



CNIC Steering Committee – Meeting Minutes - Date: May 8, 2006

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

Committee members or designee present: Dan Adelman, Curt Amo, Ben Berry, Bill Carpenter, Bruce Craig, Bill Crowell, Sandy Jefferson, Gary Johnson, John Koreski, Stan McClain, Baron Rodriquez, Mike Zanon.

Governing Board representatives present: Kris Kautz, Mike Marsh.

Others Present: Rob Bailey, Julie Bozzi, Mike Dawson, Ken Disbrow, Kari Ensminger, Raelynn Henson, Barbara Jensen, Keith Kohan, Jerry Korson, Claudia Light, Theresa Masse, Margaret McDowell, Sarah Miller, Lisa Renner, Mark Reyer, Jeff Smith.

Review/Approval of Minutes, Action Items, Standing Items

Motion: Bill Carpenter moved to approve the April 24 minutes; Curt Amo seconded. The motion carried.

Action Items from April 3 were reviewed for open items:

Action 5: CIOs should send any disaster recovery contracts and plans to the Project Office as soon as possible; DAS and DHS still have not submitted their disaster recovery contracts and no plans have been submitted. For ODOT, Ben Berry has submitted both the ODOT Sungard DR Contract and the ODOT Disaster Recovery Plan (Emergency Operations Plan). Baron Rodriquez noted that an enterprise BCP effort is going on now so most of the agencies are probably “in process.” This action item will be postponed.

Action Items from April 10 were reviewed for open items:

Action 2: Sarah Miller will bring a lessons learned summary for future migrating agencies in a few weeks; closed.

Action Items from April 24 were reviewed for open items:

Action 1: In four weeks, Mark will report back to the Steering Committee on his findings regarding disaster recovery; pending.

Action 2: Any CIO wanting staff to participate on interview panels should send participant names to Julie Bozzi ASAP; Julie has received some; closed.

Action 3: Barbara Jensen will add the applications sign-off task to the scorecard; closed.

Action 4: Julie will update and distribute the functional organization chart that was created some months ago; this was sent to Mark Reyer for review first as he had not seen it; pending.

Action 5: SDC and Agency Budgets Report will be added to the next Steering Committee agenda and quarterly thereafter; this is on the May 22 agenda; Keith Kohan has requested that this report include what the SDC has spent and its relationship to what agencies have contributed; closed.

Action 6: Mark Reyer will communicate to the agencies a proposed rate model; pending.

Barry Nathan (ODOT) and Mark are putting a presentation together. Mark noted that 07-09 will be based on existing budgets as there will be no usage data available with which to set rates. Kris Kautz presented a handout of 07-09 estimates as requested at the last Steering Committee meeting. This is based on a total budget of \$112.8 million for the SDC for 07-09. It is an estimate done via allocation based on the share percentages used for the \$13.8 estimation. It does not account for Employment’s issue (a double count) but does include the deficit of \$13.8 million. Rates will not be available before 07-09 but the model and methodology that the committee already approved will be shared again. Mark stated that the DVS budget became part of the SDC a few months ago as did GGDC last week. Their existing rates and methodology will continue. This will have to be backed out of the allocation. Bill Crowell brought up the DHS-OED arrangement (DHS currently bills Employment \$3.2 million for services rendered).



This will need to be reconciled. The finance committee is addressing these issues and will return to Steering Committee for discussion.

Action 1: Kris Kautz will confirm that the share percentages used for this estimation were the same as those used for the \$13.8 million estimation.

Action 2: Julie Bozzi will redistribute the rate methodology that was previously approved by the Steering Committee.

Action 7: Kris Kautz will work with Elizabeth Harchenko to define how the \$13.8 million deficit comes in to play and will report back in a few weeks; closed. There was some clarification about the mandatory 10% reduction exercise. The SDC will have to come up with a 10% reduction budget but agencies do not account for that in their 10% reductions.

Action 3: Kris will follow-up on how to do an assessment without limitation.

