

Idaho Technology Authority (ITA)

## IT Leadership Council (ITLC)

Meeting Minutes: April 15, 2014 at 9:30 a.m.

Conference Room B9 of the LBJ Building, 650 West State Street, Boise, Idaho.

*(Approved June 17, 2014)*

### ATTENDANCE

#### **Members/Alternates Present:**

Michael Farley, Chair, Dept. of Health & Welfare  
Shannon Barnes, Vice Chair, Transportation Department  
Greg Zickau, Office of the CIO  
Eric Beck, Dept. of Labor  
Mike Teller, State Tax Department  
Tammy Shipman, State Controller's Office  
Glen Gardiner, Dept. of Water Resources  
Dan Raiha, Dept. of Lands (via phone)  
Becky Barton-Wagner, Dept. of Insurance  
Bob Nertney, Health Districts (via phone)  
Michael Key, Idaho State Police  
John Rigby, Dept. of Correction  
Mike Langrell, Idaho Military Division  
Bart Butterfield, Dept. of Fish & Game  
*Alternate for Craig Potcher*

#### **Members Absent:**

Craig Potcher, Dept. of Fish & Game  
Joyce Popp, Dept. of Education  
Kevin Zauha, Dept. of Parks and Recreation  
Scott Williams, Div. of Vocational Rehabilitation  
Robert Butler, Industrial Commission

#### **Others present:**

Erin Seaman, Office of the CIO  
Pam Stratton, Office of the CIO  
Carla Casper, Office of the CIO  
Cheryl Dearborn, Office of the CIO  
Gregory Lindstrom, Division of Purchasing  
Bill Farnsworth, Office of the CIO  
Joel Strickler, CenturyLink  
Bob Hough, State Controller's Office  
Jared Park, MSN  
Michael Kalm, Dept. of Labor

### CALL TO ORDER

Chairman Farley welcomed everyone and called the meeting to order. Introductions were made.

### APPROVAL OF AMENDED AGENDA

**MOTION: Eric Beck moved and Greg Zickau seconded a motion to approve the agenda, as amended, to include Enterprise Guideline G330 (Best Practices for Utilizing Social Network Sites), which is an action item to be approved; the motion was approved, with Ms. Shipman abstaining.**

### STRATEGIC PLANNING UPDATES

CLOUD SUBCOMMITTEE: Mike Teller presented the final report of the Cloud Subcommittee and thanked the members for their work. He noted that the Subcommittee had sought to identify public and private Cloud opportunities, in order to find viable opportunities for inclusion in the IT Strategic Plan. He also noted that, going forward, procurement would be a critical issue. Mr. Teller noted that the conclusion reached by the 2014 NASCIO State CIO Survey was that the Cloud was the number one priority from a technology standpoint and the number four priority from a strategy standpoint.

Mr. Teller shared that Gartner was recently invited to speak about risks. They produced a report, available to anyone with a subscription, listing over 20 different Cloud technologies, four "transformational" technologies and 16 "high value" technologies. Mr. Teller briefly discussed the implications for government.

Discussion followed, and Mr. Teller explained that, while the Subcommittee was just skimming the surface, this year was meant for research and there would need to be a lot of work done in the next 18 months in order to come close to implementing for FY16. It was noted that there would be a need to look at what has already been done, but that many questions would answer themselves as things move forward.

Chairman Farley commented that more discussion was needed, and thanked the members of the Subcommittee for their work and participation.

## **MINUTES**

**MOTION: Mike Langrell moved and Becky Barton-Wagner seconded a motion to approve the meeting minutes from February 18, 2014; the motion was approved, with Ms. Shipman abstaining.**

BUSINESS INTELLIGENCE AND ANALYTICS SUMMIT REPORT: Mr. Teller reported on the Gartner Business Intelligence Summit, which he recently attended. He explained that business analytics moving into the business units would have a big impact on the State. Mr. Teller explained that the private sector was already using this, while the government sector has lagged. There was some concern expressed about security, as end-users wanted to use applications such as SharePoint to analyze and access data.

OCIO UPDATE: Greg Zickau updated the members on several recent outages. He explained that as longer-term goals are formulated for some of these issues, the members would be briefed.

Mr. Zickau shared that OCIO is still planning to hold a meeting to give agencies a review of the network architecture and security architecture. IT staff will be invited to attend this meeting, although no date has been set yet. Mr. Zickau would like to also discuss future planning for the network at this meeting and perhaps set the stage for strategic planning.

Mr. Zickau spoke briefly about the upcoming Idaho Technology Authority (ITA) meeting, scheduled for April 24. He noted that one of the items on the ITA agenda was the Department of Administration appropriation, which included intent language contained in House Bill 647, relating to its information technology program-related expenses and billings. OCIO will put this into Rule for the FY15 Legislative Session. Mr. Zickau planned to coordinate with ITLC members' business staff, and would seek feedback and guidance from ITA. He did not know if the amounts billed to agencies would change, but the formulas currently being used could change.

