



## CNIC Steering Committee – Meeting Minutes - Date: March 20, 2006

The CNIC Steering Committee met at the Executive Building in Conference Room B.

Committee members or designee present: Dan Adelman, Ben Berry, Bill Carpenter, Bill Crowell, John Koreski, Stan McClain, Kathryn Naugle, Jill Petersen, Herb Riley, Baron Rodriguez, David Yandell, Mike Zanon.

Governing Board representatives present: Kris Kautz, Mike Marsh, Peter Spirup.

Others Present: Rod Bailey, Julie Bozzi, Mike Dawson, Kari Ensminger, Raelynn Henson, Dave Howard, Gary Johnson, Keith Kohan, Jerry Korson, Claudia Light, Sarah Miller, Bryan Nealy, Lisa Renner, Mark Reyer, Randy Whitehouse.

### Review/Approval of Minutes, Action Items, Standing Items

Ben Berry asked for a round robin of introductions as there are now Governing Board representatives joining this meeting on a regular basis.

Motion: Stan McClain moved to approve the February 6 minutes. Dan Adelman seconded. The motion carried.

#### Action Items from December 5 were reviewed for open items:

Action 1: “SDC Dispatching” will be added to the next Steering Committee agenda; closed.

Action 2: CIOs will ensure that their non-financial regulatory requirements are sent to the PO by December 19. Ben recommended closing this with the understanding the CIOs have an ongoing responsibility to report regulatory requirements; closed.

#### Action Items from February 6 were reviewed for open items:

Action 1: Bryan Nealy will forward the application inventory template to the CIOs for purposes of information sharing; instead, a face-to-face meeting

has been set up to introduce the migration planning packet; closed.

Action 2: The HR Q&A write-up will be distributed to the in-scope staff with a copy to the Steering Committee; closed.

Action 3: Ben Berry will arrange a conference call with Rick Jacobsen to discuss county participation; pending. Ben will contact Rick today.

Action 4: Mark Reyer will follow-up to ensure that there is no anticipated delay in response once all networks and equipment are running from the SDC; application performance testing still needs to happen for the Employment office building. For all other agencies, there is an added segment that they currently have to go through before a signal gets back to their offices. This means that response time should be quicker once servers are moved to the SDC. The added segment will be eliminated from network infrastructure; closed-see Action 1.

**Action 1:** Network performance and testing processes should become an agenda item for next month.

Action 5: Julie Bozzi will follow-up on network performance testing processes; closed-see Action 1.

Action 6: Julie Bozzi will oversee the creation of a standards document that encompasses all standards for agencies to use in making procurement decisions during the transition period; a draft will be available this Friday and Julie will send it to the committee; pending.

Action 7: The CIOs will review Dave Howard’s “Production Control” document and send him feedback before the next Steering Committee meeting; closed.

Action 8: Jerry Korson will set-up an HR meeting for in-scope staff with the nine agencies; closed.

Action 9: The CIOs of DAS, DHS, OED and ODOT will address the run book issue and report back to Julie Bozzi before the next Steering Committee meeting; the agency teams have responded and



Bryan Nealy is working on a run book template to distribute back to agencies. Run books will be required before any one agency's stabilization period can end; closed.

### **HR Update**

Representatives from the Governing Board are going to begin meeting with the HR group.

The E-board letter expands the number of positions needed to operate the SDC. Meetings are taking place to understand how this will affect recruiting. The HR office will be ready to post jobs the week after E-board hoping that the proposal is approved. The E-board letter has not been distributed yet. The information that interests most people is included in the communication that was sent out from Lindsay Ball.

An online tool is being created for in-scope staff to use in order to help the SDC better understand the skill sets that exist amongst them. This does not have anything to do with recruiting – it is to inform the SDC management of the inventory of IT skills across the 12 agencies.

The union has asked for another update and that will happen in the next week. Server position descriptions are almost complete. All positions, including those for server, will be posted at the same time. There will be an organizational chart available to show how many positions are available and at what levels in each category.

There was a discussion about the in-scope list. It is imperative that the list be finalized to ensure that recruiting can move forward after the E-board. The original list contained 155 positions; the December budget review increased the number to 166.

**Action 2:** The Governing Board representatives will follow-up on how and when the in-scope list gets reconciled and finalized.

Jerry does not believe that any changes can be made to the original 155 before the E-board. He refers specifically to the positions and not the staff. The unresolved issue of print also has to be decided before the in-scope list can be finalized.

