

# Information Technology Resource Management Council (ITRMC)

October 8, 2010, Meeting Minutes

(Approved by Council December 8, 2010)

The October 8, 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  
Richard Armstrong, Dir., Dept. of Health & Welfare  
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 Bur. Chief, Dept. of Fish & Game (phone)  
Bill Reynolds, GIS Coordinator, Nez Perce County (phone)

### *Designates –*

Mike Key, Idaho State Police  
Steve Wilson, State Controller's Office

### **Absent Members:**

Senator Les Bock  
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  
Col. Jerry Russell, Director, Idaho State Police  
John Peay, IS Director, Idaho Supreme Court

### **Others Present:**

Sally Brevick, Office of the CIO  
Gail Ewart, GIO/OCIO  
Michael Farley, Dept. of Health & Welfare  
Bill Farnsworth, Office of the CIO  
Vickie Flatt, Dept. of Health & Welfare

Monty Fleenor, Dept. of Health & Welfare  
Mike Guryan, Office of the CIO  
Steve Tobiasz, AVAYA  
Rudy Zael, 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 Director Armstrong seconded a motion to approve the meeting minutes from October 1, 2010; the motion passed unanimously.**

(<http://itrmc.idaho.gov/minutes/itrmc/20101001.pdf>)

## REVIEW OF PROJECTS

### 1) STATE TAX COMMISSION: PHONE SYSTEM REPLACEMENT

Rudy Zael presented an overview of the State Tax Commission's plans to replace their phone system (refer to slides: <http://itrmc.idaho.gov/minutes/itrmc/Tax Phone Upgrade.pptx>).

### Questions and Discussion

- Rep. Durst expressed his belief that this was a worthy project; he knew, from his experience in the private sector, how effective a predictive dialing system could be in increasing productivity and the legislature had talked a lot about the need to close the tax gap.
- Dir. Armstrong queried the delay in waiting until July 2011. Mr Zael advised that the State Tax Commission was waiting on funding, however they were talking now to vendors about the possibilities for improving their predictive dialing solutions without waiting for funding.

- Michael Key noted a lack of information about potential network issues, VoIP being a network-intensive system with a large impact on adoption by end users. Mr Zauel agreed that this was an issue. The State Tax Commission had recently upgraded their network infrastructure with the concept of VoIP in mind, however testing would still be necessary. Mr Piper noted that, while VoIP is the next generation of technology, education and knowledge was a factor in maintaining quality of service.

**MOTION: Representative Durst moved and Director Rush seconded a motion to approve the State Tax Commission’s Phone System Replacement Project; the motion passed unanimously.**

## 2) DEPARTMENT OF HEALTH AND WELFARE (DHW): WIC Replacement

Vickie Flatt provided the Council with an overview of the WIC Information System Program (refer to slides: <http://itrmc.idaho.gov/minutes/itrmc/WISPrOverview.ppt>).

### Questions and Discussion

- Responding to Rep. Durst, Ms Flatt advised that DHW is looking strategically at integrating this system with a department-wide common directory that tracks participants regardless of the program, whilst at the same time addressing confidentiality and security.
- Dennis Gribble queried the budget of around \$2.9 Million in resources, Ms Flatt explained that these resources were for the core development team which was a combination of DHW employees and contractors. Mr Gribble queried further how funds were being off-set against the stimulus dollars. Director Armstrong explained that the number of DHW employees managing the WIC program was very small and most of the work was subcontracted out across the State.
- Rep. Durst questioned the need for ITRMC oversight given that this program involves federal money. Mr Key suggested that oversight was necessary due to the risk of spending \$2.9M, if the project should fail then the State would have to step in financially. Mr Key went on to say that the use of the agile methodology in this project should be recognized, this includes input from end users and reduces the likelihood of ending up with a system that does not meet the business requirements. Also, the Business Rules Engine provides for flexibility rather than having the state mandate a business process. Mr Key felt that the project had been well thought out, adding that DHW was using a developmental framework and methodology that allowed for a high probability of success.
- Dir. Rush asked whether the product had been developed from scratch or was there an opportunity to use what other states had developed. Ms Flatt explained that DHW was leveraging a combination of custom built and COTS (Commercial, off the Shelf) products.

**MOTION: Director Rush moved and Mr Gribble seconded a motion to approve the Department of Health and Welfare’s WIC Replacement Project; the motion passed unanimously.**

### 3) DEPARTMENT OF HEALTH AND WELFARE (DHW): WITS

Monty Fleenor presented the WITS project to the Council.

#### Questions and Discussion

- Rep. Durst queried the current business relationship between the Child and Adult Mental Health systems. Dir. Armstrong explained that the two systems are currently independent and the Adult system had previously been entirely paper-based. In the early phases of this project electronic health records are being developed for the Adult Mental Health system, It is a major goal of this project to tie the adult and child systems to a single database.
- Mr Key commented that the information in the handout indicated a waterfall implementation technique with a technical implementation two years after user needs are developed and three years after the assessment. However Mr Fleenor had described a multi-phase, 5-year project where different applications would be implemented and enhanced over a series of phases and years. It was the latter version that Mr Key preferred. Mr Fleenor confirmed that his presentation was accurate and the information provided in the handout would be re-written. Following the meeting an updated version of the project information was submitted:  
[http://itrmc.idaho.gov/minutes/itrmc/DHW\\_WITS\\_updated.pdf](http://itrmc.idaho.gov/minutes/itrmc/DHW_WITS_updated.pdf).

**MOTION: Mr. Key moved and Representative Durst seconded a motion to approve the Department of Health and Welfare’s WITS Enhancement and Implementation Project as presented verbally by Monty Fleenor; the motion passed unanimously.**

Director Rush commented on the overall project vetting process: while he felt the format was good and consistent, he recommended the addition of staff comments, observations and recommendations. This would provide council members with a better context for each project and clarify concerns, advantages or opportunities for collaboration which the staff might be able to identify but would not be apparent to the agencies.

Steve Wilson added that, as a member of the Review Committee, he felt it would be useful if the criteria for selecting projects could be more definitive and suggested this might be discussed at a future meeting of the Council.

Mike Key suggested that risk should be one of the criteria for selection, regardless of the cost. If a high-cost project had low risk then it might not be necessary to bring it before the Council. Director Rush noted that, in addition to mitigating risk, opportunities for collaboration (and therefore saving money) were also important and this might concern projects that were high-cost but low risk.

#### **ADJOURNMENT**

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

Respectfully submitted,



Sally Brevick, Office of the CIO