

Idaho Technology Authority (ITA)
IT Leadership Council (ITLC)

Meeting Minutes

This meeting was held on February 18, 2014 at 1:30 p.m. in
Conference Room B9 of the LBJ Building, 650 West State Street, Boise, Idaho.
(Approved April 15, 2014)

ATTENDANCE

Members/Alternates Present:

Greg Zickau, Office of the CIO
Eric Beck, Dept. of Labor
Mike Teller, State Tax Department
Tammy Shipman, State Controller's Office
Glen Gardiner, Dept. of Water Resources
Scott Williams, Div. of Vocational Rehabilitation
Dan Raiha, Dept. of Lands (via phone)
Becky Barton-Wagner, Dept. of Insurance
Bob Nertney, Health Districts (via phone)
Michael Key, Idaho State Police (via phone)
John Rigby, Dept. of Correction
Craig Potcher, Dept. of Fish & Game
Brad Alvaro, Dept. of Health & Welfare
Alternate for Michael Farley

Members Absent:

Joyce Popp, Dept. of Education
Kevin Zauha, Dept. of Parks and Recreation
Robert Butler, Industrial Commission
Mike Langrell, Idaho Military Division
Michael Farley, Chair, Dept. of Health & Welfare
Shannon Barnes, Vice Chair, Transportation Department

Others present:

Erin Seaman, Office of the CIO
Jon Pope, Office of the CIO
Pam Stratton, Office of the CIO
Carla Casper, Office of the CIO
Cheryl Dearborn, Office of the CIO
Steve Hill, Gartner
Gregory Lindstrom, Division of Purchasing
Sandy Frazier, Division of Purchasing
Andrew Evans, Division of Purchasing
Cindy Lee, Dept. of Commerce
Matt Borud, Dept. of Commerce
Michael Kalm, Dept. of Labor

CALL TO ORDER

Greg Zickau welcomed everyone and called the meeting to order. Introductions were made.

MINUTES

MOTION: John Rigby moved and Becky Barton-Wagner seconded a motion to approve the meeting minutes from December 3, 2013; the motion was approved, with Ms. Shipman abstaining.

STRATEGIC PLANNING UPDATES

Mike Teller gave an update on the Cloud Subcommittee. The subcommittee plans to present their final report at the next ITLC meeting in April.

STATEWIDE STRATEGIC PLANNING

Mr. Zickau asked for feedback from members regarding annual strategic planning. Items discussed included:

- How long the ITLC needs this year for the annual strategic planning process: Mr. Zickau recommends, and has proposed to Chairman Farley, a half-day, rather than the 2 days that have been used in the past. It was suggested that one day would be better than a half day;
- Whether others should be included, such as ITA members, as a way to get some clear direction on overall strategic priorities from policy-makers and business leaders. It was agreed that policy input is needed;
- Cost efficiency versus survivability and how those two can be balanced;
- The need for an ongoing discussion on disaster recovery.

STATEWIDE NETWORK COLLABORATION

Mr. Zickau discussed several recurring items for Strategic Planning this year. He noted that the Statewide Network, which underwent an independent network assessment paid for by several agencies, has seen many changes over the last few years, with the guidance, support and assistance of ITLC. Mr. Zickau asked for

feedback from the members on what they would like to see going forward. Comments were made that there should be planning for cloud services and that there needs to be input from the ITLC.

A member asked whether the Department of Administration still maintains a Gartner group subscription, and if so, what are the projections regarding device usage by consumers in the next 5 years. Mr. Zickau responded that the Dept. of Administration has a Gartner group subscription and noted that this is a question for Gartner to answer. He recommended scheduling a conference call with Gartner to discuss this. Mr. Zickau also noted that with the growth in mobile devices, consumers have the expectation of being able to get a Wi-Fi connection in state buildings and he thinks that will continue to grow.

Mr. Zickau commented that there were some growing pains when agencies first transitioned onto the contracts they are currently working under and asked members for feedback. A comment was made that there have been fewer operational problems, but there are still some issues with cost in some small offices.

IT CLASSIFICATION / COMPENSATION

Mr. Zickau led a discussion of the current IT employee classification system. It was agreed that many IT job descriptions are outdated, with the wrong pay-grade for classifications. It was also noted that it can take up to six weeks to reclassify a position.

