



CNIC Steering Committee – Meeting Minutes - Date: May 22, 2006

The CNIC Steering Committee met at the State Data Center, Conference Room 104.

Committee members or designee present: Dan Adelman, Ben Berry, Bill Carpenter, Bill Crowell, Sandy Jefferson, John Koreski, John Margaronis, Stan McClain, Kathryn Naugle, Herb Riley, David Yandell, Mike Zanon.

Governing Board representatives present: Kris Kautz, Mike Marsh.

Others Present: Rob Bailey, Julie Bozzi, James Brand, Kate Coffey, Mike Dawson, Kari Ensminger, Scott Harra, Raelynn Henson, Barbara Jensen, Keith Kohan, Jerry Korson, Claudia Light, Peter Lundberg, Amy McLaughlin, Sarah Miller, Barry Nathan, Lisa Renner, Mark Reyer, Jeff Smith, Margaret Taylor, Desi Villaescusa.

Review/Approval of Minutes, Action Items, Standing Items

Ben Berry requested a round table of introductions.

Agenda item “SDC Financial Condition Quarterly Update” will be moved to a future agenda.

Motion: Bill Carpenter moved to approve the May 8 minutes as submitted. Stan McClain seconded. The motion carried.

Action Items from April 24 were reviewed for open items:

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 as he had not seen it. He will forward this on to the committee; closed.

Action 6: Mark Reyer will communicate to the agencies a proposed rate model; closed. Mark believed this item was to be tabled for the time being and that it would be brought back via the Finance Workgroup at the appropriate time.

Action Items from May 8 were reviewed for open items:

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; closed. Kris instructed members to disregard the information distributed at the May 8 meeting and use the information in the price list for 07-09. More information will be available at a later time. The Finance Workgroup will return with information at the appropriate time.

Action 2: Julie Bozzi will redistribute the model that was previously approved by the Steering Committee; closed.

Action 3: Kris will follow-up on how to do an assessment without limitation; closed. This will be rolled into the Finance Workgroup findings.

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

Action 5: Theresa Masse will send any security “future opportunities” discussion candidates to Stan McClain; pending.

Department of Revenue process for evaluating applications on the new network

Amy McLaughlin and Desi Villaescusa of the Department of Revenue presented regarding the process Revenue has undertaken to benchmark how current applications run on Revenue’s existing network. Revenue currently has some very high speed internal transactions. The concern is that these transactions will not run as efficiently on the new network. There may also be some very “chatty” programs running on the network that may cause problems in the new environment. How to benchmark applications as they run now and test them against the new environment was of major concern to the agency’s business customers. Revenue has more than 94 custom developed applications.

The Revenue team has identified five benchmarking options as follows:

1. Do nothing (high risk of applications that will slow or fail after the move)



2. Stop-watch testing (there are many unknown variables)
3. Tool such as Solar Winds application to benchmark statistics (this only provides averages as it is a network tool not an application tool)
4. Capture packets and analyze manually (this gives very good per-application benchmarking and may provide possible solutions; however, it is time consuming and requires specialized training)
5. Tool designed specifically for application monitoring (very expensive).

Revenue is considering option four as it is the most cost effective way to achieve specific analysis. They view these benchmarks as invaluable. Revenue's current environment does not have any network delay save two field offices for which there is a considerable delay in data transfer. This is specific to internal traffic – none of which is currently routed through the SDC.

Stan McClain suggested that if it is worth the potential risk aversion to use option five, perhaps it could be used across state agencies. Mark Reyer noted that the SDC would most likely use an open source tool for this kind of testing/monitoring.

This issue came up at a county meeting during which concerns were expressed about the number of network hops. In actuality, there are fewer hops to pass through on the SDC network.

Action 1: Mark Reyer and Bill Crowell will work on some open source application benchmarking tool suggestions and will report back to the Steering Committee.

Agency Move Scorecard Update

Sarah Miller reported on the DHS/OED mainframe migration scheduled for this past weekend. Work was done as scheduled. On Sunday night the decision was made by the agencies to roll back to the existing environment and reschedule the move. Applications tests had been executed and all were successful except for communication with one device. Due diligence testing had been done, but the problem was not identified until the machine was powered down on Sunday. The business

impacts of this connectivity not being in place were too substantial to move forward and all applications were returned to their original environment by 10 p.m. Sunday night. Meetings are being held regarding the appropriate time to reschedule. All of the right experts are working on the connectivity problems and they are confident that an appropriate solution can be put in place soon. Sarah noted that the fall back plan worked very well. Bill Crowell stated that 99.9 percent of this move was a "go," but the risk of not having the last application (prescription drug) was too high. The box also houses other high visibility applications. As soon as the connectivity is resolved, the move will be easy and DHS will be ready for it.

Other migration updates: A substantial number of server moves have been executed since the last update. Mainframe tape migrations are complete save the open system tape migration from DHS.

Scorecards: The three red items on this week's scorecard have all been addressed and resolved. Work is being done with OED to prepare for two AIX servers moving on June 10. The project office will soon hold "meet and greet" sessions regarding migration with Department of Corrections, Education and Veterans' Affairs. A CNIC iSeries move coordinator has been identified and will help to coordinate moves for iSeries agencies. DAS and ODOT mainframe schedules are still on target.