Mr. Zickau announced that OCIO has hired a new Security Analyst, who would be starting in May and would be working on completing the email gateway transition to the new architecture. Her first order of business would be putting together an updated schedule for agency transitions. Mr. Zickau noted that so far, the impact of the transitions to agencies was minimal, with some agencies being transitioned in less than 30 minutes, and the new system appeared to be working fine. With regard to the timing of the transitions, Mr. Zickau acknowledged that there had been some miscommunication between the previous Security Analyst and McAfee, but that the miscommunication had been cleared-up and OCIO was satisfied with the McAfee architecture and would continue with them.

In response to a question about previous discussions regarding a vendor-managed network, Mr. Zickau responded that in the short-term, there would be no change. However, during the next strategic planning session, he suggested taking a look at how the network is managed, noting that OCIO had not been able to execute a VNOC yet, but was still very interested. Depending on the strategic direction, and noting that there would be financial and operational implications, Mr. Zickau explained two possible options:

1. Outsource to CenturyLink or Education Networks of America, whose business model was aimed at education, but whose contract was essentially identical CenturyLink's.
2. Pursue as an independent RFP, if the decision was to move those responsibilities outside of State resources.

In response to a request for an update on RSA and Juniper, Mr. Zickau responded that the Juniper device for VPN was going away and would be replaced with a Cisco device. The Cisco device would still interface with RSA, but there was no available timeframe for that yet. Mr. Zickau explained that Juniper versus email gateway should be prioritized since both had time limits for their maintenance. Mr. Zickau also explained that, while the Cisco appliance cannot do web meetings, there were other options available.

ITLC STRATEGIC PLANNING: Chairman Farley discussed the upcoming 2014 Statewide Strategic Planning, which is being planned for late summer or early fall. He stated that he would like to see a full day set aside for this and asked the members to focus on the one or two items most critical, which could reasonably be pursued and accomplished. Some items he would like to see on the agenda for this include:

- Continuation of the Cloud

- IT Services Contract
- Options for the Network

Discussion followed and it was agreed that September would be a good choice. It was also agreed that it would be beneficial to do some preliminary work ahead of the meeting in order to determine the best focus areas. Chairman Farley asked the members to begin to think about possible Strategic Planning topics and some possible dates in September, and to be prepared to discuss this at the June 17 ITLC meeting.

### **TRANSITION TO EMAIL GATEWAY**

Pam Stratton reported on the Email Gateway transition currently underway. She explained that the new McAfee architecture included the email gateway, the web gateway, and DLP solution as a package. She noted that some agencies were already running on the new platform, including the Department of Administration. For those agencies running on the older, unsupported system, that system was still stable and secure. Ms. Stratton explained that once the new Security Analyst had written up a timeline, the professional services staff would come in for a two-week period in May to help with the transition. At that point, OCIO would begin to transition agencies off the old system. These transitions were not expected to take professional services the entire two weeks and it was expected that DLP would also be implemented at that time.

In response to a question, Ms. Stratton confirmed that the Ironmail contract would end in April, but that agencies would continue to be protected. According to McAfee, the updates would continue to be sent out for the next 30-60 days. Ms. Stratton explained that there were four appliances and if the hardware were to fail, they could failover to the other appliances. She noted that if a single failure occurred on a single machine there would be no risk and that business risk would be related to updates, which come out every 60 days. The filtering process would not stop, but the updates to the McAfee appliance would just no longer occur.

Mr. Zickau explained that, while the risk would be significant, it could be mitigated by user-education. The main elements of risk included the physical hardware risk and the end of updates. However, Mr. Zickau noted that he believed the current level of protection would continue until June 15.

Ms. Stratton confirmed that as new viruses are created after June 15, they would not be updated and added to the global threat intelligence database.

In response to a question, Ms. Stratton stated that end-user training would ultimately be the responsibility of the IT leaders at each agency and Mr. Zickau noted that he thought this could consist of simply notifying the end-users as to the changes.

### **OPERATING SYSTEM DESKTOP & NOTEBOOK STANDARD S2100**

Ms. Stratton gave an overview of the changes to Section VI (Technical and Implementation Considerations) of Enterprise Standard S2100. She shared that agencies were working to get their machines upgraded and off of XP, but there would still be machines running on XP. Discussion followed and several members offered assistance to those agencies still running XP. Appreciation was expressed for those agencies helping other agencies.

**MOTION: Mike Teller moved, and Greg Zickau seconded a motion to approve the changes to Enterprise Standard S2100 as presented; the motion was approved, with Ms. Shipman abstaining.**

### **DRAFT EXEMPTION GUIDELINE**

Bill Farnsworth reviewed the changes to Enterprise Guideline G120 (Exemption Process). He explained that it has been assumed that since ITLC had authority to approve Standards and Guidelines, it also had authority to approve exemptions from those Standards and Guidelines. Most of the changes were largely housekeeping, but the more substantial change he made was to add that the Guideline now states that ITA sets policies and grants exemptions from policies, and it now explicitly states that the ITLC sets standards and guidelines, and also grants exemptions from those standards. He noted that changes to Enterprise Policy P1010 (Information Technology

Policies, Standards, and Guidelines Framework), which relate to this, were on the agenda for the April 24 ITA meeting for approval.

