

Agenda

Enterprise Technology Services

Customer Utility Board



Members:

- Kurtis Danka**– Chair
ODOT
- Scott Harra**–Vice-Chair
Treasury
- Shane Perry**
PERS
- Vacant**
Local Gov't representative
- Jim Conlin**
Judicial Dept
- MaryKay Dahlgreen**
State Library
- Brian Henson**
DPSST
- Becky David**
Oregon State Police
- Eric Moore**
DHS/ OHA
- Jean Straight**
DCBS
- Satish Upadhyay**
Forestry
- Vacant**
Parks & Recreation
- Shelley Sneed**
Board of Optometry

DAS Support Staff:

- Bret West**
Interim CAO
- Alex Pettit**
Chief Information Officer
- Tony Black**
ETS Administrator
- Janet Savarro**
DBS Administrator
- Brian Fjeldheim**
DBS Analyst
- Debby Dyer**
Administrative Support

Meeting Date: September 28, 2016

Time: 2:30-4:30 p.m.

Location: Somerville Building

ITEM	PRESENTER	TIME
Welcome		
<ul style="list-style-type: none"> • Minutes Review • Action Item <ul style="list-style-type: none"> 1. Budget Update as future agenda item 	Kurtis Danka	2:30-2:35
Reduction Option Exercise		
	Sandy Wheeler Brian Fjeldheim	2:35-2:55
CUB usage recommendation to LFO		
	Janet Savarro Brian Fjeldheim	2:55-3:10
FY16 Expenditures report		
	Tony Black	3:10-3:25
Quarterly Performance Measures review		
	Greg Ripp	3:25-3:45
Oracle Settlement Update		
	Terrence Woods	3:45-4:05
Executive Order 16-13		
	Stefan Richards	4:05-4:25

Next meeting:
October 26, 2016
2:30-4:30 p.m.
Somerville on Court Street

Minutes

Enterprise Technology Services

Customer Utility Board



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Meeting Date: July 27, 2016
Time: 2:30-4:30 p.m.
Location: Somerville Building | 775 Court St. NE
Attendees: Jean Straight, Kurtis Danka, MaryKay Dahlgreen, Eric Moore, Mark Hubbard(for Satish Upadhyay), Jim Conlin(by teleconference) Becky David
DAS Support: Bret West, Tony Black, Janet Savarro, Brian Fjeldheim, Debby Dyer
Guests: Greg Ripp
Absent: Kyle Knoll, Scott Harra, Brian Henson

TOPIC	PRESENTER
Welcome	Kurtis Danka
<ul style="list-style-type: none"> • Minutes review - Approved • Action Item <ol style="list-style-type: none"> 1. Email to go out to members prior to agenda setting meeting for suggestions. - completed • Membership discussion – Shelley Sneed, from Board of Optometry, new member – Are there other agencies we should invite to serve? Revenue may be interested, Kurtis will reach out. Kyle Knoll has recommended to have Shane Perry replace him. Members agreed. 	
Exclusion process	Tony Black
(Refer to handout) – <ul style="list-style-type: none"> • Who should be the keeper of the exclusions? ETS Solutions Group will hold the exclusions. • DOJ also has an exclusion for phone system that is not listed which expires in January 17. They will need to move to MUSIC when their current contract is up. • Tririga was moved back to the vendor and not held by ETS. Should SAS's be held as an exclusion? Tony feels it doesn't need to be an exclusion. OSCIO will be where all exclusions are dealt with. The STO's are successfully working with agencies to find solutions other than exclusions. 	
Sustainability	Tony Black
(Refer to budget projections handout) – Darrin Rand Original Legislative Proposed Estimates versus Current Estimated Total Budget and subsequent savings or overspend. By the end of this biennium, ETS will have replaced all state computer equipment in Lifecycle Replacement. Moving forward, we will move into a program called Sustainability.	
Microsoft SQL Update	Tony Black
Did not make a deal with Microsoft. Wanted the ability to extend another 5 years without a significant increase. ETS walked away from negotiations. Spoke with an outside consultant who has worked on how much money he could save an agency. He said it isn't in the customer's best interest to strike a long term deal with Microsoft, because they change their pricing so frequently. Tony feels like they did the right thing. CUB members agreed.	
Budget Update	Janet Savarro
CUB recommendations to LFO. <ol style="list-style-type: none"> 1. Use 2 years of prior usage data to develop and set the rates 	

2. Some of the rent cost was in rates, so put all rent in assessment.
 3. Decided to use 45 days working capital
- DBS was asked to do 2 analyses.
1. Pull the data from 11-13 and 13-15 taking out the rent for average usage.
 2. Take the first two recommendations and then adjust for the 45 day working capital. We will then give this information to the CFO's office and they will determine what the bottom line impact to the General Fund would be.
- The look-back wouldn't necessarily show growth trend.
 Will the CUB be able to come back with recommendations after the analysis is complete?
 Bret and Janet will talk to George concerning this.
- ACTION:** Future agenda item

ETS SLA CUB-Subgroup follow up	Greg Ripp
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- Refer to PowerPoint handout –
- Proposed Changes
1. Server Availability – no changes
 2. Router Availability – Lower target
 3. Back up job success – No change
 4. Backup files success – 42% increase – raise target
 5. Server requests delivered on time – change to number of servers delivered on time from tickets closed on time
 6. Servers patched during the patching cycle – on monthly cycle instead of quarterly cycle
 7. Comparability of time to respond – no change
 8. Time to restore –
 - Sev 1 (Type 1) – proposing 70% of incidents within 6 hours.
 - Sev 1 (Type 2) – proposing 70% of incidents within 24 hours
 - Sev 2 (Type 1) – 6 month rolling average – proposing 75% of incidents within 6 hours
 - Sev 2 (Type 2) – 75% of incidents within 24 hours
 - Sev 3 – 75% in 1 business day
 - Sev 4 – 85% in 3 business days
- Will be sent out to members when changes are made.

