in the cost effective use of public domain software.

5. Agency Sharing / Roundtable

Curt Amo stated that this section was moved to the middle of the agenda since it always gets cut. He wanted everyone to be aware that this is an opportunity to share best practices and should be a learning opportunity for everyone. Sometimes presentations may be informal and sometimes more formal (by bringing staff in to do presentations). Those present were asked to share any items of interest.

Dorothy Oliver, Department of Consumer and Business Services (DCBS), spoke about a program being introduced throughout the state to allow licensing of manufactured homes over the Internet. The program is to go live May 1 and DCBS is looking for resources on the local level to help with troubleshooting and training. Bill Crowell stated that the Department of Human Services could provide help. It was also suggested that John Margaronis, Marion County CIO, be contacted.

Ben Berry pointed out that the January minutes stated that the State Procurement Office was to be requested to provide a report on the success/status of the Smart Buy Program and the presentation that was given earlier was only about the MSP aspect. A presentation as it relates to servers, PCs, and IT peripherals is still an action item. It was requested that the presentation go beyond reviewing past invoices and include the process and customer service.

Action: It was the consensus of the CIOC to request the CIO Management Council to discuss how to structure a process to constructively frame the issues surrounding the Smart Buy program. The goal should be to work with the SPO to create a safe harbor forum for evaluating the IT aspects of Smart Buy and how we can work together to improve it going forward. (Ben Berry offered to provide bullet points outlining the subject areas to be addressed.)

Stan McClain spoke about his agency's efforts to ease taxpayer burden and reduce administration burden by posting tax refund status online. They also offer taxpayers the option of paying their taxes by credit card online. Discussion included the need to get a shopping cart system in place for agencies to use.

Action: It was the consensus of the CIOC to request IRMD to address implementation of a shopping cart through the E-Government platform.

The issue of enterprise licensing was discussed in the context of state architecture and standards. We need to create an environment for opportunity and business needs to work together.

Action: It was the consensus of the CIOC to request the CIO Management Council to review Item 8 in the Charter that states: "The CIO Council is authorized and obligated to develop, implement and publish a state government-wide technical architecture and associated standards..." The MDT is to address how we are going to do that and what the architecture will look like.

6. Legislative Update – Mike Freese

House Committee on Information Management and Technology. A brief update was provided regarding the schedule of the House Committee on Information Management and Technology. The focus of the committee has been on enterprise initiatives and larger agencies' activities/programs. The committee has shown good support. Strategic planning is not currently on their agenda.

Draft IT Governance Policy Next Step. The policy needs to go through the Secretary of State's office before it becomes final. In order to socialize the policy and expedite use of it, the CIO Council members were encouraged to brief their agency directors on the policy.

Action: It was the consensus of the CIOC to request staff to send the most current version of the Draft IT Governance Policy with the minutes of this meeting.

Bills being tracked by IRMD were briefly discussed (see attached list).

Action: It was the consensus of the CIOC to request staff to continue working on getting "Connecting Oregon IT" (via state intranet) up and running so there is a place for posting documents of interest to CIO Council members.

7. Enterprise Initiatives Update – Mike Freese

CNIC.

- Julie Mallord has been hired to serve as the Senior Project Manager.

- We're closing in on putting formal QA in place for the project.
- The data center director recruitment strategy has been developed.
- The involvement of technical staff from agencies was fully launched.
- The kickoff meeting was successful and gratitude was extended to all involved.

Cyber Security.

- In the network area, a single perimeter initiative has been launched.
- The Identity & Access Management Committee has been launched.
- We are finalizing discussions with a vendor for Incident Response & Managed Security Services contracts.
- The patch management initiative is under development.
- Project managers are being identified to lead each security initiative.
- We are developing a submission for a 2005 Federal Homeland Security grant.

E-Government.

- We are working with EDS on outsourcing for a period of time and hope to have the issue closed within the next two weeks.
- We will be looking for assistance in the process of selecting an E-Government Manager.

Business Continuity Plan (BCP) Pilot Project.

- The contracts with SunGuard for Business Impact Analysis (BIA) and training have been finalized.
- We have finalized the project charter, work group representation, project schedule and budget.
- We are proceeding with work on a BCP grant through the Department of Homeland Security.

Next Meeting: March 8, 2-4 p.m., Forestry Department, Operations Building, Santiam Room

The meeting adjourned at 3:50 p.m.