

Information Technology Resource Management Council (ITRMC)

October 1, 2010, Meeting Minutes
(approved by Council October 8, 2010)

The October 1, 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:

Teresa Luna (Chair), Interim Dir., Dept. of Administration
Representative Branden Durst
Col. Jerry Russell, Director, Idaho State Police
Richard Armstrong, Dir., Dept. of Health & Welfare
Mike Rush, Exec. Director, State Board of Education
Jerry Piper, Operations Man., Cambridge Tel. Co.
John Peay, IS Director, Idaho Supreme Court
Craig Potcher, IT Bureau Chief, Dept. of Fish & Game
Bill Reynolds, GIS Coordinator, Nez Perce County

Designates –

Steve Wilson, State Controller's Office

Absent Members:

Senator Les Bock (phone)
Representative Tom Loertscher
Senator Patti Anne Lodge
Donna Jones, State Controller
Tom Luna, Supt. of Public Instruction
Gen. Bill Shawver, Dir., Bureau of Homeland Security
Dennis Gribble, Vice President & CIO, Idaho Power Co.

Others Present:

Shannon Barnes, Idaho Transportation Dept.
Garry Beaty, City of Boise
Angela Bonaminio, State Treasurer's Office
Sally Brevick, Office of the CIO
Carla Casper, Office of the CIO
Michael Farley, Dept. of Health & Welfare
Bill Farnsworth, Office of the CIO
Mike Guryan, Office of the CIO
Mary McMahan, Idaho Public Television
Peter Morrill, Idaho Public Television

Terry Pobst-Martin, Office of the CIO
Jon Pope, Idaho Transportation Dept.
Laura Steffler, State Treasurer's Office
David Tolman, Idaho Transportation Dept.
Tim Tower, Idaho Public Television
Rich Van Genderen, Idaho Public Television
Doreen Warren, State Tax Commission
Rudy Zauel, State Tax Commission
Greg Zickau, Office of the CIO

CALL TO ORDER

Director Luna, Chair, welcomed members and guests present and called the meeting to order.

APPROVAL OF PREVIOUS MEETING MINUTES

MOTION: Director Rush moved and Col. Russell seconded a motion to approve the meeting minutes from August 25, 2010; the motion passed unanimously.

<http://itrmc.idaho.gov/minutes/itrmc/20100825.pdf>

REVIEW OF PROJECTS

Greg Zickau reminded the Council that this was only the second year of reviewing and approving agency projects under the current process which, although fairly immature, still brought value to the State by providing some indication of the investment being made in technology. Representatives of ITRMC staff had reviewed all the projects submitted and identified 58 costed projects proposed for FY12, which total about \$23M. Together with the Project Review Committee, these were narrowed down by dollar amount (\$500K and over), functional triggers and opportunities for collaboration. With

additional information received from the relevant agencies, the Committee selected seven projects to bring before ITRMC. Mr Zickau noted that other states are better resourced to undertake a more granular review of projects – Colorado reviews projects with an IT expense over \$10,000, in Washington the threshold is \$5,000.

Mr Zickau added that three of the seven projects (being presented over two meetings) involved telephone systems. These were selected because the State spends about \$8M a year on telephones so these projects could potentially be opportunities for collaboration. For the past three or four years the Office of the CIO (OCIO) within the Dept. of Administration has been pursuing a strategy of collapsing small or less capable systems onto the larger, more capable system that is managed by the OCIO. That system is now at capacity and discussions have started with another agency about taking over a larger system, one that is potentially capable of serving the needs of most of the State. Mr Zickau noted that this had not yet been discussed with the agencies presenting telephone projects this year but was worth bearing in mind.

1) IDAHO PUBLIC TELEVISION (IPTV): PHONE SYSTEM REPLACEMENT

Peter Morrill, General Manager, provided an overview to the Council of IPTV's proposal to replace the phone system in the Boise office.

Questions and Discussion

- Mr Morrill clarified that if a consumer has problems with their closed captioning and they contact IPTV to report the matter, IPTV is required to respond within 24 hours. Since the IPTV office is not staffed outside normal office hours, a robust voicemail component is essential, however, over the past six months there have been two significant outages of the voicemail component of the current telephone system and the manufacturer no longer supports this component, which is working on Windows 2000.
- Dir. Armstrong noted that the reference to the "Boise" system suggested there were other systems in the state and he queried the condition of those systems. Mr Morrill explained that IPTV had two other staffed offices, these are located at the University of Idaho and Idaho State University. Both of these offices use the local campus phone systems.
- Rep. Durst queried the long term plans of these two satellite offices given the benefit of maintaining consistency for functionality and also whether there would be training required in moving to a new system. Mr Morrill explained that the university campus-based offices have four staff and probably six handsets at each, this is small scale but they would ensure interoperability with the main office in Boise. As to training, it was anticipated that the IPTV television engineer who maintains the current telephone system would require training in the short term once the new system was acquired.
- Steve Wilson questioned whether IPTV would consider VoIP as opposed to a straight replacement of a standard system. Mr Morrill responded that IPTV has for some time been partnering with a number of different state entities for various services and would certainly be open to alternative options that were better, faster, cheaper and more reliable. Mr Morrill noted that due to the teleproduction component and major fundraising activities undertaken by IPTV, there were some unique features that could impact on collaborating on a very large scale system.