Next meeting:
 August 24, 2016
 2:30-4:30 a.m.
 Somerville Building
 775 Court St. NE
 Salem, Oregon 97301

SLA Quarterly Performance Report							
Name of Program/ Division		DAS Enterprise Technology Services				In compliance	
Reporting Period		Q2 2016 (Apr-Jun)				Out of Compliance	
						No Data or Lack of Target	
Measure #	Performance Measure	Target	3 Previous Quarters			Q2 2016 (Apr-Jun)	Trend
			Q3 2015 (Jul-Sep)	Q4 2015 (Oct-Dec)	Q1 2016 (Jan-Mar)	Current	
1	% of times the server is available for use by the customers(ETS Sites)	≥99.9%	99.86%	99.92%	99.92%	99.92%	
	Total available service hours		4,302,261	273,947,509	4,292,372	4,577,147	
	Total Service Hours		4,308,465	274,169,999	4,295,946	4,580,656	
	% of times the server is available for use by the customers(customer sites)	≥99%	99.6%	99.6%	99.8%	99.6%	
Total available service hours	1,029,062		1,050,434	1,088,059	1,041,857		
Total Service hours	1,033,620		1,054,885	1,090,435	1,045,765		
2	% of times a router is available for use by the customers	≥99.7%	No Data	99.21%	99.63%	99.86%	
	Total available service hours			1,395,423.00	1396795	1,389,263.00	
	Total service hours		1,406,496.00	1401912	1,391,208.00		
3	% of backup jobs that succeed without errors	≥98.5%	98.87%	98.78%	98.71%	98.78%	
	Total # of jobs that completed successfully		363,339	377,964	395,685	430,931	
	Total # of scheduled jobs	367,500	382,625	400,873	436,259		
4	% of files that were marked for backup and not skipped	≥99.9%	99.88%	99.84%	99.97%	99.96%	
	Total # of files completed successfully		7,250,338,121	8,475,480,934	10,195,699,576	12,882,261,276	
	Total # of scheduled files	7,258,867,073	8,488,817,656	10,199,267,873	12,887,706,759		
5	% of server instance requests delivered on time	≥90%	90.2%	86.2%	100.0%	98.1%	
	Total # of tickets for new server instances delivered on time		268	150	98	106	
	Total # of tickets for newserver instances closed	297	174	98	108		
6	% of servers successfully patched after patching cycle occurs	TBD	97.7%	95.9%	No Data	No Data	
	Total # of servers successfully patched		1,463	1,357			
	Total # servers that ETS is responsible for patching	1,498	1,415				
7	% of Severity 1 incidents that are responded to within 15 minutes	≥90%	57.1%	43.8%	50.0%	27.3%	
	# of Sev. 1 requests responded to within 15 min.		8	7	11	3	
	Total # of Sev. 1 requests	14	16	22	11		
	% of Severity 2 incidents responded to within 1 hour	≥90%	80.0%	68.2%	68.8%	72.0%	
	# of Sev. 2 requests responded to within 1 hour		16	15	11	18	
	Total # of Sev. 2 requests	20	22	16	25		
	% of Severity 3 incidents that are responded to within 1 day	≥95%	92.3%	91.6%	93.7%	96.4%	
	# of Sev. 3 requests responded to within 1 day		298	340	326	353	
	Total # of Sev. 3 requests	323	371	348	366		
	% of Severity 4 incidents that are responded to within 2 days	≥95%	96.5%	94.7%	97.0%	96.0%	
	# of Sev. 4 requests responded to within 2 days		110	107	128	95	
	Total # of Sev. 4 requests	114	113	132	99		
8a	% of Severity 1 Type 1 incidents restored within 6 hours	≥70%	73.9%	88.9%	80.0%	73.3%	
	# of Sev. 1 Type 1 incidents restored within 6 hours		17	24	20	11	
	Total # of Sev. 1 Type 1 incidents	23	27	25	15		
	% of Severity 1 Type 2 incidents restored within 24 hours	≥70%	70.3%	78.6%	87.5%	90.5%	
# of Sev. 1 Type 2 incidents restored within 24 hours	26		22	21	19		
Total # of Sev. 1 Type 2 incidents	37	28	24	21			
8b	% of Severity 2 Type 1 incidents restored within 6 hours	≥75%	53.3%	69.2%	88.2%	76.7%	
	# of Sev. 2 Type 1 incidents restored within 6 hours		8	9	15	23	
	Total # of Sev. 2 Type 1 incidents	15	13	17	30		
	% of Severity 2 Type 2 incidents restored within 24 hours	≥75%	83.3%	84.6%	78.6%	61.5%	
# of Sev. 2 Type 2 incidents restored within 24 hours	10		11	11	8		
Total # of Sev. 2 Type 2 incidents	12	13	14	13			
8c	% of Severity 3 incidents restored within 1 business day	≥75%	61.6%	67.3%	63.4%	64.1%	
	% of Sev. 3 incidents restored within 1 business day		194	245	222	295	
	Total # of Sev. 3 incidents	315	364	350	460		
8d	% of Severity 4 incidents restored within 3 business days	≥85%	73.5%	78.1%	77.1%	65.7%	
	% of Sev. 4 incidents restored within 3 business days		86	89	101	65	
	Total # of Sev. 4 incidents	117	114	131	99		

Comments for Performance Measures

Instructions: Enter comments in the box below the heading for "General Comments" for the specific performance measure you wish to enter comments about. **Click on the measure** on the left to return to the worksheet to which you wish to go back.