Action 8: Mike and Kris will work together on the print issue; pending. Kris is not aware of a way to remove the print positions included in the SDC budget. Unfortunately, the print positions are phasing out and there is still a need for a print function. Phyllis Michael is creating print plant positions for 07-09 to account for the increase in mainframe print workload. In essence, the cost of print for ODOT and DHS doubles. There was discussion as to whether or not print really is in scope. If the agencies are already paying the SDC for print services (because financing for print staff is transferring to the SDC) and the SDC doesn't do print, shouldn't the SDC pay the print plant rather than having agencies pay a second time?

Action 4: Ben Berry, Bill Crowell, Kris Kautz and Mike Zanon will meet to reconcile print issues.

Department of Revenue process for evaluating applications on the new network

This will be postponed to the next meeting.

Lindsay Ball's Presentation at the CIO Council

The following questions and points were captured during the discussion:

- Are the CIOs aligned with the agency directors?
- Are we ready for the next enterprise project? Lindsay said that we need to cue up another project before the end of the biennium.
- CNIC challenged the credibility of the agency IT functions.
- Why are the state IT groups doing so much IT contracting?
- Are the CIOs complacent in delivering technology to the agencies?
- How will success of the CNIC project be defined?

The project has an obligation to frame the outcomes that will be used to measure success. This should be added to future agenda items. A fact based discussion needs to happen to recognize those things that did not go well, why they did not go well and what can be done to prevent similar situations during future initiatives. The enterprise wide initiative discussion was not limited to the SDC. There are opportunities to consolidate other business functions.

The priority should be to first address common applications across the state such as e-mail consolidation. E-mail consolidation is one that this group can begin to address quickly and should be high on the priority list. A list of potential initiatives was distributed by the Governor's Committee on Government Efficiency and Accountability and it included e-mail consolidation.

The following questions were posed:

- Does this group want to move up the "future opportunities" discussion?
- Should a subcommittee be formed?
- Should this committee be dissolved as it is a project based committee?
- Should the Governing Board of the CNIC project become an overall (enterprise) Governance Board?

It was noted that the reason for waiting until September to have the future opportunities discussion was to first accomplish stabilization of the big three agencies. The Steering Committee



needs to have a hand in creating the business cases associated with future opportunities. Forming a subcommittee to accomplish this task will need further discussion. When discussing other initiatives it will be important to identify and invite the right stakeholders to the table. All project ideas need to be vetted within one group. This group is likely the CIO Council.

Some reasons IT does contracting:

- Because they don't have enough FTE to accomplish business workload
- There may be specialized expertise that is needed on a one off basis
- Federal and state mandated projects that must be done but for which there are not enough resources available.

Mark Reyer stated that Lindsay was likely referring to contracting in which a vendor is hired to run an entire project. He suggested that the state does not have the best track record for managing vendor contracts.

Decision: "Other Enterprise Initiatives" will be put back on the agenda in one month's time. This is a CIO Council Action Item.

Quality Assurance Review

Ken Disbrow distributed the latest QA report. One risk identified on the last report pertained to agencies having resource constraints. This has been discussed and addressed. There are no new risks. Some agencies have concerns about SDC readiness and contingency planning. QA does not yet fully understand this concern but chose to bring it to the committee's attention given the rapid and ongoing migration schedule. More work will be done to understand this issue.

Enterprise Security Office Report

Theresa Masse presented an update of the Enterprise Security Office (ESO) business plan. The enterprise security office is actively involved in several projects. Their mission statement, goals, etc. have all been included in the report for the CIOs to read at their leisure. Some of the more important points in the report include the following:

- Security needs to be aligned with agency guidelines and procedures

- Work is being done to monitor and ensure the effectiveness of mitigating risks and implementing safeguards
- ESO is working to establish the right security environment throughout the state including an advisory board for the purpose of reducing risk exposure (this is currently under consideration by the director's office)
- DAS is providing a single point of security for the state
- Identity and Access Management is one of the biggest ESO initiatives. It had been put on hold because the state was not able to come to an agreement with Accenture on extension of its contract last December. A new contract with KPMG is currently being negotiated.

ESO is working to baseline processes and policies already in place at the agency level so that they can begin to evaluate what will work best overall. Agencies will have input in this discussion. An RFP is on the street asking vendors how they would approach an Information Screening and Business Assessment.

