Information Technology Resource Management Council (ITRMC)
June 23, 2010, Meeting Minutes
(Approved by Council August 25, 2010)

The June 23, 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
Representative Tom Loertscher (phone)
Richard Armstrong, Dir., Dept. of Health & Welfare
Gen. Bill Shawver, Dir., Bureau of Homeland Security
Mike Rush, Exec. Director, State Board of Education
Dennis Gribble, Vice President & CIO, Idaho Power Co.
Jerry Piper, Operations Man., Cambridge Tel. Co.
Craig Potcher, IT Bureau Chief, Dept. of Fish & Game
John Peay, IS Director, Idaho Supreme Court
Bill Reynolds, GIS Coordinator, Nez Perce County (phone)
Designates –
  Steve Wilson, State Controller's Office
  Troy Wheeler, State Department of Education

Absent Members:
Senator Les Bock
Representative Branden Durst
Senator Patti Anne Lodge
Donna Jones, State Controller
Col. Jerry Russell, Director, Idaho State Police
Tom Luna, Supt. of Public Instruction
Steve Steiner, Idaho Bureau of Homeland Security

Others Present:

David Alexander, Idaho State University
Becky Barton-Wagner, Dept. of Insurance
Garry Beaty, City of Boise
Sally Brevick, Office of the CIO
Carla Casper, Office of the CIO
Meredith Copsey, CISCO
Gregory Corlett, Dept. of Commerce
Skip Crandall, Cerium Networks
Cheryl Dearborn, Office of the CIO
Leanne DeHaas, State Controller's Office
Doug DePriest, Eastern Idaho Technical College (VTC)
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
Nancy Fauver, PERSI
Randy Gaines, Idaho State University
Glen Gardiner, Dept. of Water Resources
Jennifer Gilliland, City of Boise
Tony Greer, Bigelow Tea
Mike Guryan, Office of the CIO

Jimae Haynes, City of Boise
Shad Jessen, Boise State University
Sharon Jensen, City of Boise
Brady Kraft, Idaho Education Network
Dustin Kuck, Governor's Office
Keven Lowe, Liquor Division
Eric Ludovic, City of Boise
Scot Maring, Office of the CIO
Mitch Parks, University of Idaho
Shane Paynter, Eastern Idaho Technical College (VTC)
Tom Peterman, State Controller's Office
Terry Pobst-Martin, Office of the CIO
Steve Poeppe, Office of the CIO
Wilma Robertson, Office of the CIO / IGO
Mike Seifrit, Dept. of Juvenile Corrections
Debra Stephenson Padilla, Office of the CIO
Jenah Steve Tobiast, Avaya
Jenah Thornborrow, Garden City
Jim Toombs, City of Boise
Greg Zickau, Office of the CIO

CALL TO ORDER AND WELCOME FOR NEW MEMBER

Director Gwartney, Chair, welcomed members and guests present and introduced a new council member, Bill Reynolds. Mr Reynolds is the GIS Coordinator for Nez Perce County, he also chairs the NPC Emergency Communications Board and the Public Safety Technical Working Group.

ITRMC IT Achievement Awards Presentation

Governor C.L. "Butch" Otter presented four group and four individual awards to state, local government, and institutions of higher education for the successful deployment of information technology to assist agencies and officials in innovatively executing their duties and providing accessible, cost-effective services to Idaho's citizens, businesses, and visitors. The following awards were presented:

Digital Government Applications – City of Boise
IT Project Management – Idaho State University
Collaborative Partnership – City of Garden City
Securing Digital Government – University of Idaho
GIS Professional of the Year – Jimae Haynes from City of Boise
IT Technician of the Year – Shad Jessen from Boise State University
Applications Developer of the Year – Nancy Fauver from PERSI
IT Manager of the Year – Keven Lowe from the State Liquor Division

APPROVAL OF PREVIOUS MEETING MINUTES

MOTION: Director Armstrong moved and Mr Potcher seconded a motion to approve the meeting minutes from February 24, 2010; the motion passed unanimously. (http://itrmc.idaho.gov/minutes/itrmc/20100224.pdf)

FY12 LARGE-SCALE PROJECT REVIEW PROCESS

Mike Guryan outlined the Project Review Process for FY11 and what the process for the current year would entail. July 15 is the deadline for agencies to submit their IT plans and projects to the OCIO. These will be reviewed in early August with the ITRMC Project Review Committee meeting in mid-August to identify those projects that will be presented to the council. ITRMC will hold an unscheduled meeting in mid-September to review these projects.

PROJECT REVIEW: Eastern Idaho Technical College Virtualization Project

Shane Paynter and Doug DePriest of Eastern Idaho Technical College presented an overview of a proposed virtualization project (budget estimated at $500K), including the associated goals:

- To provide EITC students, faculty and staff access to their applications and data in a secure fashion from any computer at any time, from anywhere on or off the EITC campus.
- To provide EITC the infrastructure to deliver classes partially or completely online.
- To reduce software licensing costs by publishing applications from the data center rather than installing at the end point.
- To reduce labor cost by decreasing the amount of support needed at the end point.
- Maximize utilization and save costs by implementing a VDI (Virtual Desktop Infrastructure) and thereby reducing the computing power needed at the end point to smaller PCs or even thin / zero clients.
- Maximize utilization and save costs in the data center by virtualizing servers.
- To provide an agile and secure method of providing application access to users by publishing them from the data center rather than installing them on the end point.

