

Chief Information Officer Council – Meeting Minutes

Approved 7/26/05

June 28, 2005

The Chief Information Officer Council met at 2 p.m. at the Department of Forestry, 2600 State Street, Tillamook Room, Salem.

Council members present: Curt Amo, Stan McClain, Dan Adelman, Ben Berry, John Margaronis, Bill Crowell, Don Fleming, John Koreski, Lloyd Lowry, Mark Kinslow for Forestry, Jeff Marecic, Curt Pederson, Jill Peterson, Ron Pope, Herb Riley, Jean Straight, Marc Williams, Heidi Zinsmann

IRMD staff present: Mike Zanon, Sean McSpaden, Sarah Gates, Scott Riordan, Shawna Weeks, Christine Samples

Others present: Nancy McIntyre, Teri Guza, Bill Conner, Katherine Sherman, and Dennis Wells of DHS

Scheduled Agenda Items:

Review of Agenda and Introductions

Curt Amo reviewed the agenda for the meeting.

Christine Samples was introduced as the new assistant to Sarah Gates. She will be providing administrative support to the CIO Council.

1. Approval of Minutes/Action Item Follow Up – Curt Amo

Action Items:

Managed Service Provider Program. Curt Amo spoke to Dianne Lancaster earlier in the day regarding survey results on the performance of HP. Not all of the agencies have responded to the survey so the CIOs were encouraged to make sure they (or the appropriate staff) received the survey and responded to it. The State Procurement Office would like to assemble the results on Friday and have a report on the next steps for the CIO Council to review.

Bill Crowell reported that DHS employee Tom Forster has been offered and accepted the position of project manager for the Managed Service Provider program.

OAGITM Conference. The conference is being held August 10-12 in Bend. Contact John Margaronis for details.

Motion: Ben Berry moved and Jeff Marecic seconded to approve the minutes of the May 31 meeting as presented. The motion carried.

2. Consent Calendar – Curt Amo

No action.

3. Agency Highlight – Jean Straight and Cindy Watson

Jean Straight introduced Cindy Watson from the Corporations Division, as the head of the Central Business Registry (CBR) program.

Cindy provided the recent history of the program. The Central Business Registry was established to provide business customers with one place to go for business related issue with the State of Oregon. The registry will identify agencies that the business needs to work with and is a one stop point of contact. The information obtained will be disbursed to the appropriate agencies and the data obtained is not stored in the registry. The registry stores the identity of the business and provides a cross reference to find the business in other agencies.

The application is self-service and was developed with a business wizard that is interactive. It informs the individual/business what they have to do. They only have to enter the information once. The plan in the future is to be sending e-mail messages to let them know there is action they need to do (such as time to renew).

The technology used to develop the wizard was built in-house and is an Oracle data base. Communication with other agencies is primarily through e-mail. CBR will disburse information to other agencies once it is filed with the Secretary of State's office. It should be automated within the system at the agency. CBR doesn't update agency information and is not intended to be the central repository for data. It is another method for bringing information into an agency.

Meetings have been held with agencies to obtain findings of what agency requirements are. The intent is not to develop massive requirements up front, but to refine them as the process progresses. The architecture is different and is the first experience with web services.

The program is using a multiple phase approach. CBR is outside the Secretary of State and the agency is treated as an external agency to make sure the platform works together with other agencies. E-mail is used to notify the customer whether their application went through successfully or whether there was an error.

Phase 1 includes filing and establishing a vendor's portal and account manager function using LDAP. The future plans include a method for the business owner to delegate authority but that won't happen for a while.

Phase 2 includes working with the Revenue and Employment Departments for vendor identification number registration and expanding the functionality of the program.

Phase 3 includes getting information from the IRS and developing the ability for the vendor to indicate a change of status on-line and for on-line notices and renewals.

Phase 4 involves synchronization of records within CBR and other agencies. The goal is to include other jurisdictions in this phase. Businesses in different counties more than likely have different requirements. The plan is to work with cities and counties on this.

Currently the focus is the immediate and near term capabilities. Phase 1 has to be completed before moving on to the next phase. Sessions were sponsored with individual agencies and then a joint session was held to review commonalities.