**Action 3:** Julie will follow up with agencies that have mainframe print needs.

There was further discussion about employees reporting their skills. Stan McClain wanted to address the timing of the request. He suggested it might be more prudent to send it after the hiring process. Ben noted that there is a DAS survey about to go out for purposes of addressing training; perhaps the two could be done together. Mark Reyer noted that one reason for doing the skills survey ahead of hiring is to understand the skills needed in the data center and in what quantity. Jill suggested doing the survey without the use of names. Dave Howard confirmed that this could be done. Dan Adelman suggested that it should go to IT staff in all 12 agencies and not be limited to the in-scope list. This will help ensure accuracy especially in light of fractional FTE in many agencies.

The discussion returned to positions-budgets. Mike Zanon asked for confirmation that when the 2005-07 agency budgets were approved, the in-scope positions were eliminated from the budget by the end of that biennium. This would mean that if any of the original 155 positions need to be added back, the agency would be required to submit a POP to get the position back for the 2007-09 biennium. This was confirmed.

### **Agency Move Scorecards**

Sarah Miller introduced herself as the agency migration lead project manager for the CNIC project. She distributed agency move scorecards for ODOT, DHS and DAS.

Updates as of last Friday:

- Two successful pilot moves were executed (DAS with 18 servers, DHS with 8).
- The SDC is putting together a formal "receiving team" for all future moves.

Procurements:

- The ATL is installed and will be ready for production tomorrow morning.
- The disc contract was signed and delivery is expected before March 31.



The scorecard is a tool to communicate migration planning and execution progress. The layout of the scorecard includes:

- A column for each agency's move activities
- Planning activities and pilot activities
- Wave activities.

The colors represent the following:

- Green = on schedule
- Yellow = due within the next week
- Red = past due.

The scorecard also shows where responsibility lies for each activity (i.e. with the agency, with the PO, etc.). There are very detailed scorecards that get reviewed once a week with the CIOs of the currently moving agencies. There is a separate scorecard for enterprise applications. Once those activities come into play, some of those tasks will show up on the overall scorecard. The Steering Committee will get updated at every meeting. Ben asked if this could be posted on a Web site for everyone to reference.

**Action 4:** Sarah will work with Raelynn Henson to post the scorecard on the CNIC Web site.

By close of business today an agency migration schedule will be completed. This is comprised of all the waves that are being scheduled by the first three agencies. Any changes to this schedule will go through a formal change request process.

The other nine agencies: Project managers have been identified for each agency. The project office is working to find move coordinator options (for the first three agencies this is currently being accomplished by Accenture). In April there will be kick-off meetings to which each agency may send whomever they deem appropriate. Sarah will bring any inventory information that the PO has for each agency. An iSeries meeting is taking place tomorrow.

Ben noted that he had Sarah and the SDC team visit with his agency. ODOT found that meeting to be very useful. He suggested that the other nine agencies might benefit from similar meetings.

### Quality Assurance Report

There is no report to share today.

**Action 5:** Ken Disbrow will have the current report routed to the Steering Committee.

### Accounting Work Group Asset Transfer Recommendation

Keith Kohan addressed the committee in Tami Dohrman's absence. After a great deal of deliberation, the Accounting Workgroup is recommending the following:

- All agencies should transfer assets to the SDC at book value (the original purchase price less depreciation at the time of transfer). The agency will not receive payment or credit for these assets. There is a caveat for addressing special needs (such as ODOT assets). There are plans for working through the special cases.

Bill Crowell wanted to table this approval until the CIOs can discuss the recommendation with their finance people.

**Action 6:** This will be put back on the next Steering Committee meeting agenda and will be added to the Governing Board meeting agenda for next week.

### Remote Dispatching/Communications

Dave Howard distributed a presentation about how remote servers will be supported post-migration. The intent has been to continue using agency field staff for hands-on support. Most administration can be done at the SDC. One of the issues Dave experienced at ODOT was that there is not an on-site technician at every remote location. Continued utilization of the agency helpdesks will be needed to help manage these locations. Hardware support vendors will also come into play. There will need to be an office contact for each site in order to facilitate approvals of work that needs to be done, etc. There is also a plan to utilize technicians of other agencies to support each other. The intent is to continue using the existing processes that are in place. This issue will continue to be evaluated over time.