Measure	Comments
	General Comments
1. Server Availability	Still reporting in the green, no issues to report.
	General Comments
2. Router Availability	Target has been lowered from 99.9% to 99.7% to reflect the sensitivity of the monitoring tool. Current status is green.
	General Comments
3. Backup Job Success	
	General Comments
4. Backup File Success	Raised target from 99.5% to 99.9%.
	General Comments
5. On-time Server Delivery	Measure now reflects the number of virtual and physical servers delivered on time instead of the number of tickets being closed on time.
	General Comments
6. Success of Server Patching	ETS still working with contractor on new reports.
	General Comments
7. Time to Respond	New monitoring reports are being built in order for managers and staff to improve on the current performance.

Name of Program/ Division

DAS Enterprise Technology Services

Reporting Period

Q2 2016 (Apr-Jun)

Report on Formal complaints received in the previous quarter

Formal complaints raised by customers using the designated email or alternative electronic means cited on SLA during the last quarter

Complaint #	Date received	Complaint Type	Complainant (Agency and, if applicable, Dept.)	Affected Customer (s)	Description

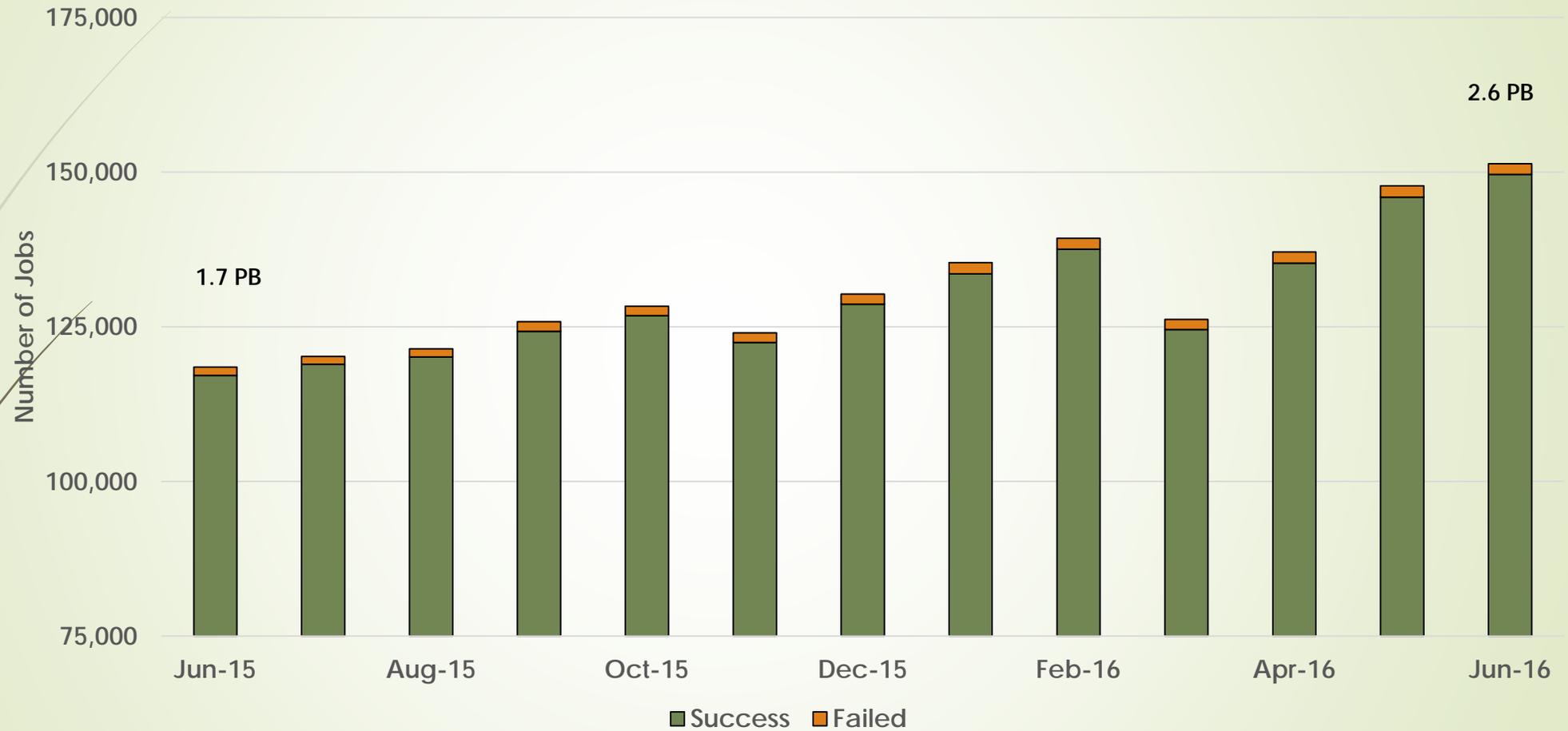
ETS Customer Utility Board

SLA Quarterly Performance Report Supplemental

Period Ending : June 2016

#3 Backup Jobs

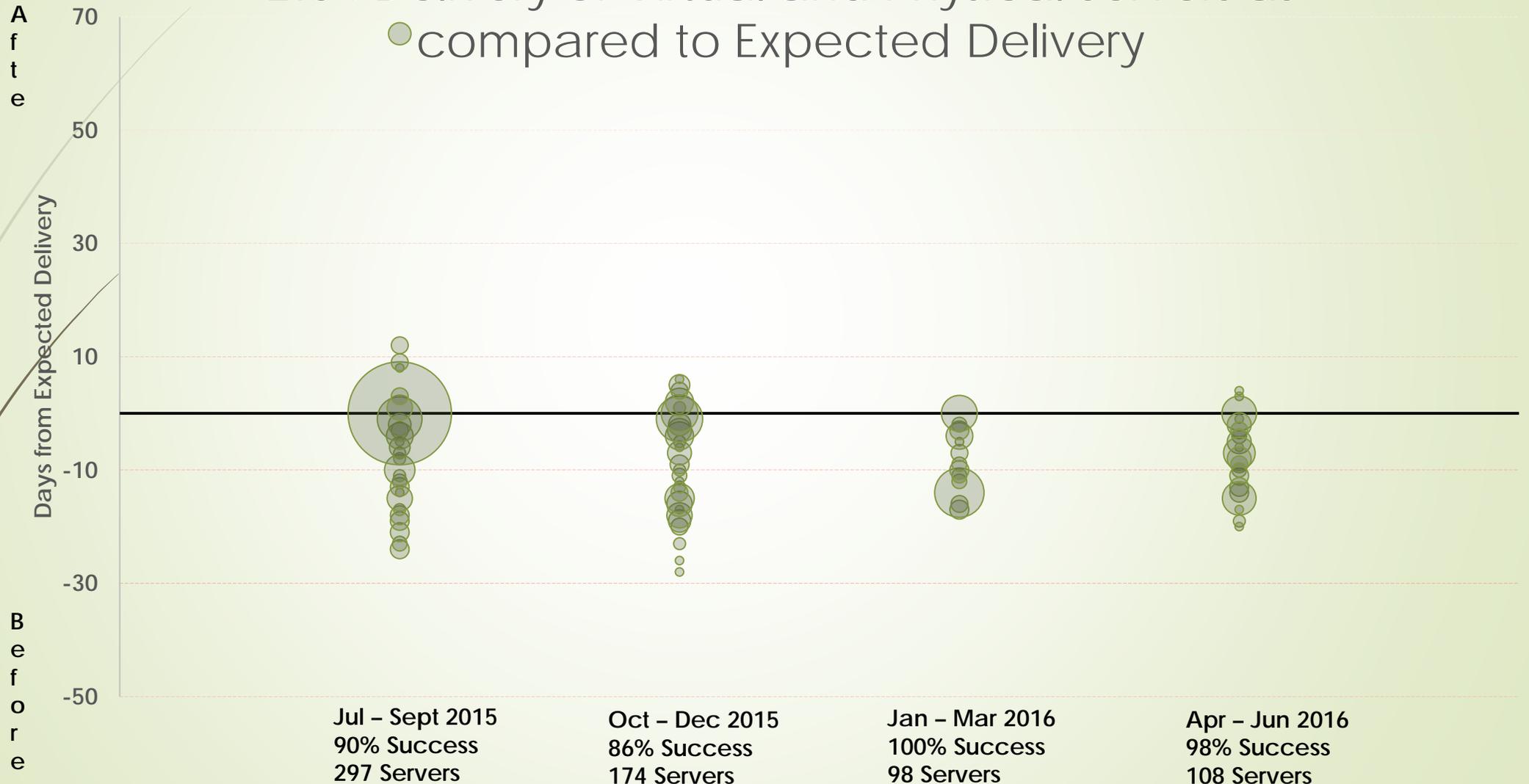
57% Growth in Petabytes (PB) Backed-Up



#5 Server Requests Delivered on Time

3

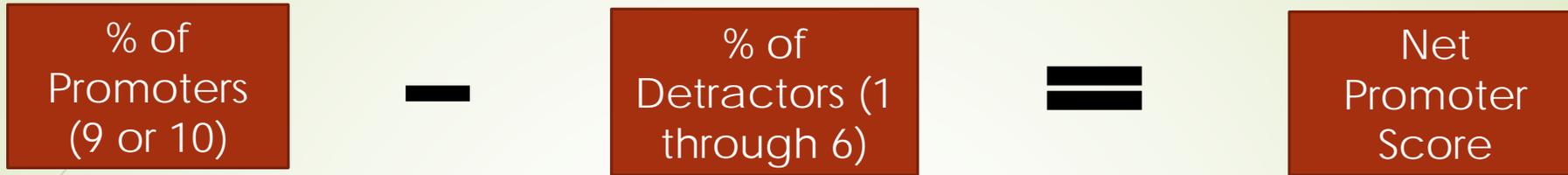
ETS : Delivery of Virtual and Physical Servers as
○ compared to Expected Delivery



NPS - Likelihood to Recommend ETS Services

Queue: ETS Service Disruptions (Service Operations Center)

