

Idaho Technology Authority (ITA)
IT Leadership Council (ITLC)

Meeting Minutes: December 18, 2014 at 9:30 a.m.
Conference Room B9 of the LBJ Building, 650 West State Street, Boise, Idaho.
(Approved February 17, 2015)

ATTENDANCE

Members/Alternates Present:

Michael Farley, Chair, Dept. of Health & Welfare
Shannon Barnes, Vice Chair, Transportation Department
Greg Zickau, Office of the CIO
John Rigby, Dept. of Correction
Mike Teller, State Tax Department
Tammy Shipman, State Controller's Office
Matt Sande, Dept. of Lands (phone)
Alt. for Dan Raiha
Becky Barton-Wagner, Dept. of Insurance
Bob Nertney, Health Districts (phone)
Mike Langrell, Idaho Military Division
Kevin Zauha, Dept. of Parks and Recreation (phone)
Glen Gardiner, Dept. of Water Resources
Scott Williams, Div. of Vocational Rehabilitation
Robert Butler, Industrial Commission
Eric Beck, Dept. of Labor
Bart Butterfield, Dept. of Fish & Game
Alt. for Craig Potcher

Others present:

Michael Kalm, Dept. of Labor
Erin Seaman, Office of the CIO
Pam Stratton, Office of the CIO
Cheryl Dearborn, Office of the CIO
Jon Pope, Office of the CIO
Bill Farnsworth, Office of the CIO
Mat Weaver, IDWR
Lucas Linnemeyer, DataSite
Gara McCutchen, Verizon Wireless
Steve Hill, Gartner
Bob Hough, SCO
Arianne Quignon, Division of Purchasing
Drew Evans, Division of Purchasing
Sarah Hilderbrand, Division of Purchasing

Members Absent:

Joyce Popp, Dept. of Education

CALL TO ORDER

Chairman Farley called the meeting to order at 9:31 a.m. Welcome and introductions were made.

MINUTES

MOTION: Ms. Barton-Wagner moved and Mr. Zickau seconded a motion to approve the meeting minutes from August 19, 2014; the motion was approved, with Ms. Shipman abstaining.

PROCUREMENT

Ms. Hilderbrand reported on the PC contracts, noting that they were working on extending those for a few months, while the new PC contracts are being finalized by the state of Minnesota. She explained that all of the extensions should be done soon, so those contracts would still be available without any gap in coverage.

Ms. Hilderbrand thanked those who had been working with Mr. Lindstrom on the IT services solicitation, and the pre-bid meetings. She commented that it has been great getting the technical experts and actual users of the contracts involved early in the process, so that concerns can be addressed. Mr. Evans added that Mr. Lindstrom was looking into Software House International, and was in the early stages of that process.

Mr. Evans reported on the solicitation for the statewide leasing contract, for which he is the lead. The scheduled release date was for the end of the second week in January. He acknowledged that there had been delays and expressed his appreciation for everyone's patience.

Ms. Quignon reported that she was working on the video teleconferencing RFP, noting that Ms. Dearborn's revisions have been reviewed. She explained that the RFP will be posted as soon as possible.

Ms. Barnes asked whether an additional VAR was going to be added to the Dell software contract.

Mr. Evans responded that he believed that was the goal. However, he explained that Mr. Lindstrom did not know yet whether it would be possible.

Ms. Hilderbrand added that they still need to negotiate a purchase money addendum with SHI.

LONG-DISTANCE CONTRACT (AUDIO/WEB) – Ms. Dearborn reported that, with the help of the Division of Purchasing (DOP), a single new long distance contract, which includes audio and web conferencing services, has been awarded to the incumbent, CenturyLink, who already had a previous long-distance contract. Ms. Dearborn explained that there were very few changes, other than new rates, which will be in place at the end of the year. AT&T, which had been the incumbent for conferencing services for the state for many years, did not bid.

Ms. Dearborn discussed the new contract, noting that the details were being put together and would be sent out to the IT community as well as those currently using the AT&T contract for conferencing. The rates would be automatically applied to the contract and would possibly go into place in January. The details were still being worked out with CenturyLink, and the rates would be audited as soon as they were in place. She also reviewed the audio and web conferencing services.