Theresa discussed the various house bills that ESO is addressing to ensure compliance. Some work is being done to provide security training on various topics. \$7.2 million has been dedicated to completing ESO projects initiated in last biennium.

John Koreski wanted to understand how access management plans that DOC is creating will be implemented. Theresa said that most of these kinds of discussions will happen between the agencies and the SDC. ESO will be an available resource to both.

Training will be provided for agency staff regarding implementation of the Identity and Access Management solution at the appropriate time.

Action 5: Theresa will send any "future opportunities" discussion items to Stan McClain.

Human Resources

Jerry Korson presented an update on the SDC hiring process. Twelve individuals from the in-scope list chose not to apply for SDC positions and they



have been contacted to confirm that they do not desire to apply. There is at least one applicant for every position and a second round of hiring is not anticipated yet. Minimum qualifications are currently being reviewed. All applicants will be notified by the end of this week of the jobs for which they meet the minimum qualifications. Interviews are currently scheduled to begin May 22. This process will extend into June. An interview schedule is not yet solidified. All of the in-scope staff will receive an update later today. HR representatives from each agency will be onsite during interviews. Employee records will not be considered as a routine element in the hiring process as the same information is not available for each applicant (although records could come into play if needed). Jerry reaffirmed the difference between an employee's hire date and their "report to" or "effective" date. At the point an individual is needed to report to the SDC, financial responsibility moves from the agency to the SDC. Mark Reyer foresees most effective dates to fall within the first half of an agency's 90 day stabilization period.

Jerry Korson will be working to understand how reference checks are handled within the agency HR departments. Calls on references will be handled according to those policies.

A post hire strategy is being developed to help those who are not hired by the SDC and who do not have other options within the state (e.g. bumping rights).

Agency Move Scorecard Update and Lessons Learned

Sarah Miller distributed the most current agency migration scorecard. There are 270 servers currently located at the SDC. Housing is the first agency to be completely moved. The new z990 is being powered up today. Tape migrations are complete for DAS and ODOT, and 100% complete for two types of tape at DHS. Discussions have been held to discuss DAS' special network issues.

Move coordinators have now been assigned for each agency and include Patti Newel, Brian Sipe and Barbara Jensen. All red and yellow outstanding items on this week's scorecard have already been resolved.

Lessons Learned

- Documentation in the move binders must be complete and correct. It is up to agency staff to ensure that this information is correct. Inventory correctness is the most important aspect.
- Network planning sessions need to begin happening including SDC and agency network staff. There have been disagreements between network and applications staff that have lead to some issues.
- An SDC network representative and operations representative need to be onsite during moves.
- Agency staff members are encouraged to verify and be a part of provisioning on the raised floor.
- Planning sessions with the move coordinators and agency staff are a key to produce effective wave binders. (These binders can exceed 100 pages of documentation.)
- An agency project manager or business representative needs to be available for planning sessions.
- Early and constant communication is a key in lowering risks overall.
- Decision makers for each stage of migration must be clearly identified.
- Partnership between the agencies and the SDC is important in order to negotiate important issues.
- Celebrating successes early is important to maintain morale and motivation amongst those who are putting in a lot of time and energy above and beyond their normal duties.

Asset Management Procedures

Ben Berry presented the policy and proposed process-procedure. The asset transfer policy was reviewed and approved by the Steering Committee previously. ODOT has reached agreement with DAS for a separate process as federal regulations prohibited them from the general policy. A Remedy Enterprise Asset Management database will be set



up at the SDC. Once an asset is moved to the SDC, a review of the value will be done and recorded in the database. There are 351 different fields that the database can accommodate. The SDC will choose those that best apply.

Comments and CIO Assistance

Mark Reyer noted that the transition is going very well. Everyone is working very well together - the Project Office teams, SDC team, Accenture team and agency teams. He has never seen a transition go this well. The relationships being developed across agencies are extremely valuable.

Additional Discussion/Roundtable/Rumor Control

This was deferred for lack of time.

Next Meeting: Monday, May 22, 2006
1 to 3 p.m.