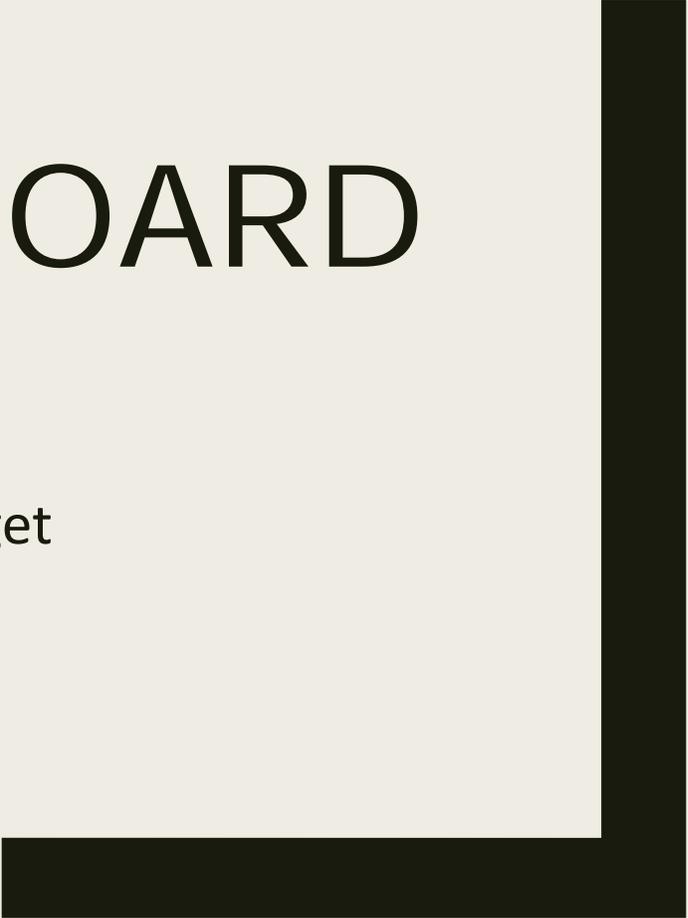
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ETS CUSTOMER BOARD UTILITY

Rebalance of State Data Center Budget
September 28, 2016



Outcome of the 2016 Session

- Legislature approved the structural changes by transferring expenditure limitation from State Data Center to Office of State Chief Information Officer, DAS IT, and Division of Business Services.
- No change to SDC rates or to agency budgets, therefore SDC continues to bill customers with the established 2015-17 Leg Adopted rates.
 - *Except for Workstation Service and File & Print Services*
 - No Fiscal Year 2017 billing for current client agencies
- SDC received additional \$1.7 million expenditure limitation for salary pot distribution (cost-of-living adjustments).