Slide 7: A number of typical examples of things that may happen and how they will be handled are



included on this slide. Dave walked the committee through some of the examples. The intent is to minimize the impact on field staff while using a solution that makes sense for everyone.

There is a workflow chart (last slide) to provide an understanding of how the agency staff and SDC will work together. This has already been communicated at DAS, DHS, ODOT and Corrections. This will be refined to include all of the 12 agencies in the future. Ultimately this will be a discussion to be had with each agency individually. Dave believes that there are some grey areas in the concept of middleware that still need to be fleshed out. Though the people doing remote work may not be in-scope, some of the remote access activities are. How will this be reconciled? The intent is that the people who already do this work will continue to do it. This was set up as a follow-on initiative to be addressed later. Bill Crowell noted that DHS is more than happy to discuss sharing remote service delivery staff.

#### **Individual/Organizational Change Management**

It has been about a year since this group was formed. Through Claudia's leadership, she and Stan created this core group of representatives from various agencies. They have been following a structured methodology for how to lead people through this kind of organizational change. Right now the workgroup is creating a presentation to give to the SDC management on cultural enablement for the staff moving into the SDC. This is also the right time to transition change management follow-up to SDC management.

This team's charter has been extended twice and will be up again by the end of March. Another outstanding item is conducting a third change readiness survey. Claudia asked the committee for feedback on whether it wants the team to follow-up on a survey, the timing of it, or if the workgroup should hand it off to another group or the SDC managers.

Ben believes that the current team should do the next survey and that it should be done after the next E-board meeting. He also believes that could be the right time to transition this to the SDC.

Stan suggested that this group should extend through the end of April. Bill Crowell proposed having the group work through the end of the first round of agency migrations so that they can also do lessons learned. Dan Adelman agreed. There was a discussion of the resource constraints facing workgroup members. John Koreski wanted to better understand the work requirements that would extend beyond the end of this month. Claudia responded that the majority of the work that was done before was done by Accenture staff who are no longer available. Five people currently sit on the change management workgroup. Ben asked if there were any other agencies willing to take this group on through the end of July and there was no reply.

Mark Reyer noted that if a third readiness survey is conducted, the questions should be reviewed and possibly refreshed.

There were unanswered questions about doing a third survey. Many people may not be willing to answer the same questions again.

Motion: Stan McClain moved to continue the workgroup's charter through the end of April. Bill Crowell seconded. The motion passed.

Decision: The Steering Committee wants another survey to be done by the change management workgroup.

#### **Emphasis on Communications to Business During the Transition**

Ben Berry wanted an opportunity to express his concerns around whether or not agencies are adequately communicating about their migrations with their customers. He then spent some time talking about the steps he is taking at ODOT to ensure successful communication.

Some of these steps include:

- Briefing customers on the progress of the Steering Committee.
- Briefing customers on the impacts of the moves.
- Expressing to all involved that production always come first.



- Positioning his customers and IT managers to understand that the CNIC project work is taking the priority right now.
- Creating a presentation using much of the information that Sarah Miller has provided to demonstrate the overall approach and calendar of the migration.

**Next Meeting:** Monday, April 3, 2006  
Executive Building (DAS West)  
Conference Room B  
1 to 3 p.m.

Ben suggested that each of the agencies do something similar. Stan McClain reported that Revenue has appointed one member of its executive management team to be the CNIC project customer liaison. This has proven to be helpful. Bill Crowell noted that a critical aspect for DHS is to make sure that the information is getting pushed down to the staff actually maintaining the systems, etc. Jill noted that as a DAS customer, she has not received much detailed information. Sarah reiterated that the wave schedule is being finalized today. Agencies could then add detail to this schedule to distribute to customers.

#### **Comments and CIO Assistance**

Mark congratulated Sarah and the agency staff for their work to date. Ben Berry congratulated the CIOs for helping to get Lindsay Ball's assignment completed for the E-board letter.

#### **Additional Discussion/Roundtable/Rumor Control**

Stan McClain noted that the state will have representatives attending the Federal Requirement Conference.

There was a rumor at Revenue that only Microsoft servers are in-scope.

A transition agreement will be done with each agency before they begin their migrations. Formal service level agreements will be put in place during an agency's stabilization period.

There was a discussion about things agencies can do to prevent staff from being laid off or to support them if layoff is unavoidable.

The meeting adjourned at 2:45 p.m.