In response to a question from Ms. Barton-Wagner, Ms. Dearborn explained that skype was not used by the state, and was typically for video, rather than web. She added that the state has never had a contract with *Gotomeeting* and the new conferencing services will be as, or more, cost-effective than an individual meeting, and will be on the statewide open mandatory-use contract. She emphasized that the state bridge will not be going away, and agencies using video will be able to continue to do that. Agencies using AT&T will be notified of the expiring contract and how to get a replacement folder.

ACCESS IDAHO CONTRACT UPDATE – Mr. Farnsworth thanked Ms. Hilderbrand for her help. He reviewed the Access Idaho contract, set to expire in early 2015, which has been extended for two years. None of the terms of the contract will change.

Mr. Farnsworth discussed the OntheGo (OTG) mobile payments app, which was named one of 30 innovations that mattered in 2014 by *GovLoop* magazine. The app allows state agencies, counties and cities to make and receive payments without a Wi-Fi connection. The Real Estate Commission will be rolling this app out soon.

TELECOMMUNICATIONS CONTRACT UPDATE

Mr. Zickau reviewed the telecommunications contracts, commonly called the Idaho Education Network (IEN) contracts, which were established in 2009. He explained that these were also the telecommunications contracts for the state. Education Networks of America (ENA) and CenturyLink (formerly Qwest Communications) were the two vendors on the contracts, under a multiple award. Although it was not required under the contracts, there were two components: One component was for agency work and the other for the Idaho Education Network (IEN). He explained that this has created confusion because the IEN component has a program underneath it that bears the same name. ENA does all of the IEN work and is the listed service provider under E-Rate, while state agency work goes to CenturyLink.

Mr. Zickau explained that Syringa Networks (Syringa), who had been a potential sub-contractor to ENA sued the state, ENA and CenturyLink in late 2009 on the grounds that they were being cut out of the contract work. The lawsuit is ongoing. Mr. Zickau explained that there were six counts in the original complaint, all of which were dismissed by the district court. Syringa appealed to the Idaho Supreme Court, which affirmed the dismissal of five of the six counts, remanding a single count back to the district court. On November 10, 2014, the district court issued an adverse ruling to the state on that remaining count. Mr. Zickau noted that it remains unclear what the ruling actually means, and the judge has not yet issued an order. The Department of Administration (DOA) has submitted motions for reconsideration and clarification of the ruling.

Mr. Zickau discussed possible paths forward, emphasizing that the intent was for there to be no disruption in service to state agencies or schools. He explained that if no settlement was reached, or the judge ruled that the SBPOs, in their entirety, were void, there were contingency plans that would allow agencies to operate until new contracts were in place. He added that it was likely that the state would rebid the contracts, and that the

contracts would have two components, with state agency services as one component, and the education network as a separate component. He believed the state would pursue a multiple award, with multiple providers. He added that the RFP would solidify the way the state has been operating in terms of DOA being the customer of record, so that DOA has some control of the overall architecture, without inhibiting operations or pursuit of business needs on the part of agencies.

Mr. Zickau commented that the state has tried to settle, and during the most recent mediation attempt, Syringa's settlement offer to the state included assignment of ENA's contract for state agencies and \$12 million. A settlement agreement was not reached with Syringa at that mediation.

Ms. Barnes asked about ramifications of any settlement on the E-Rate money.

Mr. Zickau responded that at this time it is unknown how a settlement would impact a Universal Service Administrative Company (USAC) decision. He explained that E-Rate funds are administered on behalf of the FCC by USAC and paid for approximately 75% of the education network. He noted that USAC has said they will make a determination independent of the court's decision.

Mr. Zickau did not believe USAC would rule in the state's favor if the court ruling was adverse to the state. If USAC were to rule against the state, the state will have the opportunity to seek a waiver from the FCC, which can take several years to be approved. The state believes that it would stand a good chance of getting the waiver, because there has been no fraud, waste or abuse of any of the funds, which the FCC generally considers.