List of Programs Transferred Out of ETS

OSCIO

- E-Gov
- Security
- Project MUSIC
- Billing Team

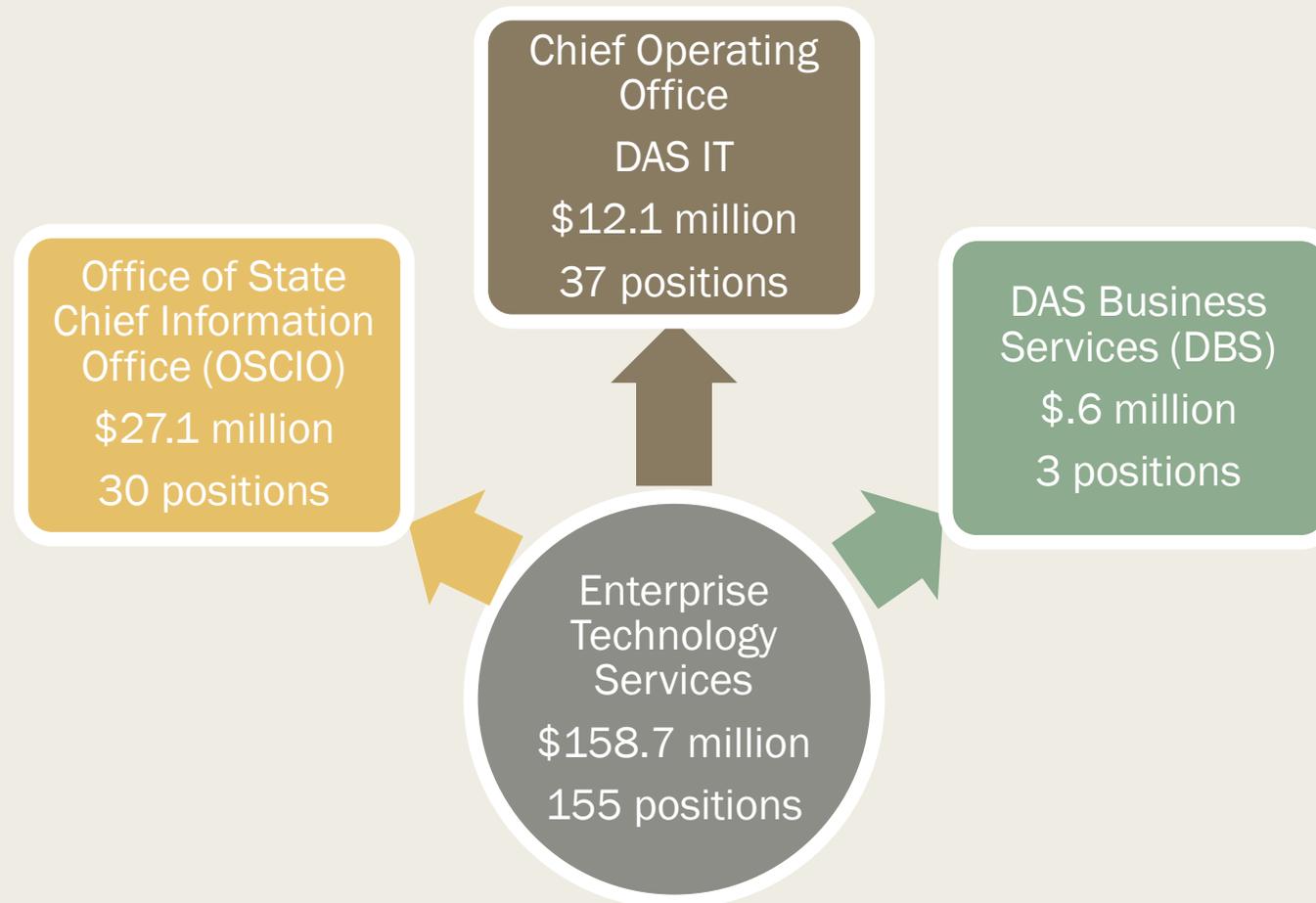
DAS IT

- TSC Help Desk
- Application Service Delivery

DBS

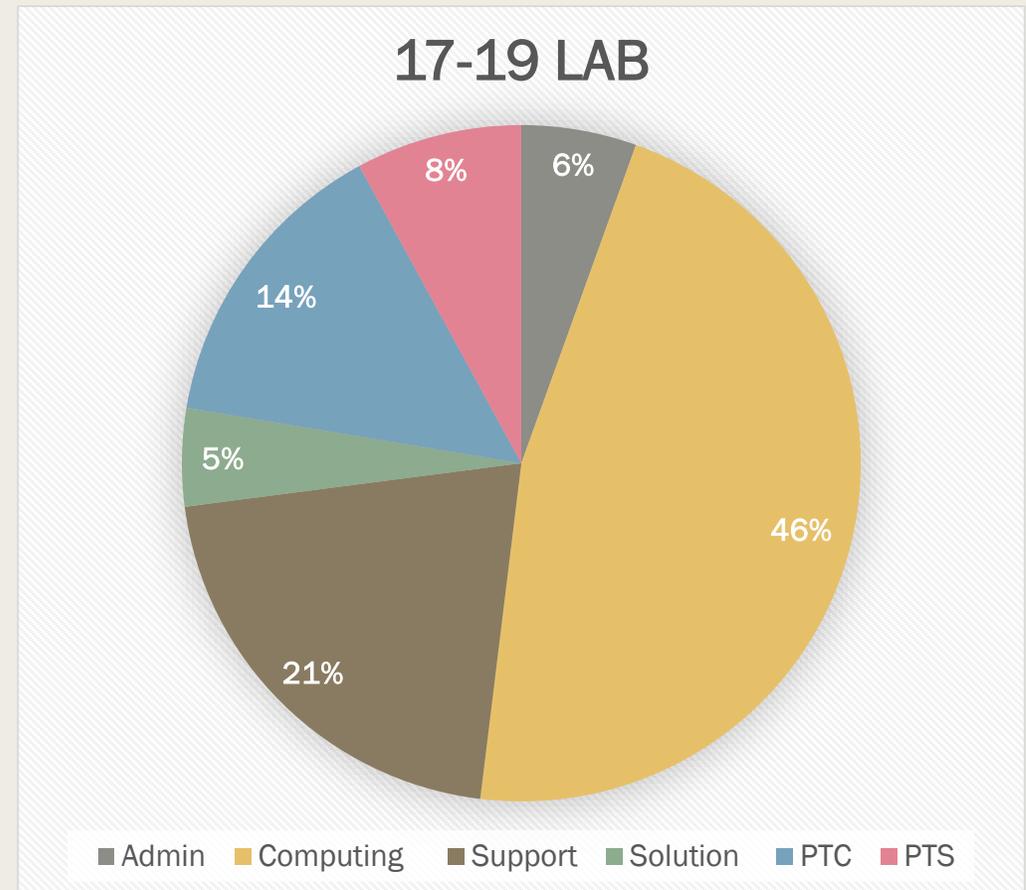
- Finance
- Rate Development

Rebalance of SDC Budget



Current Structure of SDC

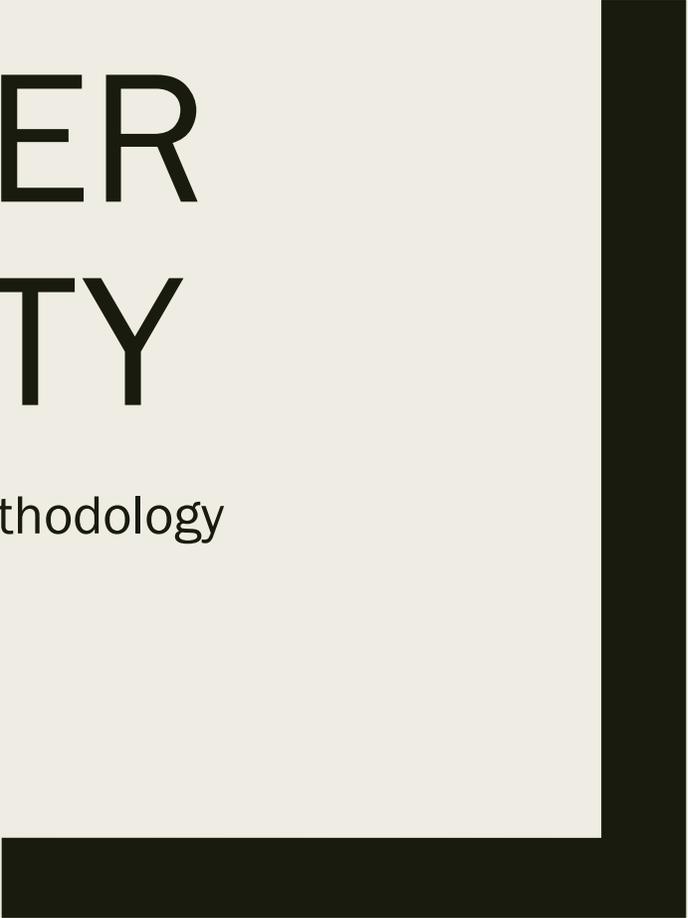
- SDC Administration = \$8.8 million, 9 positions/9.00 FTE
- Computing Services = \$74.5 million, 67 positions/67.00 FTE
 - *Mainframe, Midrange, X86 server/infrastructure*
- Support Services = \$33.7 million, 53 positions/53.00 FTE
 - *Service Operations, Network, Production Control*
- Solution Services = \$7.5 million, 26 positions/26.00 FTE
 - *Business Relationship, Process & Project Management*
- Pass Through Computing Services = \$23.2 million
- Pass Through Support Services = \$12.7 million





ETS CUSTOMER BOARD UTILITY

Proposed 2017-19 Rates and Assessment Methodology
Changes Update
September 28, 2016



Proposed Recommendations

- Recommendation #1:
 - *Base utilization data for services on an average two-year period.*
 - *Fund all rent costs through the assessment.*
- Recommendation #2:
 - *Recommendation #1 plus reduce working capital need from 60 days to 45 days.*



Net Cost Changes between Assessment and Rates

	Original 2017-19 Agency Request Price List	Recomm. #1	% of Change from Agency Request	Recomm. # 2	% of Change from Agency Request
Assessment	\$30.8M	\$37.5M	+21.8%	\$36.9M	+19.8%
