



CNIC Peer Communications Group Meeting Minutes – November 4, 2005

Approved 11/18/05

Attendees: Paula Allen, DOR; Brooke Cramer, DAS; Dennis Green, Employment; Raelynn Henson, CNIC Project Office; John Hubbard, DOC; Dominic Rivera, DCBS.

Guests: Wade Elkington, DOC; Bob Leveaux, ODOT; Lisa Renner, Employment; Mark Reyer, SDC.
Minutes by Cathy Hoffman, CNIC Project Office

The meeting was called to order at 10:05 a.m.

Review Minutes

Dennis requested that the October 21 minutes be amended in the Labor Management Update portion to rephrase the sentence addressing the issue of affected staff potentially being put on the special recall list.

The minutes were accepted as amended.

SDC Services Scope Matrix

Mark Reyer presented the SDC Services Scope Matrix explaining that it is a detailed, itemized task list of what the agencies and the SDC are responsible for. It has already been pointed out that the list is too broad in some instances.

Maintenance of the matrix will be taken over by Bryan Nealy. If there is something specific to an agency that needs to be added or changed, it should be forwarded to Bryan. In addition to the matrix, there is a service catalog. It is recognized that every agency is unique and it is necessary to outline how services will be provided specific to each agency. There was a discussion of *what* services are provided and *how* services are provided. It is important that each agency is treated as a separate customer of the SDC. There was discussion of terminology and it was requested that a glossary of terms be developed so that everyone begins using the same terminology. The original intent is to have a service catalog that outlines what will be offered and have service level agreements with each agency. There needs to be a definition of how they will interface with the SDC.

Clarification was requested regarding Page 8, line 5. Following the task is a statement, "This depends on if an agency has requested application DBA services." It was reported that it means if an agency wants the systems people to do this task, the agency must tell the SDC. Otherwise it defaults to the agency. It was requested that the statement be reworded so the intent is clear.

The task *Manage DNS* on Page 12, Section 24, Line 3, was discussed. Some agencies have computers (kiosks) for public use that are restricted to job related sites. There was concern whether agencies will still be able to maintain those and Mark indicated they would.

The issue of Identity and Access Management was brought up and it was reported that is handled in the Security Office. There was discussion of managing and restricting resources inside the SDC; network access control; and managing kiosks used by the public.

There was discussion of application levels, systems levels, and network interfacing. There will be a process to interface with every area and test the network to identify and work through issues. Right now it is not an issue because the network is not consolidated. Mark reported he will be hiring an account planning team that will be dedicated to serving the agencies.

The scope matrix is anticipated to be final during the first quarter of 2006. Bryan will work with each agency and recommended amendments to the scope matrix will be presented to the Steering Committee.

The account planning team is anticipated to be hired during the first quarter. The positions do not currently exist. They will be new functions and will be permanent positions. Discussion of how the positions will be posted and filled was deferred because Jerry Korson was not present.



There was discussion of the network connection at the SDC. A team of rotational staff is in place at the data center to get the network established and to consolidate connectivity so the 12 agencies can be managed from the SDC. There was discussion of how the people were selected and why other agency personnel are not at the SDC yet. Mark indicated that in the future he would try to send explanatory messages regarding this type of situation to the listserv.

Labor Update

Dennis addressed the question presented at the All Hands meeting regarding the determination that the SDC would be represented by a union. He distributed a copy of a letter from the two unions to the Governor's Office recommending that the SDC be represented by the union with the largest number of members (which in this case was SEIU). There was discussion of whether there is an opportunity to change the SDC to non-union at some point if the employees decide to vote on it. There is a process by which an agency can desert from Union representation (refer to the Employment Relations Board).

The timeline was requested for hiring for the different functions. Network and security should be hired in the first quarter of 2006; there is currently a few staff on temporary rotation for consolidation of the network. Mainframe, storage, tape, and operations are anticipated to be hired in the first and second quarters of 2006. If rotations are needed for those functions, they will likely be sometime in the first quarter. It is the goal to have servers in by the end of 2006, but some may not be in until 2007. Mark indicated it is his desire to have hiring done by the fourth quarter of 2006.

The meeting adjourned at 11:15 a.m.