



CNIC Peer Communications Group Meeting Minutes –September 9, 2005

Approved 9/23/05

Attendees: Paula Allen, Revenue; Shawn Dawson, ODOT; Wade Elkington, DOC; Wes Ford, DHS; Dennis Green, Employment; Raelynn Henson, CNIC Project Office; John Hubbard, DOC; Julie Mallord, CNIC Project Office; Bryan Nealy, CNIC Project Office; Mark Reyer, SDC Administrator; Dominic Rivera, DCBS.

Minutes by Cathy Hoffman, CNIC Project Office

The meeting was called to order at 10 a.m. and introductions were given.

Open Forum with Mark Reyer

Mark Reyer, SDC Administrator, expressed his appreciation for the opportunity to address the Peer Communications Group and indicated a desire to participate in future meetings. The purpose of this meeting is to answer questions that are currently being asked.

Action: Mark Reyer is to be included on the Peer Communications e-mails.

What do you consider the top priority regarding the State Data Center?

One: That people are treated fairly and feel comfortable working at the data center. There are 12 agencies coming together bringing different cultures. It will take an effort to get to know the people, adjust to different ways of doing business, and recognize different styles. It is understood that some people have been in their agencies for many years and sometimes it will be easy to say "I don't know why they do it that way." We need to be cognizant of that and work to evolve into a new culture as a team.

Two: Consciousness of customer service. The data center will be under a microscope with regard to the relationship with the customer. It doesn't mean that customer service will be harder than it is today; it means that it is important to handle it with professionalism and respect. It is necessary to demonstrate to the customer that the data center cares about the customer's issue.

What is your philosophy on bringing over identified staff as "fractionals"?

On day one, every in-scope employee should be moved to the data center, even the fractional positions. They will continue to do the same job while there. Over time, it will be the decision of the fractional employee to go back to the agency or stay at the data center. Depending on that decision, cross training will need to be provided. If it is the decision of the fractional employee to return to the agency, then the length of time they are at the data center depends on how quickly they can provide the cross training.

There have been questions that if only 2-10% of a person's position is in-scope, why should they be moved to the data center?

It is known that the in-scope positions were identified in some cases with position descriptions that are not up to date. People know what they do and if their position does not include system support they should be able to return to the agency. It is important to have the applications and the systems near the machines. We know there will be some issues to work out on this.

Do the changes you are initiating place the project time table back?

It does, but only by a few weeks. However, it will shorten significantly the end result of a consolidated, well-run data center down the road. There was not a sense from the technical people that they could buy- in and take ownership of the implementation plans. Implementation teams have been established that are to be headed by agency technical people since they are in the best position to know how to operate the systems.

A diagram was presented to show the structure of the implementation teams and how they will work with the Enterprise Review Board. The implementation teams will report project management progress and status to the Project Office. The managers of the teams will also be responsible for presenting plans to the Steering Committee. They are being asked to develop staffing plans (operational and transitional), financial plans, and technical plans. If the groups report that it will take "X" number of people to run the data center and the number is different than what was approved in the budget, Mark and the DAS



Director will take those findings to the Legislature. The information will not be based on a model or industry best practices; it will be based on the knowledge of the uniqueness of the environment.

Action: The implementation teams diagram is to be sent to the Peer Communications Group.

Definition of scope was addressed. Mark talked about the Scope Matrix being developed to provide details of what services are provided. He asked for input from the members.

Action: Mark Reyer is to e-mail the scope matrix to the members of the Peer Communications Group. [Note: This action was revised on 9/23/05; a member of the Project Office will be requested to bring the document to a future meeting for explanation.]

Mark stated that part of the concept of providing excellent customer service is: document all requests; and follow up all requests with the understanding of what the request is and when a resolution can be expected. Most customers are satisfied if you deliver what you say you will, in the time frame you tell them. When a customer requests an out of scope service, they need to know up front that it is out of scope. They should know: it can't be done; it can be done at an additional cost; or it can be done one time at no cost. It is important to tell them the service is out of scope so it does not become "implied" in-scope.

There will be "account planners" at the data center and they will be assigned to work with each agency or a number of agencies. It will be their responsibility to plan for capacity, new equipment requests, changes of cost, and similar business items. This is an important role to help ensure the balance between becoming too bureaucratic or too out of control.

In regard to existing customers, they will have expectations that the service will meet or exceed what they currently receive. The service had better be delivered within the timeframe they are used to. Service levels are not currently in writing and are based on relationship. There will be instances where an issue might have been forgivable in the past but not when the service is coming from the data center. That is expected and that is why it is better to formalize the relationships.

There is concern that the needs of the project have not been met in terms of technical detail. To do the planning, the scope needs to be frozen.

There is agreement with the need to freeze the scope. Mark indicated he has asked for more scope details and not additions to the scope. Discussion ensued.

Something that will help is to receive consistent written communication from Mark Reyer to include: where the project is, where it is going, how he feels about certain issues.

Mark agreed that he should be doing this and will work with Raelynn. He also stated that he will make himself available to meet with anyone that wants to meet.

How do you see the culture of the data center?

It is too soon to answer this.

What is the role of Accenture now?

They have good technical people that are available to provide expertise. They are available and have the resources to do research and do the leg work that needs to be done. They provide consulting activities at the direction of the state.

Do you have any idea what you are going to do with all the people that are planned to be moved to the data center for the transitional phase?

Moves will be planned and the details worked out.

Review/Approve Minutes

The minutes of the August 26 meeting were accepted as printed.

The meeting adjourned at 11:05 a.m.