Suggestions included the following:

- Bring in an outside group to do a thorough review in order to get correct and current classifications, while considering the cost;
- Look at the classification system in Colorado and perhaps use theirs as a starting point;
- Ask the ITA to address this topic. Mr. Zickau noted that while the ITA does not necessarily have the authority to address the classification system, they could advocate for ITLC on this issue;
- Address this issue during Strategic Planning;
- Work with the Division of Human Resources to find a solution.

FAX CLOUD SERVICE

Scott Williams sought feedback from the members on a product which seems to be an industry standard in both on-premises and cloud-based fax services. Mr. Williams has been reviewing the current fax processes and costs at Division of Vocational Rehabilitation and noted that the day-to-day business processes at IDVR are very fax-intensive. He stated that IDVR might have the resources to do a pilot on this product. A question was asked about what the potential price-point would for going to a cloud-based system. Mr. Williams stated that based on a subscription-level volume it seems to be very cost effective. Several members whose agencies currently use this product made favorable comments.

DRAFT ITA STANDARD S2100 DISCUSSION

Mr. Zickau noted that ITA Standard S2100, which includes the end of life for XP, had been on the agenda for approval at the last ITLC meeting. Several agencies had expressed concern that they would be cut off from the network if they did not transition from XP in time. Mr. Zickau clarified that no agency would be cut off from the network and asked the members to discuss the impact of this standard on agencies. He noted that he would like to see the standard written in a way that will address the impact.

It was mentioned that there are a number of agencies that have submitted budget requests to deal with this issue, but they will not receive funding to deal with this until July 1. A request was made for policies, standards and guidelines to be made available sooner so that agencies can stay ahead of the procurement curve.

Pam Stratton explained that the Security TWG has re-drafted the standard and that it currently states that computers must be air-gapped, or agencies must file for an exemption. Ms. Stratton went on to state that after discussing this with a number of people, it became apparent that this would not be a viable option. Mr. Zickau clarified that the ITA or ITLC grant exemptions to agencies, not OCIO.

Ms. Stratton asked for feedback from members and discussion followed on what might happen to computers which are air-gapped and removed by April 8, as well as what some viable alternatives might be. There was also discussion on how to mitigate risk. Ms. Stratton noted that she would report back on this to the Security TWG. She noted that the Security TWG is working to come up with viable alternatives, and if agencies were unable to meet any of them, they would then apply for the exemption. Mr. Zickau stated that the Security TWG will draft and email out a list of iterations to the ITLC members for review. If the list is acceptable, OCIO will publish them not as a standard, but as a recommendation that will become a standard at some future point.

FILE SHARING STANDARD UPDATE

Ms. Stratton gave a brief update on the File Sharing Standard. She noted that this topic is on the agenda for discussion at the next Security TWG meeting. Mr. Zickau encouraged more representation from agencies on the Security TWG.

PROCUREMENT

There was an update on procurement, which included some of the following highlights:

- Carla Casper shared that licensing and purchasing ballpark estimates have been received for Office 365, but nothing definitive yet;
- In response to several questions, Gregory Lindstrom gave an overview of how the contracting process works. Mr. Lindstrom recommended that any agency that has questions regarding the process should contact the Division of Purchasing;
- In response to a question, Mr. Zickau said that the State has and will continue to have some form of hosted meeting solution. The next iteration of this is currently being evaluated and a purchase will be made this fiscal year. The implementation should occur either this fiscal year or early in the next fiscal year. Mr. Zickau noted that for agencies that might not want to use the service currently available; there is also another contract service option available.

NEW BUSINESS

Craig Potcher gave a brief mobile device management update and shared some of the problems and issues the Dept. of Fish & Game has had with the application and how they have been resolved. He noted that while it appears to now be working in their environment, there are still some growing pains. Mr. Potcher also noted that prices are coming down and functionality is changing.

ADJOURNMENT / NEXT MEETING

The meeting adjourned at 3:13 p.m. The next meeting will be April 15, 2014 from 9:30 to 11:30 a.m. in Conference Room B09 of the LBJ Building, 650 W. State St., Boise.

Respectfully submitted,



Erin Seaman, Office of the CIO