

Minutes

Enterprise Technology Services

Customer Utility Board



Members:

- Kurtis Danka – Chair**
ODOT
- Scott Harra – Vice-Chair**
Treasury
- David Alamein**
OSP
- Larry Harker**
Local Gov't representative
- Jim Conlin**
Judicial Dept.
- MaryKay Dahlgreen**
State Library
- Brian Henson**
DPSST
- Kyle Knoll**
PERS
- Eric Moore**
DHS / OHA
- Jean Straight**
DCBS
- Satish Upadhyay**
Forestry
- Larry Warren**
Parks & Recreation

DAS Support Staff:

- Barry Pack**
Deputy COO
- Alex Pettit**
Chief Information Officer
- Tony Black**
ETS Administrator
- Janet Savarro**
DBS Administrator
- Leah Bingham**
DBS Analyst
- Debby Dyer**
Administrative Support

Meeting Date: November 25, 2015
Time: 2:30-4:30 p.m.
Location: Somerville Building | 775 Court St. NE
Attendees: Kurtis Danka (by teleconference), Larry Warren, Jean Straight, Satish Upadhyay, Brian Henson, David Alamein, Larry Harker, Jim Conlin (by teleconference), Eric Moore
DAS Support: Barry Pack, Tony Black, Leah Bingham, Ty Hendrix,
Guests: Lori Nordlien, Karen Johnson
Absent: Scott Harra, MaryKay Dahlgreen, Kyle Knoll

TOPIC	PRESENTER
Welcome	Larry Warren
Minutes review - approved Action Item review - completed	
Customer Service - Satisfaction Survey Results	Ty Hendrix
<ul style="list-style-type: none"> ❖ 9 of 12 members participated – 75% <ul style="list-style-type: none"> ◦ What's been working well? We've had plenty to talk about. ◦ What can be improved upon? Are we really the voice of the customer? Getting the chairs and co-chairs together so there is continuity over all the CUBs. ◦ What are the next steps? ◦ What role do you want to represent to the customers? 	
Business Plan Review	Tony Black
<ul style="list-style-type: none"> ❖ Tony handed out copies of the ETS Business Plan. He wants to get it in front of Alex for signature next week. ❖ Tony reviewed the business plan document with CUB members and ask them to send any edits to the document to him by December 4th. ❖ Rates are being worked by DBS/ETS team. They are spending a lot of time capturing true cost, true structure. <p>Q. Do we have systems issues for billing? A. Will be replaced this next calendar year.</p>	
Cloud Provision/Procurement	Tony Black/Lori Nordlein
<ul style="list-style-type: none"> ❖ Lori, Tony and Karen Johnson (DOJ) spoke to CUB members about Cloud Provision and Procurement. <ul style="list-style-type: none"> ◦ Microsoft Office 365 and other vendors are out there being used. ◦ Procurement needs policy out of the OSCIO for the cloud. ◦ Security is number one. ◦ Framework around Cloud services. Microsoft is under the impression that we already have this service, but DOJ never approved it. ◦ OSP wants to assist as much as possible concerning CIJS. ◦ Public records – retention schedules – Secretary of State has concerns. Their work has to be included in this. <p>Q. What are next steps? A. Need to know agency need.</p>	

<ul style="list-style-type: none"> ◦ If it's the cloud, whose cloud is it? Many contracts are out there that were not looked at by procurement or DOJ. Going forward blindly is not recommended. 	
Improving Government	Barry Pack
<ul style="list-style-type: none"> ❖ Taking a look at shared admin services. HR is the one that came up the most. Is there a minimum level, silver, gold and platinum level. Cost. How do you govern multiple agencies, with service levels and costs? Moving next month into the cost model. Got a budget note to report back on shared services. Getting into an agreement with a common level of service is difficult. 	
Other Updates	All
Will do a poll a couple weeks before Dec 23 rd for attendance.	
Budget Update	George Naughton
<p>This is primarily forward looking to 17-19.</p> <ul style="list-style-type: none"> ◦ PERS cost will be going up a fair amount. Several factors play into this. Oregon is one of the best funded pension systems in the country. We've been upwards of 90% plus funded as far as where our liability is going to go, going forward. Right now our level of spending is higher if we do everything we're doing today at current service levels. We are projecting a large gap on the general fund side. This is an early projection, but what it's pointing out is that right now, our level of spending is higher. Personal services is projected to grow by 10.5%. Inflation is also starting to pick up. Our economists are telling us that core inflation is growing faster than we have been used to in the last few biennia, somewhere between a 5 or 6% reduction could happen. It will feel tighter than this biennium. <p>From Clyde's perspective, Interaction between DAS and other agencies is the best it's ever been.</p>	
<p>Next meeting: December 23, 2015 2:30-4:30 a.m. Somerville Building 775 Court St. NE Salem, Oregon 97301</p>	