Information Technology Resource Management Council (ITRMC)
February 24, 2010, Meeting Minutes
(approved by Council June 23, 2010)

The February 24, 2010 meeting of the Information Technology Resource Management Council was held in the East Conference Room of the Joe R. Williams Building, 700 West State Street, Boise, Idaho.

ATTENDANCE
Members/Designate(s) Present:
Mike Gwartney (Chair), Dir., Dept. of Administration
Richard Armstrong, Dir., Dept. of Health & Welfare
Dennis Gribble, Vice President & CIO, Idaho Power Co.
Donna Jones, State Controller
Jerry Piper, Operations Man., Cambridge Tel. Co.
Craig Potcher, IT Bureau Chief, Dept. of Fish & Game
Col. Jerry Russell, Director, Idaho State Police
Col. Bill Shawver, Dir., Bureau of Homeland Security
Designates –
  Tracie Bent, State Board of Education

Absent Members:
Senator Les Bock
Representative Branden Durst
Senator Patti Anne Lodge
Representative Tom Loertscher
Tom Luna, Supt. of Public Instruction
John Peay, IS Director, Idaho Supreme Court
Mike Rush, Exec. Director, State Board of Education
Steve Steiner, Idaho Bureau of Homeland Security

Others Present:
Randy Ashton, Dept. of Health & Welfare
Sally Brevick, Office of the CIO
Carla Casper, Office of the CIO
Cheryl Dearborn, Office of the CIO
Dena Duncan, Office of the CIO
Gail Ewart, Office of the CIO/ IGO
Michael Farley, Dept. of Health & Welfare
Bill Farnsworth, Office of the CIO
Dan Goicoechea, State Controller's Office
Bob Hunter, INX
Brian Kadien, IBM

Ilya Kucherenko, COMSYS
Gregory Lindstrom, Dept. of Administration
Garry Lough, Idaho Education Network
Scot Maring, Office of the CIO
Todd Moore, IBM
Nick Nydegger, Idaho Military Division
Terry Pobst-Martin, Office of the CIO
Steve Poeppe, Office of the CIO
Mike Seifrit, Dept. of Juvenile Corrections
Eldon Wallace, retired
Steve Wilson, State Controller's Office
Greg Zickau, Office of the CIO

CALL TO ORDER
Director Gwartney, Chair, welcomed members and guests present and called the meeting to order.

APPROVAL OF PREVIOUS MEETING MINUTES
MOTION: Ms. Jones moved and Col. Shawver seconded a motion to approve the meeting minutes from December 9, 2009; the motion passed unanimously.
(http://itrmc.idaho.gov/minutes/itrmc/20091209.pdf)

GEOSPATIAL GOVERNANCE STRUCTURE
Gail Ewart provided a brief history of formal efforts to strengthen GIS activities going back to 1988. Ms Ewart then outlined the structure of the proposed Executive order which would allow for a broad-based Idaho Geospatial Council and an Executive Committee of 16 members for steering and decision-making.
MOTION: Director Armstrong moved and Col. Russell seconded a motion to recommend forwarding the proposed Executive Order to the Governor for signature; the motion passed unanimously.

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MAJOR PROJECT PROGRESS REVIEW – IDAHO BENEFIT ELIGIBILITY SYSTEM (IBES)

Randy Ashton presented an overview of the IBES project undertaken in 2006 by the Dept. of Health & Welfare. (refer to slides: http://itrmc.idaho.gov/minutes/itrmc/20091209/IBES.pdf).

Questions and Discussion

• Director Armstrong noted that every single application (MedicAid, Child Support etc) has increased due to the current unemployment levels and this could not have been managed as well as it was without the new system. Dir. Armstrong expressed his concern that the Department was being asked to further reduce its workforce and the crisis in maintaining service levels was now at their doorstep. IBES had passed a major test on January 30th when the Pharmacy Management System, which depends on IBES to feed it, had been brought up without a hitch. IBES is also interfacing well with new releases of other systems "downstream" and this bodes well for another large system change coming up this year.

• Mr Ashton explained for Col. Russell that the cost over-run was tied in to the additional time it had taken to complete the project. There were no features included that were not absolutely necessary to the system.

