

# IT Leadership Council (ITLC)

IT Resource Management Council (ITRMC)

## Meeting Minutes

September 14, 2011 (Approved October 26, 2011)

The September 14, 2011 meeting of the IT Leadership Council was held in the East Conference Room of the JRW Building, 700 West State Street, Boise, Idaho.

### ATTENDANCE

#### **Members/Alternates Present:**

Shannon Barnes (Interim Chair), Transportation Dept.  
Becky Barton-Wagner, Dept. of Insurance  
Greg Zickau, Office of the CIO  
Michael Farley, Dept. of Health & Welfare  
Dan Raiha, Dept. of Lands (phone)  
Suchitra Ganapathi, Dept. of Correction  
Steve Wilson, State Controller's Office  
John McAllister, Dept. of Labor  
Rudy Zael, State Tax Commission  
Glen Gardiner, Dept. of Water Resources  
Mike Langrell, Idaho Military Division  
Bob Nertney, Div. of Voc. Rehabilitation (phone)  
Robert Butler, Industrial Commission (phone)

#### **Others present:**

Sally Brevick, Office of the CIO  
Roger Brown, Office of the Governor  
Carla Casper, Office of the CIO  
Sharon Duncan, Div. of Human Resources  
Bill Farnsworth, Office of the CIO  
Mike Golden, Idaho Transportation Dept.  
Mike Guryan, Office of the CIO  
Dustin Kuck, Div. of Human Resources  
Keven Lowe, State Liquor Division  
Scot Maring, Office of the CIO  
Scott Newton, State Controller's Office  
Mike Seifrit, Dept. of Juvenile Corrections  
Kim Toryanski, Div. of Human Resources

#### **Members Absent:**

Kevin Zauha, Parks and Recreation  
Michael Key, Idaho State Police  
Margaret Ross, Central District Health Dept.  
Troy Wheeler, Dept. of Education  
Craig Potcher, Dept. of Fish & Game

### MINUTES

**MOTION: Steve Wilson moved and Greg Zickau seconded a motion to approve the meeting minutes from August 2, 2011 as presented; the motion passed unanimously.**

### DHR PERFORMANCE MANAGEMENT SYSTEM

Kim Toryanski (DHR) reported on the progress, budget, purpose and time constraints of the proposed solution for replacing the statewide Employee Appraiser program. Phase 1 will be completed and rolled out for users in January 2012.

#### Questions and Discussion

The new Performance Management System is not an HRIS (Human Resources Information System) but a replacement for Employee Appraiser. The requirements assembled by ITD for the COTS system they had been pursuing, are the requirements now being considered for the DHR system. One third of these requirements were included in Phase 1 and it is still to be determined which of the remaining two thirds will be used in Phase 2. A business analyst could probably find additional requirements outside of these.

**Phase 2** DHR is aware of the demand for a more robust system. The development and scope of Phase 2 will be dependent on requirements, as determined from a business standpoint. Some agencies have business drivers beyond merely replacing Employee Appraiser. The additional scope for Phase 2 will be determined, then a business analysis undertaken to compare a COTS versus an internally developed solution. A true financial

comparison cannot be done until the requirements are sufficiently fleshed out. The cost of licensing and maintenance etc is undefined at present.

Rudy Zauel and Suchi Ganapathi felt the project should be bigger than it is currently. While an alternative to Employee Appraiser is the immediate need, there are many other immediate needs for other agencies. Suchi reported that COTS products vary from \$3,000 to \$3M or \$4M. Rudy felt that the \$100,000 requested by DHR did not seem sufficient and that \$1M was more reasonable. Kim noted that the budget requested by DHR did not preclude other agencies from contributing additional funds.

**PROJECT MANAGER** The Performance Management System committee has been considering the appointment of a Project Manager (PM), whether a state employee or outside contractor. Greg Zickau suggested it would not be a conflict of interest for someone from DHR to be the PM, assuming they have the resources, given that DHR is the project business owner. There was consensus that a business analyst will be necessary for the gathering of Phase 2 requirements and a Project Manager will be necessary to lead the technical implementation.

**ITLC ROLE** It was suggested that the council could assist in the selecting of a PM and lend support in an advisory capacity to the project to ensure its success. It was also noted that ITLC's role did not need to be fully defined at this time, this can be reviewed again in future discussions.

**ROLE OF SCO** Steve Wilson stressed that, as the application developer for Phase 1 and potential developer for Phase 2, SCO would not participate in policy discussions and decisions, nor would they engage in a comparison of what SCO might develop internally versus a COTS system.

**AGENCY CONTRIBUTIONS** Greg noted that this project was worth the investment of effort and resources in order to reach the best solution. It is important to determine what financial and/or personnel resources agencies can commit to this effort. Greg added that the OCIO was willing to assist the PM and could even contribute funds towards the hiring of a PM. Mike Guryan (OCIO) is willing to assist in establishing the requirements for Phase 2 and in the acquiring of COTS estimates.

#### **NOTES/NEXT STEPS**

- Independent projects that might be in conflict to an enterprise approach should be avoided.
- Agencies are encouraged to commit financial and/or personnel resources in order to make this initial effort successful.
- Requirements for Phase 2 to be determined
- Cost estimates for COTS as well as an internal development to be obtained and compared.
- Demo of new system, although not fully developed, to be shared more widely as this will prompt questions and ideas.
- PRTWG will consider ITLC's role in this process, bearing in mind that the project is already well underway.
- An HR conference is scheduled for September 20, this will include a discussion on the Performance Management System and a demonstration of the Phase 1 development to date.

#### **REVIEW OF PROJECTS**

At the August ITLC meeting, the Council delegated to the Project Review Technical Working Group (PRTWG) the task of selecting projects for consolidation. Mike Guryan reported on the three categories chosen for potential consolidation.

#### **Phones/VoIP**

Although some agencies have good VoIP systems, it is currently difficult for other agencies to migrate onto those systems. The OCIO is proposing a project that will overcome current limitations and provide systems with multi-

tenant functionality that includes billing support. It was requested that ITLC to lend support to this particular project - no objections were raised.

### **Server Virtualization**

The details for the relevant projects revealed that they were not as suitable for consolidation as first thought, although the possibility of pursuing server virtualization at a future date is not precluded.

### **License Management**

Budget requests from two agencies for FY2013 total \$1,500,000 for License Management and there are 40 other agencies that use some form of license management. Some agencies are already reviewing RFI responses. Request: ITLC to continue support for assessment/analysis of License Management as a shared service - no objections were raised.

### **PROJECT REVIEW PROCESS**

Mike Guryan reported that the current review process does well in capturing those projects that form part of the budget cycle, however many projects are *ad hoc* and launched outside of the budget cycle. It has also become apparent that the initial level of detail provided on the SharePoint site, was not sufficient for making good decisions. Given the ITLC's responsibility for reviewing projects, it is important to gain a better understanding of what is occurring over the course of a year, and in greater detail. Mike suggested that the SharePoint site be used to input and update project information in near real-time, and that the ITLC review projects more frequently.

After some discussion, it was agreed that the PRTWG would give this further consideration. An invitation was extended to broaden participation in the PRTWG.

### **NEW BUSINESS**

Shannon Barnes reported that the Nomination Committee had developed criteria for selecting a Chair, the criteria will be emailed to Council members and nominations then submitted to Shannon.

### **NEXT MEETING**

The meeting adjourned at 3:15, the next meeting is scheduled for October 4, 2011 from 1:30 to 3:00 in the Basement Conference Room of the LBJ Building, 650 W. State St., Boise.

Respectfully submitted,



Sally Brevick, Office of the CIO