Questions and Discussion

- Responding to a query from Dennis Gribble regarding disaster recovery, Mr DePriest explained that a remote site on a small campus in Rexburg formed part of their disaster recovery. By using virtualization, they could take copies of the mission critical virtual machines etc and host copies at this remote location.

- Director Rush queried the possibility of adding, for instance, a small governmental unit in Idaho Falls. Mr DePriest confirmed that this would be a simple process once the project reached its second phase.

- Responding to a query from Craig Potcher regarding cloud computing, Mr DePriest commented that EITC emailing is already hosted in the cloud and they are considering other cloud-based resources and initiatives.

Director Gwartney sought approval from the Council for Eastern Idaho Technical College to continue their Virtualization Project; no objections were raised.

STANDARD 3230: Server Security Requirements and GUIDELINE 950A: Server Operating System; Initial Security Requirements

Terry Pobst-Martin recapped the development of Standard 3230 and Guideline 950A and the efforts of the Secure State Network Working Group to improve the security of citizen and State data on the State network. The overall process will be broken down into Evolutions, Phases and Tiers. S3230 and G950A are concerned with Evolution 1, which is Server Security. The Standard provides direction on where to learn minimum configuration requirements for securing servers, the Guideline is the first in a series that will reference the minimum security requirements for the configuration of internet-accessible servers.

Questions and Discussion
- Troy Wheeler asked how endpoints fitted into the process, Ms Pobst-Martin noted that endpoints would not be covered at this time as there are policies already in place that cover a range of security requirements for endpoints. However, should a need be identified, the Working Group will address it.

- Steve Wilson commented that these issues had been brought before the IT Executive Advisory Committee (ITEAC) the previous year and a lot of concern had been raised about the way to reach the goal. Mr Wilson felt that Ms Pobst-Martin and the Working Group should be recognized for the amount of work they had done in the interim to reach this point.

MOTION: Director Rush moved and General Shawver seconded a motion to approve Standard 3230 and Guideline 950A; the motion passed unanimously. (http://itrmc.idaho.gov/psg/s3230.pdf and http://itrmc.idaho.gov/psg/g950A.pdf)

IT EFFICIENCIES

Greg Zickau addressed previous efforts, the current OCIO IT environment and the anticipated approach for FY11/12 that would lead towards a federated structure. Mr Zickau presented an initial proposal involving seven agencies who have a combined total of 15 IT full time positions (FTPs) and spending $2-2.5M/yr for 270+ customers. It is proposed that 9 FTPs could be transferred to a larger IT organization that is already supporting 27 agencies, amounting to 600 customers. Two FTPs would remain in the Dept. of Insurance for agency-specific programming roles and the remaining 4 FTPs could be reduced or repurposed. This would save about $229K/yr and the reduction in duplication would provide further savings in operating dollars.

Questions and Discussion
- Director Armstrong expressed concern about the imminent national health care reforms that will require enhancements to the core infrastructure between the Departments of Health & Welfare and Insurance. Director Gwartney noted that consolidating IT resources would be beneficial in handling "surges" that projects such as this.

- General Shawver applauded the engagement of the executive agencies, adding that the honest, open exchange would benefit everyone and help move toward the common goal of collaboration and saving of taxpayers' dollars.

- Dennis Gribble commented on two key components: complete support at the executive level and a strong focus on change management, taking into account the impact on people and the need for communication.

- Director Rush expressed concern about the specific needs of different agencies for whom generic support might not be sufficient. Garry Beaty (City of Boise) commented that a business analysis function could reside within the business area of an agency but work with IT. Troy Wheeler raised a question about the level of depth at which to consolidate strategic planning and he expressed support for Mr Beaty's suggestion about embedding this in the business part of an agency.

Director Gwartney sought approval from the Council for the proposed restructuring of IT Services; no objections were raised.

IDAHO EDUCATION NETWORK (IEN) UPDATE
Brady Kraft provided the council with an update on the progress of the IEN, including the "Find A Course" function of the IEN website (www.ien.idaho.gov)

Questions and Discussion
- Rep. Loertscher raised a question, echoed by Dir. Rush, about free resources such as Google Apps. Mr Kraft noted that the focus at this time was to connect schools as quickly as possible. The IEN is a network that enables schools to make decisions that best match their vision and mission so IEN will look to content providers, whether public or private, to reach out to schools.

- Troy Wheeler expressed appreciation on behalf of the Dept. of Education to the Office of the CIO for the work being done to build the infrastructure for the IEN, making this one of the most well-executed and successful projects he had ever seen.

NEW BUSINESS
There was no new business to come before the Council.

ADJOURNMENT
The meeting adjourned at 11:33. The next meeting is scheduled for August 25, 2010.

Respectfully submitted,

Sally Brevick, Office of the CIO