SECURE STATE NETWORK WORKING GROUP

Terry Pobst-Martin reminded the Council of the concerns about public-facing servers that sit within the internal state network. A Standard had been proposed in 2009 but agencies had raised a number issues and instead, with the Council's approval, the Secure State Network Working Group was formed, chaired jointly by Dave Manning (ITD) and Leanne DeHaas (SCO). There are two subcommittees – Technical, led by Steve Poeppe (OCIO) and Policy, led by Leanne DeHaas. Ms Pobst-Martin and Steve Poeppe, went on to explain the proposed evolutionary process for achieving greater security for the state's IT network (refer to slides: http://itrmc.idaho.gov/minutes/itrmc/20091209/SSNetWG.pdf).

Questions and Discussion

• In response to a query from Col. Russell regarding the timeline and associated costs, Ms Pobst-Martin explained that this process should take about 3 to 5 years and it was anticipated that much of the initial work already formed part of the steps taken by a system administrator in the normal course of their work and the initial security checks would actually make the management of their servers easier. Col. Russell expressed his support for the proposal but felt agencies needed some guidance regarding potential costs so that they could plan ahead, this was echoed by Dir. Gwartney. Ms Pobst-Martin noted that the timeline was not fixed and agencies would be able to determine their own schedule based on their server requirements and personnel. Mr Poeppe stressed that a number of agencies were providing input and support to the working group.

• Mr Potcher noted that more and more requests were being received from the public to have sensitive data available for them to access and he questioned how the security of this data could be managed. Ms Pobst-Martin explained that there are ways for web applications on the DMZ to obtain secure data from an internal database and bring it temporarily to the person making the request.

• Responding to Mr Gribble, Ms Pobst-Martin explained that the Standard previously proposed for moving all internal public-facing servers to the DMZ, was not being pursued although, at this time, it remained the end goal of the working group.

MOTION: Ms Jones moved and Mr Potcher seconded a motion for the Council to approve the direction being taken by the Secure State Network Working Group; the motion passed unanimously.

IDANET UPDATE

Greg Zickau advised the Council that contract amendments were being finalized and while this had put the schedule back about 45 days, the team was working hard to reduce the delay. The amendments will bring an

additional saving of half a million dollars over the course of the contract. An RFP will be released in the very near future for the Metropolitan Area Network (MAN). In the interim, the team is working on Wide Area Network (WAN) implementation. Following the migration there will be more bandwidth and more responsive service level agreements for less money. It will also allow Voice Over IP across agencies, more data center consolidation, better disaster recovery and business continuity, and an improved enterprise architecture for telecommunications. After months of preparation, MPLS had been successfully transitioned to CMFONI downtown, which could not have happened without the commitment of time and technical expertise from Health & Welfare, State Controller's Office, Transportation Department and Department of Labor.

Questions and Discussion
• Director Armstrong queried whether the RFP was sufficiently robust from a legal standpoint. Mr Zickau said that, with assistance from Michael Farley and Alvino Artalejo from the Dept. of Health & Welfare, the desired architecture had been well articulated to the vendor and he felt confident that the RFP put the Department of Administration in good position both technically and legally.

IDAHO EDUCATION NETWORK (IEN) UPDATE
Garry Lough, Communications Director for the Idaho Education Network, provided the Council with a brief overview of the IEN, the web-based Support Center, courses currently being taken, the rollout status and the use of services deployed (slides: http://itrmc.idaho.gov/minutes/itrmc/20091209/IEN.pdf). Col. Russell shared the benefits that the Idaho State Police had experienced in providing training to law enforcement officers over the IEN: the process had been efficient and effective with savings in travel and time.

OFFICE OF PERFORMANCE EVALUATION (OPE) – FOLLOW UP REPORT
Mr Zickau advised the Council that the OPE had produced a report in 2008 entitled: "Governance of Information Technology and Public Safety Communications" which contained a number of recommendations. One particular recommendation from the report pertains to this Council, regarding the establishment of a subcommittee to monitor changes in communications technology and assessing the long-term impact of changes on the state's communications systems. Mr Zickau suggested making this an explicit responsibility of ITEAC, which is already performing this duty.
MOTION: Dir. Armstrong moved and Ms Jones seconded a motion for the Council to charge ITEAC with monitoring changes in all communications technology, assessing the long-term impact of changes on the state's communications systems, integrating the changes into the strategic plan (in conjunction with OCIO), and presenting an annual report to ITRMC which must also be offered to the Public Safety Communication Governance Council. The motion passed unanimously.

ADJOURNMENT
There was no further business to come before the Council and Director Gwartney adjourned the meeting. The next meeting is scheduled for April 28, 2010.

Respectfully submitted,

Sally Brevick, Office of the CIO