

# MINUTES

## Chief Information Officer Council



**Meeting Date:** January 6, 2009

**Attendees:** David Almond, Ben Berry, Scott Smith (for Bud Borja), Bob DeVyldere, Mike Schuft (for Sandy Jefferson), John Koreski, Theresa Masse, Jeff Marecic, John Margaronis, Dorothy Oliver, Julie Pearson, Jon Dolan (for Curt Pederson), Dugan Petty, Steve Poland, Baron Rodriguez, Troy Rutten, Bret West, and Julie Bozzi

**EISPD Staff:** Sean McSpaden, Wally Rogers, Scott Riordan, Charlene Wood, and Ed Arabas

**Guests:** Jeff Sheltren (Open Source Lab) and Chris Adams (Oregon State Library)

Bob DeVyldere called the meeting to order at 2:00 p.m.

### Approval of Minutes – Bob DeVyldere

The December 9, 2008 minutes were approved as revised.

### Open Source Labs – Jon Dolan & Jeff Sheltren

Jeff Sheltren, Operations Manager, Oregon State University Open Source Lab (OSU OSL) provided a brief summary of the services available at the OSL. The OSL provides hosting for over 70 open source (OS) projects. Custom development is available for OSU, government agencies and OS projects. The lab employs five full time staff (two full time developers) and 12 student employees. The OSL is located on the OSU campus in the Kerr Administration Building, Corvallis, Oregon. Additional OSL information is available on the following Web site, <http://osuosl.org/>.

The OSL hosts FTP mirrors (located in Corvallis, Chicago, and Atlanta), source code repositories, automated backups and restorations, DNS management and IP allocations, mailing list and mail management relays, and 24x7 monitoring and outage notifications.

Development projects include:

- Developed printing and multimedia support for “One Laptop Per Child”
- Web-based remote learning for “Oregon Virtual School District”
- “Trisano” - OS infectious disease surveillance system for states and counties

One of the largest OSL projects is Drupal. Drupal is an open-source content management system. The OSL students designed the infrastructure. The lab provides the hosting environment. There are over 350,000 user accounts on the Drupal.org Web site.

For further information or to schedule OSL tours please contact Curt Pederson or Jeff Sheltren.

### CIO Summit – Bob DeVyldere

Bob reported the CIO Summit would be held on April 23, 2009. Bob polled the members to determine if there was interest in holding the April CIO Council meeting at the CIO Summit. The members agreed that Bob should discuss the possibility with Sean Lowry. Bob will provide updates as he receives them to the CIOC members. Please send any comments to Bob.

**Action:** Bob will contact Sean Lowry to discuss holding the April CIO Council meeting at the CIO Summit.

## Roundtable – All

Dorothy Oliver – DCBS – encouraged all to register for the OAGITM winter conference in February. One of the training sessions will be on “how to get your message across”.

Bret West – DAS/Operations – is rolling out internal policies through iLearn. DAS is currently tracking security modules through iLearn.

Baron Rodriguez – Department of Education – is working on virtual integration transcripts and will be meeting next week for a status. Baron asked if EISPD would be tracing any IT bills coming out from the upcoming legislative session. Dugan pointed out two bills, one is for E-government transaction fees and the other is a policy housekeeping bill. Members may contact Stacie Younk, EISPD, with any Legislative bill questions.

Julie Pearson – SOS – has scheduled there BCP tabletop exercise for sometime in February. The electronic records management system replacement is completing the migration for their last 2 divisions. The SOS is now using Verizon wireless cards.

Ben Berry – ODOT – spoke about refreshing the ODOT IT strategic plan. The three top items are to improve customer products, provide service delivery excellence and optimize cost. Ben shared a handout on keystroke encryption software.

Dave Almond – Revenue – is working on outsourcing e-mail. The Revenue strategic plan has been completed.

Jon Dolan – OUS – reminded the members to take advantage of the early bird pricing for SANS training.