Defining CNIC Success - What does it look like and how is it measured?

Ben Berry reported. One of the questions raised by members of the CIO Council and Lindsay Ball is, "What does CNIC success look like?" Ben Berry distributed a draft document to answer this question and noted that the Steering Committee can work together over the next few months to finalize it. John Koreski referenced the service catalog as another useful supporting document. There was some discussion about the definition of "out of scope."

Action 2: Julie Bozzi will follow up on a discussion of the DHS applications at the hospital.

Action 3: Raelynn Henson will post the scope exclusions document online.



Items that need to be changed, added or addressed:

- Add a bullet around cost in the context of existing service levels
- Counties and other business partners were identified as additional stakeholders
- This document is meant to reflect success and all language should support that point
- The wording around budgets/funding needs to be readdressed; Barry Nathan of the Finance Workgroup will be involved in reviewing that section
- "Network" and "security" are missing from the list
- Define the purpose of the document at the front end
- The transition into the next governing model needs to be addressed
- Other small edits pertaining to single word changes or the combining of concepts were made. (Ben noted all edits and will update the document accordingly.)

There was a note that the CNIC plan is to set strategy including that pertaining to infrastructure. Mark Reyer posed the question that if the SDC is responsible for meeting customer needs and reducing costs, should it not also be responsible for setting the architecture to meet those goals? DAS has been given the responsibility to make this project work. Perhaps the policy surrounding this responsibility should be addressed.

Action 4: Mike Zanon will work on the language of this portion of the document to see that it meets the policies and expectations pertaining to the responsible parties.

The purpose of this document is to address how to define success of the CNIC project. Once the Steering Committee has a final draft, it will be presented to the Governing Board for approval. There was some discussion as to whether or not legislators should have an opportunity to vet this document and what role this document will play in the future.

Finance Workgroup - Rates and Assessments 05-07 and 07-09

Scott Harra reported on behalf of the Finance Workgroup. Some of the issues being addressed:

- Reconciling the final in scope staff numbers as they pertain to budget. (Positions are not in discussion, only the budget aspect.)
- On June 15, SDC expenditures to date will be addressed and some funds may be returned to the agencies in order to reconcile a federal requirement regarding cash in possession. (However, the upcoming mainframe software bill (\$1.2-1.5 million) will have an effect on the amount of excess funds.)

Scott reaffirmed that rate information will not be available in time for the 07-09 budget preparation process. Agencies are to use the price list.

Scott asked for feedback on the best process to go through to ensure that the workgroup is working with the best in-scope budgetary information from each agency. There are several issues with DHS that the group is aware of; they need to know if there are similar issues at other agencies. (This includes information on services that one CNIC agency may be providing to another CNIC agency.) The plan is to sit down with each agency individually to review the information and clarify any questions. Those agencies that make up less than one percent of the SDC budget will not need to go through this review process unless they desire to do so. A certain amount of documentation will be necessary to ensure that everyone is in agreement. Reconciling what licenses exist and who is responsible (ownership) needs to happen, particularly as it pertains to mainframe licenses.

Action 5: CIOs should send any budget thoughts or comments to Scott Harra by the end of business tomorrow.

Human Resources

Jerry Korson reported that the recruitment selection process is underway. He distributed an org chart that notes all of the positions that were posted and the number of applicants that applied for each. The strategy is to do a first round of interviews for each person's first choice. Interviews will easily go into



the third week of June. Applicants seem to be aware of the lengthy process before them.

Comments and CIO Assistance

Mark Reyer has spoken with all of the managers about whether or not the right skill representation exists among the candidates. The one area that is lacking is in Novell skills.

Mark has reviewed the Sun Guard disaster recovery contract and is pleased with it. He now has a list of critical applications but is unsure whether the contract will cover all of them. A Sun Guard representative will be meeting with Mark to discuss this issue. Hardware will need to be updated. The disaster recovery list will need to be reviewed and finalized.

The IRS is coming to visit the SDC on May 31 as part of a DOJ child support security check. They will be coming to see the OED building, the print plant and the SDC to understand physical security, and IRS requirements around tape security. Dept. of Revenue should be onsite for this.

Remedy will be used for asset management. The SDC would like to wait until DAS, DHS and ODOT are moved in so that they can do a physical count and logical inventory of what is running on each server. Once this is done, it will be made available to others.

Additional Discussion/Roundtable/Rumor Control

Stan McClain attended a Gartner Spring Symposium in San Francisco last week. He gave the SDC a document entitled, "How to Demonstrate the Illusive Value of IT." Gartner is seeing many government consolidations and shared services strategies implemented all over the world. Some points that were made that Stan wanted to pass on included:

- Consolidation is top down
- Shared services is bottom up (when customers realize that they have too much of something)
- Government consolidation should start with data centers and help desk support
- Application consolidation should come later

- An individual should be put in charge and given accountability for the project.

Ben Berry addressed manager concerns he has been hearing regarding a second round of SDC hiring (which would be open to all staff in CNIC agencies). Bottom-line: Employees should not be held back, but given the go-ahead to apply for positions as they are eligible to do so.

Next Meeting: Monday, June 5, 2006
State Data Center
1 to 3 p.m.