STRATEGIC PLANNING UPDATE

STRATEGIC GOALS – Mr. Zickau updated the committee on the draft strategic plan, which he presented to the ITA in November. He noted that a draft has been submitted to Chairman Farley and Vice Chair Barnes for their feedback, which will be incorporated in the document. It will then be shared with ITLC for additional feedback, and the final version will be presented to ITA for approval. Mr. Zickau asked the leads who were present to update the committee on their respective plans to accomplish their assigned objectives.

Mr. Farnsworth reported on the objectives for which he was the lead, which include creating mobile services for citizens in a universal platform framework with access to services any place, any time, and several GIS-related objectives.

Ms. Barnes commented on Mr. Farnsworth's involvement with FirstNet and asked how the state might work together with them to access and share information.

Mr. Farnsworth responded that he has attended all of the FirstNet meetings and other related meetings. He explained that they were working behind the scenes to make sure everyone is aware of the infrastructure that the state has and how it can be used.

Mr. Pope reported on the objective for which he was the lead, which was to provide infrastructure and managed services for data, voice and video that are secure and available, properly scaled and distributed with universal connectivity throughout the state in a cost-effective manner. He explained that an oversight committee has been established, and he briefly discussed the plan for accomplishing this objective.

Chairman Farley commented on the goal of safeguarding the privacy and confidentiality of information. There had been no specific objective assigned to this goal, although the planning team recognized its importance and believed it to be inherent in every project or initiative. Mr. Zickau added that ITA had expressed concern that it had not been specifically addressed, and observed that there were things the state was doing which would be appropriate to include in the plan. However, he noted that if an additional objective was going to be added to the strategic plan, there would need to be a resource applied. With agreement from Chairman Farley, Mr. Zickau stated that an objective for this goal would be included in the strategic plan.

OPERATIONAL GOALS – Chairman Farley reviewed the operational goal related to IT procurement, for which he was the lead. He noted that several people had volunteered to assist with that. He also briefly discussed IT compensation and the current classification structure, sharing that he had met with David Fulkerson, the interim director of DHR to discuss some of the issues, and that the Hay Group would be doing an assessment.

Mr. Teller joined the meeting at approximately 10:10 a.m.

Mr. Teller reported on the strategic objective for which he was the lead, which was to capture the effectiveness and efficiency of scale to deliver services while protecting the integrity of data. Mr. Teller shared that a cloud subcommittee has been formed to work on this objective, and he briefly reviewed their action plan.

Ms. Barnes added that ITD will be moving to the cloud with their mainframe, and they will hopefully be able to provide some feedback and lessons learned for other agencies moving forward.

Ms. Hilderbrand commented that WSCA/NASPO, which tends to look to states for procurement or SME expertise, was looking at procurement for a menu of cloud service items. She noted that she may look to ITLC for their technical expertise. She will report back to ITLC on this.

ITA POLICIES/STANDARDS/GUIDELINES

ONLINE FILE STORAGE SERVICES POLICY P4120 – Ms. Stratton gave an overview of Enterprise Policy P4120, noting that security coordinators from other agencies and the deputy attorney general for the Department of Administration and Risk Management have reviewed the policy. Agencies would be able to determine cloud file storage solutions on their own. She noted that this policy was not related to the Idaho State Historical Society's oversight on managing data retention.

Mr. Zickau added that this policy does not prevent sensitive information in the cloud as part of the system, but rather, it prevents files, that may be sensitive and confidential, from being stored in the cloud, and provides restrictions and constraints around the use of that.

Ms. Stratton explained that one of the concerns raised was whether Category 2 data, as defined in the policy, should be shared. Ms. Stratton explained that with this revision, it would change from Category 1 and 2 data being shared, to Category 2 and 3 data not being shared.

In response to a comment by Mr. Beck, Ms. Stratton agreed that there would be a need to revisit this at a future time to determine whether this should just be for file storage or for everything online.

MOTION: Ms. Barton-Wagner moved and Ms. Barnes seconded a motion to recommend approval to the ITA of Enterprise Policy P4120 as presented; the motion was approved, with Ms. Shipman abstaining.

ONLINE FILE STORAGE SERVICES GUIDELINE G595 – Ms. Stratton gave an overview of Enterprise Guideline G595, which includes additional guidelines for agencies to follow in writing their policies and training their users.

