

## **CNIC Peer Communications Group Meeting Minutes, February 25, 2005**

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Approved March 11, 2005

### Attendees:

Paula Allen, DOR; Shawn Dawson, ODOT; Dennis Green, Employment; Raelynn Henson, CNIC Project Office; John Hubbard, DOC; Brooke Crager; DAS IRMD; Julie Mallord, CNIC Project Office. Minutes by Charlene Wood, DAS IRMD.

### **1. Review & Approval of Minutes – Dennis Green**

Meeting minutes for February 18, 2005 were approved by all.

### **2. Discuss Communications Baseline – Raelynn Henson**

Raelynn gave a quick review of the communications baseline chart that she developed. She defined who the audience is; frequency of communication; and the activity and tools used.

- Audiences include the CNIC agency technical staff, CNIC agency CIOs, CNIC agency directors, agency directors at large, agencies at large, agency partners/customers, Legislators, CIO Council, and the Media.
- CNIC Governing Board is scheduled to meet monthly for group meetings.
- CIOs meet in weekly meetings (CNIC Steering Committee). Julie verified with Raelynn that the minutes from these meetings were posted to the CNIC Web site.
- Agency directors at large received a couple of briefings in 2004 and the 2005 communications plan calls for quarterly updates (or at the call of the DAS director who facilitates the group).
- Raelynn has developed an informational brochure (currently in a review process) for agencies at large, and CNIC agency partners and customers. This brochure explains shared services at a high level, the benefits of CNIC, what is driving the project, and the future opportunities CNIC enables. CIOs indicated an interest in sharing such a brochure with their partners/customers and others as needed.
- A first quarterly update is being written for the Legislature.
- The “Enterprise” is the focus for the state CIO Council which meets monthly.
- Web site updates includes What’s New with links to all documents, background and history, FAQ, and project documents and minutes are posted to Web library. There is the possibility that a link to the project QuickPlace could be added (QuickPlace is a secure intranet site).
- Julie will review and decide if the PMO standard status report will be added to QuickPlace.
- Handout: what our newsletter will look like including an article on what is coming next. Primary audience is agency technical staff but will be distributed to PIOs for appropriate internal agency distribution. The newsletter will also be posted in the CNIC library. Please send comments to Raelynn.

### **3. Develop list of future agenda items / strategies – Dennis Green**

- Dennis – CNIC bookmark would be a helpful link on Oregon.gov.
- Raelynn – Suggests Peer minutes be posted to Web site.
- Brooke – Would like an easier way to find information.

- Raelynn – CIOs have been asked to distribute the listserv subscription to their staff once a month. Raelynn would like Peer members to send it out also. The listserv is the primary tool for communicating with agency staff.
- Shawn – The major complaint that he has heard this past month is the FAQ.
- Dennis – Has heard frustration expressed because the content is old and out of date.
- Julie – Importance on how to get to pages and what the content is.
- Shawn – Some people might be taking it upon themselves to decide that the staff might not need information. It is important to get all the information out.
- Dennis - Mission of this group is to disseminate the information to the audience.
- Shawn – His agency wide information has only had CNIC it in once.
- Raelynn - The newsletter is envisioned for the IT departments. Each Peer member is to send it out also.
- Julie - Wants to watch out for gaps in the distribution of information.
- Dennis – Wondered if work load could be shared through TeamSite.
- Raelynn - Verified that TeamSite does not allow for cross-agency content contribution, but IRMD has resources for the TeamSite process. She said she would draft a portal design for the next meeting.
- Shawn – Feels there’s a deficiency because information is not all in one place. All information should be done the same way. All agencies should be sharing the same information. Minutes are months out of date.
- Raelynn – There was one instance of delayed minutes – for the December Governing Board meeting. This was due to meeting cancellations.
- John – Cancelled work group meetings are common due to someone waiting to complete an action item.

Action item

Raelynn will draft portal design and bring back to next meeting for review.

**4. Discuss Project Office Invitation & Logistics - Julie Mallord**

Julie started the discussion by asking the group how the Project Office can improve. The common thread was that work group meetings are being held but the minutes are not readily available. Brooke asked if the meetings were being streamed. Julie does not want to stream the meetings because the candor of the meeting would be lost and she would have to hold a second meeting.

Peer members are welcome to attend the weekly meeting of the CNIC Project Office as observers. Meetings are held Wednesdays at 8 a.m. at the Salem Teleconferencing Center, Public Service Building basement.

**5. Other Issues – Dennis Green**

Rumors

1. The governor met with the 12 CNIC agency directors and the CIOs (separate meetings) and laid out 12 resignation letters and asked if everyone was “on board” with the CNIC project.
2. There is a “gag order” on CNIC all the way down to technical managers.

### Rumors cont'd

3. The state data center only has room/space for 80 staff; therefore only 80 staff will have jobs.
4. All staff will be hired in September 2005.

### Facility Construction

Raelynn – Is working with Facilities to coordinate a tour of the construction site to take place in a few weeks. She wants the Peer members to tour first. She is also planning a tour for technical staff.

### Human Resources Committee

Dennis – He received an e-mail from Curt Amo that the committee is not sure where it is going.

Julie – They may need to re-charter, there may also be an internal HR element that has to be resolved.

Brooke – Has served on the HR Committee. It stopped meeting because of bargaining process. They were waiting for the bargaining agreement to be signed.

Paula – Agreement was signed last Thursday. Special coalition will meet March 2 at 1:30. There will be other issues that will come up and have to be bargained for such as shift bidding etc.

### Technical Work Groups

There was a discussion about the meeting minutes from technical work groups:

Shawn - Meeting minutes should reflect true information that is taking place. There is concern that items brought up in meetings are not being reflected in the minutes.

John – Shared some excerpts written by a member of his group. This was to reinforce the discussion regarding accurate information in the minutes.

Shawn – Some minutes have never been approved and if they are wrong what do we do? Example would be a single source of information from these groups.

Brooke - Each agency has their own communications, my goal with this committee would be to have the same thing.

Shawn –Everyone has their own spin on the information. He suggested structured minute taking, using the same template, etc.

Brooke – Concerned with what the people think that come from the meeting not what the minutes say. Minutes are important because of the roundtable of information.

Shawn - tape recorder should be used for minutes. You are able to get accurate details.

### Action item

Raelynn will talk to Julie about the processes of the Project Office around minutes.

### Other Comments

Brooke – Everyone wants to know if they have a job.

Shawn – People are concerned about who is on the layoff list. Upper management shared the list with the staff and everyone was relieved to know the information.

Brooke – Everyone is excited about working on their projects and designing the network. The people you work with are important. Working with the group she is working with is more important than money. IT people are passionate about their jobs.

Raelynn – It is great that bargaining has been finalized; now we can share that information. Also, the data center director will be hired soon; after that the management team will be formed and we can move forward with sharing info about hiring staff.