- Jerry Piper queried whether IPTV had a replacement system in mind. Mr Morrill commented that, when the funds were appropriated, IPTV would look to the designated state contract for options.

MOTION: Director Rush moved and Director Armstrong seconded a motion to approve Idaho Public Television’s Phone System Replacement Project; the motion passed unanimously.

2) IDAHO TRANSPORTATION DEPARTMENT (ITD): FLEET MANAGEMENT

Shannon Barnes, PMO Manager, briefed the council on the Fleet Management project. (slides: <http://itrmc.idaho.gov/minutes/itrmc/ITD Fleet Mgt Project.pptx>)

Questions and Discussion

The discussion that followed centered around the opportunity for the statewide implementation of this fleet management system. Bill Burns, Administrator for the Division of Purchasing has a team looking into this.

- Ms Barnes noted that the system has the **capacity** to manage a statewide fleet (as is being done in Montana where the same system is used) and ITD would be willing to consider partnerships but at this stage has limited resources.
- The Agile Assets Fleet Management system is **“off-the-shelf”** and based on an Oracle database. ITD had considered creating a system in-house but they did not have the expertise or staff resources to do so. An “off-the-shelf” solution allows for functionality to be brought up very quickly and cost effectively. Agile Assets will manage the application which will be hosted at ITD.
- There was consensus about the opportunity of **leveraging this application across the state**, at the same time circumventing the need for other agencies to bring similar projects before ITRMC for approval. David Tolman, ITD Division Administrator, advised the council that ITD is already structuring the system to allow other agencies to come on board in the future. They are working with the Div. of Purchasing, Fish & Game and Health & Welfare to mitigate problems that might come up in future when other agencies use the system. ITD will not administer or operate the system for other agencies as they already have limited resources.
- Regarding **local government** use of the system, ITD is not currently looking into this aspect. Ms Barnes and Mr Zickau noted that in collaborative efforts, the technology is the easy part, the difficulty comes in bringing agencies together with disparate processes and further complications arise when working within state rules about how money is spent, requested and administrated. Ms Barnes suggested that the processes, staffing, funding and licensing costs would need to be looked at as a separate project.
- It is not yet known how **depreciation** of assets is calculated, Ms Barnes felt that the system probably had the flexibility to calculate a stepped depreciation or a cost per mile but could not say for certain.
- **LHTAC** (Local Highway Technical Assistance Council) has not yet been involved with the project but this will be considered moving forward.

MOTION: Director Armstrong moved and Col. Russell seconded a motion to approve Idaho Transportation Department’s Fleet Management Project; the motion passed unanimously.

3) STATE TAX COMMISSION: CHECK 21 AND IMAGING SYSTEM UPGRADE

Doreen Warren, Revenue Operations Division Administrator, presented the project to the Council.

(slides: <http://itrmc.idaho.gov/minutes/itrmc/Tax Com Project.pptx>)

Questions and Discussion

- Ms Warren explained that Check 21 allows for electronic depositing of checks – more checks can be deposited per day and money is deposited into the State’s bank account at least one day sooner, thereby realizing interest savings.
- Ms Warren confirmed for Rep. Durst that the old system would not be taken down immediately but would act as a backup until the new system was fully operational.

MOTION: Rep. Durst moved and Mr Piper seconded a motion to approve the Tax Commission’s Check 21 and Imaging System Upgrade Project; the motion passed unanimously.

4) DEPARTMENT OF FISH & GAME: VoIP

Craig Potcher, IT Bureau Chief, provided an overview of the project to the Council. (slides:

<http://itrmc.idaho.gov/minutes/itrmc/IDFG VoIP Project.pptx>)

MOTION: Rep. Durst moved and Mr Peay seconded a motion to approve the Department of Fish & Game’s VoIP project; the motion passed unanimously.

STANDARD 3550: STRUCTURED CABLE IDENTIFICATION

Michael Guryan advised the Council of suggested updates to Standard 3550 which provide an industry recognized standards-based installation and management approach that results in uniform wiring at different locations, improved management of building space resources and reduced costs for wiring installation, support and management. A query was raised about the meaning of MUTOA, the answer was found following the meeting: Multi-User Telecommunications Outlet Assembly, this will be added to the Standard.

MOTION: Dir. Rush moved and Dir. Armstrong seconded a motion to approve the updates to Standard 3550; the motion passed unanimously. (<http://itrmc.idaho.gov/psg/s3550.pdf>)

ADJOURNMENT

The meeting adjourned at 11:00. The next meeting is scheduled for October 8, 2010.

Respectfully submitted,



Sally Brevick, Office of the CIO