John Koreski – DOC – spoke about e-mail archiving and the importance of easy retrieval in discovery. The DOC IT department is developing a business analyst position. John requested that CIOC members send him any position descriptions they might have.

Jeff Marecic – PERS – is outsourcing their mobile device service to the Notify Corp.

Theresa Masse – DAS/ESO – Agency business continuity plans are due at the end of June 2009. Agency security plans need to be completed by July 2009. The incidence response plans are due at the end of May. ESO has provided training by scheduling workshops and posting templates on the ESO Web sites for agencies to use.

Mike Schuft – Forestry – is working on their business process model. Forestry has hired a limited duration business analyst.

Troy Rutten – Employment – has been busy processing unemployment insurance claims. Employment received 20,000 new claims last week. Unemployment has reached a rate of 8.1 percent. David Almond suggested the possible use of revenue agents to work in the Employment Department call center. David will follow up with Troy.

Scott Smith – Judicial – reported the Electronic Business Case Management and the Supreme Court are both on-line. The Multnomah County Parking Citations is scheduled to go on-line in February and the Court of Appeals is scheduled to go on-line in March.

John Margaronis – Lottery – has replaced their traditional gaming system .The smoking ban has been effective since January 1, 2009, so Lottery expects a 12-15 percent reduction in revenue.

Dugan Petty – DAS/EISPD – is working on the Identity and Access Management business case. E-government is completing their business case. EISPD is creating a clearinghouse of IT skills and job rotations. There will be a Ways and Means presentation on January 12. Dugan is involved in NASCIO's Green IT Committee, and Enterprise Architecture and Governance Committee.

Julie Bozzi – DAS/SDC – reported the Disaster Recovery (DR) contract was signed in December and is now available for statewide use. Contact Julie if you would like a copy of the contract. The SDC is working on SLA templates and processes.

### **Update of the Enterprise Information Resource Management Plan – Dugan Petty & Sean McSpaden**

The EIRMS strategy update will be completed in three phases:

- Phase 1 - Determine agencies' business needs and how IT can address them.
- Phase 2 - Determine the ability of IT to respond to the business requirements.
- Phase 3 - Determine the final set of strategic initiatives and finalize the Tactical Plan.

The meeting invitations will be sent out soon by DAS Director Scott Harra, sponsor.

Please contact Dugan Petty or Sean McSpaden for further information.

### **E-Government : Next Steps – Dugan Petty & Wally Rogers**

Wally reported that the E-government contract would need to be replaced or renewed by February 2010. E-government hired a consultant to complete the business case. The purpose of the business case was to evaluate alternate service delivery, contracting and funding models over the next two to six years. EISPD and stakeholders identified five alternatives to be evaluated in the business case. The consultant identified a sixth alternative that combines best practice elements in a shared-service environment. The most promising funding streams may require a transaction fee.

Critical challenges include:

1. Tying program costs to the value delivered among agencies and constituents so that the program addresses the highest priorities; continuously improve service quality, value and time-to-market; and allocating costs to parties most willing to pay for service improvements.
2. Providing agencies with choices to develop on-line service applications through a selection of proven on-line government service application templates, or by building applications using in-house agency resources/ contractors.
3. Structuring the program to easily adjust in size for matching agency and constituent demands.
4. Providing for investments in new technology and other improvements over time.
5. Providing a common platform or portal through which citizens and business partners can access or link to agency on-line solutions.
6. Supporting economies of scale so that common components and tools can be shared across a wide audience.
7. Employing alternative funding models that identify and capture additional revenue sources available for the operation of the program.
8. Working well within Oregon government's highly decentralized structure.
9. Providing the opportunity and flexibility to meet future needs.

Bob adjourned the meeting at 4:00 p.m.

**Next meeting:**

February 3, 2009

2 - 4:00 p.m.

DAS General Services Building

1225 Ferry Street SE

Mount Mazama Conference Room