Questions/Comments

- This is an example of an enterprise solution being developed by one agency. At some point we all would benefit. How do we capture the lessons learned?
- A future phase will explore the issue of retrieval to see the comprehensive information.
- With regard to business intelligence (tracking how many businesses have started, failed, succeeded), that is information the Corporations Division would collect.
- When a business ownership changes, the new owner can still see information. Agencies like Employment and Revenue are only entitled to see information for the period when the new person is the business owner.
- In trying to move toward a shared service environment, it is important to evaluate the

success of the program in terms of how we can improve the E-Government program to provide hosting services and infrastructure that is better than today.

4. Draft Enterprise Information Resources Strategy (EIRMS) – Sean McSpaden

Curt reported that it is the obligation of the CIO Council to develop a biennial enterprise information resources strategy and the document being reviewed is the first draft. The CIO Management Council has been working on it and considers it ready for review by the full CIO Council. The target is to find out what the preferred adoption path would be and it is hoped the end point of that adoption path would be to adopt the strategy document at the July 26 meeting.

Sean reported that two documents were sent out for review: a pocket version and a detailed version. The key lesson learned in this process is that the document must be usable. The e-mailed meeting notice indicated there would be changes made to improve alignment between agency interviews and goals and those changes were not made. They will be included prior to the next meeting. The intention is to add a bullet item or two in functional expectations.

There will be initiatives that cross over more than one biennium and this will be updated on biennia basis. The opening messages from the Governor and the DAS Director are drafted and going through vetting process. Sections that describe what the document is about include:

- Pages 7, 8, and 9 describe the CIO Council and accomplishments. The CIO Council has accomplished a lot and Page 9 reveals tremendous involvement.
- Page 10 begins the Executive Summary. The focus is on the 05-07 initiatives and the first six bullets should look very familiar. The last bullet (Public Safety Wireless Network) is added although not a CIOC responsibility. It is most likely the responsibility of the DAS Director, and the Director of the Office of Homeland Security.
- Page 11 provides a look at the plan in a nutshell and contains the vision, mission, goals, and objectives. To respond to the input we received from the director interviews, and common agency needs, the information has been combined and condensed to identify ten very strong common business needs
- Pages 17 and 18 address the common business needs.
- Page 19 contains a narrative presentation of the goals and objectives.
- Page 20 in the present form is very hard to read. The intent is to provide an 11x17 sized fold-out in the future and includes items from the 2002 enterprise strategy document.
- Page 22 is the beginning of the work plan portion of the document and includes a description statement and assigns specifics to the objectives (deliverable, responsible party, and milestone). In most instances the milestones have "TBD" as the date and will be filled in later.

There was discussion of the state public safety wireless network initiative. In statute, this is a requirement of the Criminal Justice Advisory Board which needs to be formed and connected with the CIO Council. The second piece of the program was operational through State Police until they were hit with tremendous budget constraints.

On many of the objectives, the deliverable includes steps that need to happen first before specific solutions are implemented. There are two kinds of deliverables: planning and implementation. In drafting the deliverables there was a call for solutions but there is a need to

limit them to what can reasonably be done. Some of the initiatives are at the planning level and some are at the formation level.

Bill Crowell reference Page 35, where it talks about the ITIM Manager and cautioned against the use of acronyms.

Action: An acronyms page is to be included in the document.

There is a need to identify the state of Oregon business plan. That was the purpose of the director interviews of the 12 CNIC agencies. This document will become the model for the enterprise IT development budget and IT investment strategy

Action: The CIO Council should review the document within their agencies and identify whether there are major misstatements or omissions that need to be addressed before it goes to a broader audience. Following agency review, there will be a need to have a review with an external group of stakeholders (Governors office, legislators, and other interested parties).

Action: A PowerPoint presentation is to be created to allow the CIO Council to present consistent information when talking about the EIRMS.

Action: The CIO Council is to submit comments to Sean McSpaden by July 19. If there are too many major revisions needed, the process will stop and a new draft will be developed. If there are minor amendments needed, Sean will make the adjustments to the document and a marked-up version will be sent to the CIO Council prior to the July 26 meeting. The CIO Council is to review the document and be prepared to discuss adoption on July 26.

Bill Crowell reported on his director's opinion of the document. It is important to make sure it is known that this is a partnership between IT and business.

5. Performance Measures Project – Bill Crowell

Bill Crowell introduced Nancy McIntyre, Teri Guza, Bill Conner, Katherine Sherman, and Dennis Wells as members of the team that worked on the Performance Measures Project.

When the CIOC Domain Team recommended additional work be done to develop performance measures, the Department of Human Services (DHS) volunteered to take the lead on this pilot project to define statewide measures. They looked at statewide and agency operational and strategic measures.