Charge for Services	\$150.0M	\$143.3M	-4.5%	\$140.4M	-6.4%
Total Revenue Need	\$180.8M	\$180.8M	0.0%	\$177.3M	-1.9%

Rate Model Assumptions

- Usage assumptions

1. *2011-13 and 2013-15 biennial averages were used, although with some exceptions.*
2. *New customers that started mid-stream, their averages were based on the number of months they received services.*
3. *Customers that were not included in the original 2017-19 Agency Request rates or assessment but their data showed up in the biennial average were added unless they discontinued service in the 2015-17 biennium.*
4. *Customers forecasted for 2017-19 that no longer use SDC services were removed from the rate model.*

Rate Model Assumptions or Exceptions

Service	11-13 Data	13-15 Data
Network	No monthly data available, used November 2012 actuals x 24 mos.	Used data as of June 2016
Midrange	Due to methodology changes and billing corrections, historical usage data was not useful.	Due to methodology changes and billing corrections, historical usage data was not useful. Used data as of June 2016.
Enterprise Email & Calendaring	No historical data available.	New service as of December 2013. Used data as of July 2015.
SQL	No historical data available.	No historical data available. Used data as of June 2015 plus 5.5% monthly growth rate.
Pass-through	No changes.	No changes.
IT Professional Staff	No changes.	No changes.
Voice	No changes.	No changes.
Disaster Recovery Test Day	No changes. Still at 110 days.	No changes. Still at 110 days.