**MOTION: John Rigby moved, and Becky Barton-Wagner seconded a motion to approve the changes to Enterprise Guideline G120 as presented; the motion was approved, with Ms. Shipman abstaining.**

**DRAFT SOCIAL MEDIA POLICY**

Mr. Farnsworth gave an overview of Enterprise Policy P5040 (Use of Social Networking Sites), noting that this was drafted a while back and some agencies have already implemented this as their agency policy. He discussed some of the social media sites currently used by agencies and elected officials.

Mr. Farnsworth then gave an overview of Enterprise Guideline G330 (Best Practices for Utilizing Social Media Networking Sites). He emphasized that neither the Guideline nor the Policy addressed employee policy or employee issues. Rather, these are intended to address how agencies run social media sites. He explained that there were other policies in place to address employee issues.

Discussion followed and it was agreed to make several changes to Enterprise Guideline G330, which were specified in the subsequent motion language.

**MOTION: Becky Barton-Wagner moved, and John Rigby seconded a motion to approve Enterprise Guideline G330 as amended, with the following changes:**

- On page 3 of 6, under the heading *“Be Clear As To Identity”* the first two sentences of that paragraph, which state *“When creating social media accounts that require individual identification, state employees should use their actual name, not pseudonyms. However, using actual names can come with some risks.”* would be deleted, and the paragraph would now begin with *“Any employee using his or her name as part of a state agency’s application of social media should be mindful of the following...;”*
- A space would be added between *“ITA”* and *“Professional Use”* under the heading *“When You Engage.”*

The motion was approved, as amended, with Ms. Shipman abstaining.

Mr. Farnsworth next asked the members to consider the recommendation for approval of Enterprise Policy P5040, which was on the ITA agenda as an action item at the upcoming meeting on April 24. He explained that the purpose of this Policy was to establish consistent use of social media across agencies. While it does not address employee policy, it does reference ITA and agency policies related to Employee Computer Use, Internet Use and Email Use. Mr. Farnsworth noted that, of those agencies that have already implemented this Policy, some have even added to it, and he considers it to be the minimum that agencies could adopt.

**MOTION: Becky Barton-Wagner moved, and John Rigby seconded a motion to recommend approval of Enterprise Policy P5040 to the ITA, as presented; the motion was not voted on.**

Discussion followed and it was agreed to make several changes to Enterprise Policy P5040, which were specified in the subsequent substitute motion language.

**SUBSTITUTE MOTION: A substitute motion was made by Becky Barton-Wagner, and seconded by John Rigby to recommend approval of Enterprise Policy P5040 to the ITA, as amended, with the following changes:**

- Delete the last sentence of the second paragraph under Section II (Abstract), which states *“Organizational norms and culture also inhibit the application of new technologies to existing business processes.”* This paragraph would now read *“The universal impact of social software is generally recognized; however, there are significant challenges for government agencies to fully embrace and use these tools. Among these are security, privacy, training, records management, consistency, and general guidance on how and when to implement or utilize such tools.”*
- Add the word *“their”* to the first sentence of the second paragraph under Section IV (Policy), to read *“Agencies must be aware of official postings to their official SNSs by regularly monitoring content and comments received for appropriateness and to ensure employees using Web 2.0 technologies are following the State and Agency Policies.”*

- **Add a space between the last sentence under the *Records Management* heading and the *Security heading*.**

**The motion was approved, as amended, with Ms. Shipman abstaining.**

**2014 NASCIO IT RECOGNITION AWARDS**

Mr. Farnsworth announced the kick-off of the 2014 NASCIO IT Recognition Awards, which are held annually. He encouraged members to consider submitting any agency projects which might be eligible for consideration. It was agreed that the deadline for submission of projects at the State level would be extended to allow agencies additional time to draft and submit initial outlines.

**ArcGIS ONLINE MAPPING**

Due to the meeting running long, it was agreed to table this topic for a future meeting.

**PROCUREMENT**

Gregory Lindstrom shared that Sandy Frazier was no longer with the Division of Purchasing and that he would have more information regarding the IT Services Contracts at the next meeting.

**NEW BUSINESS**

Mr. Zickau explained that the Center for Digital Government does a survey every two years, in even years. However, for the past two years, Idaho has not participated. He announced that Idaho will be participating this year, and the survey was recently received. He explained that members would be hearing from himself or Jennifer Pike shortly requesting their input.

**ADJOURNMENT / NEXT MEETING**

The meeting adjourned at 11:55 a.m. The next meeting was scheduled for June 17, 2014 at 9:30 a.m. in Conference Room B09 of the LBJ Building, 650 W. State St., Boise.

Respectfully submitted,



Erin Seaman, Office of the CIO