The goals established in the pilot project included:

- Collaborative working relationships
- Defining statewide IT performance measures
- Defining a measurement system
- Identity and acquisition of appropriate comparison data
- Collection and report of statewide measures for DHS

The work done by the Domain Team was used as the foundation and the workgroup included members of the Domain Team as well as DHS staff. Outside services were secured from Meta/Gartner including a one year subscription to *Worldwide IT Benchmark Advisory*. DHS hosted performance measurement training and invited state involvement. The criterion was based on what could and should be measured and whether external comparison data is available.

The proposed measures are grouped into subject areas rather than in a functional manner.

Strategic Spending will change as focus changes; *Cost* includes operating expenditures on IT for specific areas such as workstation and system users; *Performance* includes project estimates and network uptime; *Customer Satisfaction* includes the system user satisfaction survey results; and *Security* was recommended to be defined by the Enterprise Security Office.

Comparison data is collected externally (from Meta/Gartner) and internally (each agency). It is suggested that external peer groups be defined from comparison data including government, size, and type of work. Measures are to be reported to DAS IRMD and an Excel template has been created for consistent and easy data collection and reports. They are to be reported twice each calendar year.

Next Steps have been determined for short-term and long-term. There are five *Worldwide IT Benchmark Advisory* seats through March of 2006 and the licenses can be transferred to another agency. It is the desire to charter a multi-agency group to monitor the program.

Handouts included a more detailed list of measures and definitions and a map of the measures showing where the domain team started and where we are now.

Discussion included caution against trying to compare one agency against another. There are some measures that should not be compared from agency to agency. It will be difficult to publish measures and not have comparisons happen but there needs to be an effort to provide more information. Perhaps it is the responsibility of an agency CIO to see that the information is presented in context of size and type to reduce the likelihood of comparisons. It is important to make the comparison ourselves in the appropriate way.

Bill Crowell requested the CIO Council accept the report as presented. The work charged to the pilot project is done and they are anticipating agreement that it is a good set of measurements. He recommended giving the Meta/Gartner seats to IRMD and let them cycle through those agencies that want to get their comparison data. There should be a discussion on how to address a subscription next year since Meta was purchased by Gartner.

Scott Riordan stated it looks like this will be an ongoing program and it is important to be alert to the issues. He introduced Shawna Weeks who is going to be the person who can catch the issues around performance measurements.

Action: The CIO Council accepted the Performance Measurement report as presented. Discussions need to be held within organizations and the suggested short term next steps should be implemented.

Stan McClain commented on the demonstration of IT willingness to measure its own performance and thanked DHS for stepping forward and carrying the ball.

6. Agency Sharing / Roundtable

John Margaronis provided a reminder of the OAGITM Conference dates (August 10, 11, 12) and stated that he would send information electronically to anyone who was interested.

Marc Williams, DOJ CIO, reported that they are starting a new IT organization by merging two existing entities.

Lloyd Lowry spoke of work being done by Marion County and the Department of Corrections to get the training facility building under way.

Mark Kinslow, Department of Forestry, reported on the status of CIO recruitment interviews to

fill Dan Christensen's position. They are hopeful they will have a new face at the July meeting.

Curt Pederson thanked the CIO Council for the responses to open source and reported that Debra Bryant was hired. They will be providing an Agency Highlight in September.

Ben Berry reported that a new Trip Check Web site was just launched and provides video on weather and traffic around the state.

7. IRMD Changes – Don Fleming

The CNIC Budget report went through the Ways and Means Senate subcommittee without difficulties. It was the same bill that the House subcommittee passed with a budget note approved by both co-chairs. It is close to being through the process. The budget note un-schedules the second year which creates no issues of concern. The requirement to report to JLCIMT and E-Board is welcomed. The CIO Council and specifically the 12 CNIC CIOs provided an enormous amount of work and effort to make this possible which was important to adding to the credibility of the project.

Don Fleming confirmed that he would be leaving State Service by mid-August. Laurie Warner will appoint an interim CIO while a search is conducted for a replacement. Don stated how he has enjoyed his time in Oregon and is sorry to leave. He expressed satisfaction with the CIO Council and commended members for the work they are doing.

Curt attributed the CIO Council success to Don. He stated that Don provided the impetus for them to mature from an information-sharing group that updates to a group that takes action. This is part of the Legacy he leaves.

It was reported that the data center administrator has been selected and DAS will be able to make the announcement in early July.

The meeting was adjourned at 3:50 p.m.