Limited to FY 2016

Budget Obj (Multiple Items)
Appn Year 2017

Sum of New SFMS Trnsfr					Fiscal Year
Pca	Pca Title	New PCA	New PCA Title	Split	2016
55101	ETS - ADMIN OVERHEAD	52110	OSCIO SDC ADMINISTRATION	100%	4,137,845
55101 Total					4,137,845
55102	ETS - PLANS & CONTROLS	52112	OSCIO SDC BUSINESS SERVICES	100%	3,011,778
55102 Total					3,011,778
55103	ETS - ADMIN BUSINESS CONTINUITY	52162	OSCIO SDC DISASTER RECOVERY	100%	120,894
55103 Total					120,894
55104	ETS - SERVICE SOLUTIONS	52112	OSCIO SDC BUSINESS SERVICES	33%	1,098,151
		52180	OSCIO SDC BUSINESS RELATIONSHIP	34%	1,131,429
		52181	OSCIO SDC PROJECT & PROCESS MGMT	33%	1,098,151
55104 Total					3,327,731
55105	ETS - ENGINEERING	52180	OSCIO SDC BUSINESS RELATIONSHIP	50%	1,325,260
		52181	OSCIO SDC PROJECT & PROCESS MGMT	50%	1,325,260
55105 Total					2,650,520
55106	ETS - SECURITY	N/A	N/A	N/A	-
55106 Total					-
55108	ETS - PRODUCTIONS SERVICES & CONTROL	52163	OSCIO SDC PRODUCTION CONTROL	100%	1,547,849
55108 Total					1,547,849
55109	ETS - SECURITY AVAILABILITY MANAGEMENT	N/A	N/A	N/A	-
55109 Total					-
55111	ETS - NETWORK SERVICE DELIVERY	52171	OSCIO SDC NETWORK-SUSTAINABILITY	33%	1,585,489
		52172	OSCIO SDC NETWORK-LAN	32%	1,537,444
		52173	OSCIO SDC NETWORK-WAN	30%	1,441,354
55111 Total					4,564,286
55112	ETS - NETWORK PASS-THRU SERVICE DELIVERY	52195	OSCIO SDC NETWORK-PASS THROUGH	100%	5,815,367
55112 Total					5,815,367
55115	ETS - NETWORK AVAILABILITY MANAGEMENT	52171	OSCIO SDC NETWORK-SUSTAINABILITY	2%	120,770
		52172	OSCIO SDC NETWORK-LAN	49%	2,958,870
		52173	OSCIO SDC NETWORK-WAN	49%	2,958,870
55115 Total					6,038,509
55118	ETS - VOICE SERVICE DELIVERY	52170	OSCIO SDC VOICE	70%	400,366
55118 Total					400,366
55120	ETS - STORAGE PRIMARY SERVICE DELIVERY	52151	OSCIO SDC STORAGE	64%	3,130,545
		52152	OSCIO SDC STORAGE-SUSTAINABILITY	36%	1,760,932
55120 Total					4,891,477
55123	ETS - STORAGE BACKUP SERVICE DELIVERY	52161	OSCIO SDC BACKUP	100%	390,918
55123 Total					390,918
55124	ETS - STORAGE PRIMARY AVAILABILITY MGMNT	52151	OSCIO SDC STORAGE	70%	1,814,663
		52152	OSCIO SDC STORAGE-SUSTAINABILITY	30%	777,713

Pca	Pca Title	New PCA	New PCA Title	Split	2016
55124 Total					2,592,376
55127	ETS - STORAGE BACKUP AVAILABILITY MGMNT	52161	OSCIO SDC BACKUP	100%	869,628
55127 Total					869,628
55128	ETS - VOICE PASSTHROUGH SERVICE DELIVERY	52194	OSCIO SDC VOICE-PASS THROUGH	100%	14,223,314
55128 Total					14,223,314
55129	ETS - MAINFRAME PASSTHROUGH SRVC DELIVERY	52190	OSCIO SDC MAINFRAME-PASS THROUGH	100%	352,312
55129 Total					352,312
55130	ETS - MIDRANGE SERVICE DELIVERY	52130	OSCIO SDC MIDRANGE	72%	2,300,749
		52131	OSCIO SDC MIDRANGE-SUSTAINABILITY	28%	894,736
55130 Total					3,195,484
55131	ETS - MIDRANGE AVAILABILITY MANAGEMENT	52130	OSCIO SDC MIDRANGE	100%	815,663
55131 Total					815,663
55132	ETS - MIDRANGE PASSTHROUGH SRVC DELIVERY	52191	OSCIO SDC MIDRANGE-PASS THROUGH	100%	399,016
55132 Total					399,016
55133	ETS - DISTRIBUTED PASSTHRU SRVC DELIVRY	52192	OSCIO SDC X86 SERVERS-PASS THROUGH	100%	788,418
55133 Total					788,418
55134	ETS - STORAGE PASSTHROUGH SRVC DELIVRY	52193	OSCIO SDC STORAGE-PASS THROUGH	100%	36,215
55134 Total					36,215
55135	ETS - SECURITY SERVICE DELIVERY	N/A	N/A	N/A	-
55135 Total					-
55140	ETS - DISTRIBUTED SERVICE DELIVERY	52140	OSCIO SDC X86 SERVER	70%	6,174,529
		52141	OSCIO SDC X86 SERVER-SUSTAINABILITY	30%	2,646,227
55140 Total					8,820,755
55141	ETS - DISTRIBUTED AVAILABILITY MANAGEMNT	52140	OSCIO SDC X86 SERVER	58%	2,600,992
		52141	OSCIO SDC X86 SERVER-SUSTAINABILITY	42%	1,883,477
55141 Total					4,484,469
55150	ETS - MAINFRAME SERVICE DELIVERY	52120	OSCIO SDC MAINFRAME	96%	3,287,797
		52121	OSCIO SDC MAINFRAME - SUSTAINABILITY	4%	136,992
55150 Total					3,424,789
55152	ETS - MAINFRAME AVAILABILITY MANAGEMENT	52120	OSCIO SDC MAINFRAME	100%	7,880,244
55152 Total					7,880,244
55160	ETS - DISASTER RECOVERY	52196	OSCIO SDC DISASTER RECOVERY-PASS THROUGH	100%	945,779
55160 Total					945,779
55171	ETS - COMPUTING SERVICE DELIVERY	52141	OSCIO SDC X86 SERVER-SUSTAINABILITY	100%	304,931
55171 Total					304,931
55172	ETS - TECHNOLOGY AVAILABILITY MANAGEMENT	52174	OSCIO SDC ASSET MANAGEMENT	24%	338,541
		52181	OSCIO SDC PROJECT & PROCESS MGMT	76%	1,072,045
55172 Total					1,410,586
55182	ETS - ENTERPRISE EMAIL/ACTIVE DIRECTORY	52142	OSCIO SDC EMAIL	100%	1,225,410
55182 Total					1,225,410
Grand Total					88,666,929