MOTION: Ms. Barton-Wagner moved and Mr. Rigby seconded a motion to approve Enterprise Guideline G595 as presented, subject to ITA approval of Enterprise Policy P4120; the motion was approved, with Ms. Shipman abstaining.

WEB PUBLISHING POLICY P5010 – Mr. Farnsworth gave an overview of Enterprise Policy P5010, noting that the requirement for agencies to use the state web templates is already in the policy. He explained that up until now, agencies have matched the look and feel of the template design, while not always actually using the templates themselves. He explained that few agencies have functional mobile capabilities on their websites, but since the coding is done in the template, and has a mobile component, agencies can take advantage of this immediately on their websites. He added that the template can be customized to meet the needs of agencies, but there is an exemption process if, for some reason, the template won't work for an agency.

Mr. Beck asked if the webmaster group had reviewed the policy.

Mr. Farnsworth responded that it was generally his practice to involve the webmaster group in policy revisions before bringing them to ITLC, and this policy had been sent out to the webmaster group. He noted that the revisions were not substantial.

MOTION: Ms. Barnes moved and Mr. Butler seconded a motion to recommend approval to the ITA of Enterprise Policy P5010 as presented; the motion was approved, with Ms. Shipman abstaining.

Pursuant to the ITLC charter, alternate designees do not have voting rights. However, Mr. Butterfield, alternate designee for the Department of Fish & Game (DFG), asked that it be expressed in the minutes that DFG was not in favor of approval of Enterprise Policy P5010, on the grounds that it restricted their ability to serve their customers. He explained that there were features throughout their website that DFG did not believe worked as well. Mr. Butterfield added that overall, DFG was onboard with the goal of state websites to have a common look, feel and navigation, but there are features which don't lend themselves well to that. He state that DFG believed it restricted them if they did not have an exemption.

Mr. Farnsworth responded that he would be happy to work with DFG to see if there was a way to incorporate any of the things that DFG would need into the template.

Chairman Farley asked if there were any exceptions in that regard for particular agencies if there is an issue.

Mr. Farnsworth responded that there have been a few agencies over the years that have had exemptions. He noted that agencies which have had a good business reason have been granted the exemption.

WEB PUBLISHING STANDARD S5120 – Mr. Farnsworth explained that Enterprise Standard S5120 was not substantially linked to Enterprise Policy P5010, and its revisions were not subject to ITA approval of the policy.

MOTION: Ms. Barnes moved and Mr. Rigby seconded a motion to approve Enterprise Standard S5120 as presented; the motion was approved, with Ms. Shipman abstaining.

WEB PUBLISHING GUIDELINE G310 – Mr. Farnsworth noted that Enterprise Guideline G310 was independent of Enterprise Policy P5010, and therefore its revisions were not subject to ITA approval of the policy revisions. He added that guidelines are more “how to’s” and information for agencies, and there is really nothing in the guideline which is required, but rather best practices.

MOTION: Ms. Barnes moved and Mr. Rigby seconded a motion to approve Enterprise Guideline G310 as presented; the motion was approved, with Ms. Shipman abstaining.

OTHER BUSINESS

- Ms. Shipman reported that SCO is now actively supporting Internet Explorer 11, in addition to IE8, IE9 and IE10. She encouraged agencies to consider upgrading to that level. Additionally, SCO has found a couple of challenges in the P-card and Travel Express applications with regard to tablets, which they are working on.
- Mr. Rigby stated that their operations team was moving towards ITIL. He asked those members with ITIL experience for their input. Ms. Barnes responded that ITD is an ITIL shop and they are starting configuration management. Mr. Zickau briefly discussed OCIO, which is also an ITIL shop.
- Noting the upcoming retirement of Carla Casper, OCIO, Ms. Barton-Wagner asked about any changes at OCIO relating to that transition. Mr. Zickau explained that proposed organizational changes had been submitted and were being reviewed by DFM. He added that he would report back once he hears from DFM.

ADJOURNMENT / NEXT MEETING

The meeting adjourned at 11:06 a.m. The next meeting was scheduled for February 17, 2015 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