

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

Meeting Minutes: February 17, 2015 at 9:30 a.m.
Conference Room B9 of the LBJ Building, 650 West State Street, Boise, Idaho.
(Approved April 21, 2015)

ATTENDANCE

Members/Alternates Present:

Michael Farley, Chair, Dept. of Health & Welfare
Jake Duplessie, Transportation Department
Alt. for Shannon Barnes
Greg Zickau, Office of the CIO
Mike Teller, State Tax Department
Tammy Shipman, State Controller's Office
Dan Raiha, Dept. of Lands (phone)
Becky Barton-Wagner, Dept. of Insurance
Bob Nertney, Health Districts (phone)
Cheryl Baldus, Dept. of Parks and Recreation
Glen Gardiner, Dept. of Water Resources
Scott Williams, Div. of Vocational Rehabilitation
Robert Butler, Industrial Commission
Eric Beck, Dept. of Labor
Craig Potcher, Dept. of Fish & Game
Stan Passey, Idaho State Police

Members Absent:

Mike Langrell, Idaho Military Division
John Rigby, Dept. of Correction
Kevin Iwersen, State Supreme Court

Others present:

Michael Kalm, Dept. of Labor
Erin Seaman, Office of the CIO
Pam Stratton, Office of the CIO
Cheryl Dearborn, Office of the CIO
Jon Pope, Office of the CIO
Bill Farnsworth, Office of the CIO
Gara McCutchen, Verizon Wireless
Steve Hill, Gartner
Tammy Bisterfeldt, Office of the CIO
Nick Powers, DEQ (phone)
Rachel Zahn, Office of the CIO
Bob Ross, Dept. of Fish & Game
Matthew Sande, Dept. of Lands (phone)

CALL TO ORDER

Chairman Farley called the meeting to order at 9:32 a.m. Welcome and introductions were made.

MINUTES

MOTION: Ms. Barton-Wagner moved and Mr. Gardiner seconded a motion to approve the meeting minutes from December 18, 2014; the motion was approved, with Ms. Shipman abstaining.

PROCUREMENT

Chairman Farley reported that Mr. Lindstrom, of the Division of Purchasing (DOP), could not be present, but that he had communicated the following update via email:

- Jason Urquhart is now the contract manager for the statewide software contracts, and is heading up an effort to determine if salesforce.com fits within the scope of the Dell contract and can be added.
- The team has moved forward on the IT Contracted Services solicitation, but has suffered several staffing setbacks. If the contracts are not awarded by the time the current contracts expire, the current contracts will be extended in order to complete the evaluation. Chairman Farley added that DHW also had staff working on this.

STRATEGIC PLANNING UPDATE

STRATEGIC GOALS – Mr. Farnsworth, Chairman Farley, Ms. Stratton and Mr. Teller each reported on the objectives to which they had been assigned. Details included:

- Mr. Farnsworth reported on the recent Webmaster meeting, hosted by OCIO, which included a review of the state templates. He also discussed progress on mapping and open data.
- Chairman Farley discussed the objective of providing infrastructure and managed services for data, voice and video that are secure and available, properly scaled and distributed with universal connectivity throughout the state in a cost-effective manner. He noted that meetings with this working group were in the process of being scheduled.

- Ms. Stratton reported that the policy for online file storage services would be presented to ITA for approval on February 25. She noted that the Security TWG was working on the Top 20 Critical Security Controls, and licenses for the CIS Security Benchmarks were to be purchased, and would include three years' membership for every state agency. This will help with the privacy and confidentiality of information.
- Mr. Teller reported on the work of the cloud subcommittee, noting that they recently met with Gartner, and would be drafting a policy to bring to the next ITLC meeting.

OPERATIONAL GOALS – Chairman Farley and Mr. Farnsworth briefly reported on the operational goals:

- Chairman Farley reported on the work being done with DOP on behalf of ITLC to resolve procurement issues. He reviewed discussions which have recently taken place regarding a co-location site. He added that currently there was nothing like that on a state contract, and that, from a disaster recovery standpoint, there was a need to look at sites both within and outside of the Treasure Valley.
- Chairman Farley discussed the IT Comp/Class study, noting that he has been working with David Fulkerson at DHR, who has been able to secure funding for the Hay Group to do a study. He believed the larger agencies were being looked at, which would benefit everyone in the long run, but it was also agreed that smaller agencies should have the opportunity to provide input.
- Mr. Farnsworth reported on the efforts to improve services to citizens on Idaho.gov. He noted that the focus was going to be on state agencies putting more online, through the Access Idaho (AI) project.

OFFICE 365 REPORT

Mr. Duplessie gave a status update to the committee on ITD's use of Office 365. Discussion followed:

- It was believed that user licenses were paid annually, but Mr. Duplessie planned to confirm this.
- Full implementation was anticipated within three months, with ITD using it in its entirety for exchange rather than in a hybrid model.
- On the testing Mr. Duplessie has done so far, integration with other agencies has been seamless.
- Concern was expressed that support for Office 365 could overwhelm OCIO's resources. Mr. Pope responded that OCIO has been working with ITD, and although some disruption has been seen, it was on the internet, where OCIO didn't have control over fixing the problem. He acknowledged that was a concern. Mr. Zickau added that it was still to be determined whether the support would overwhelm OCIO resources.

OTHER BUSINESS

- Joyce Popp has left the Department of Education. No new appointment by SDE has been made yet.
- Stan Passey has joined ITLC as the ISP representative on the committee.
- Cheryl Baldus has joined ITLC on an interim basis as Parks & Recreation representative on the committee.
- Mr. Potcher has announced his retirement. Chairman Farley thanked him for his service on the committee.

TELECOMMUNICATIONS CONTRACT UPDATE

Mr. Zickau briefly reviewed the history of the contracts, and the lawsuit filed against the state by Syringa Networks. He explained that after the District Court ruling on November 10, the state stopped paying for both education and state services, because it was unclear whether the state would have to recover money previously paid based on Idaho Code 67-5725, which essentially states that any monies advanced under a void contract must be recovered. The final order was issued on February 11 that the entirety of the contracts had been declared void. The state has filed a notice of appeal.

In response to a question from Mr. Beck, Mr. Zickau clarified that a letter sent by CenturyLink to ENA, which referred to a February 22 service cut-off date, dealt with education services and was based on ENA not paying the bills for those services. It did not appear that the cut-off date applied to state agencies as well.

Mr. Zickau acknowledged that the state had received two letters from CenturyLink stating that their invoices had not been paid, but that neither of the letters listed a cut-off date for services. CenturyLink has continued to provide services to school districts and state agencies. Based on the impact to state agencies, Mr. Zickau stated that he has requested emergency purchase authorization from DOP to allow DOA to enter into negotiations with CenturyLink. The emergency contract would replace service currently being received from CenturyLink under

the SBPO, and would be in place for the shortest possible time. Mr. Zickau expected the emergency contract to be in place by the end of the week, with the goal of having long-term contracts in place within five to six months. An RFP for Wide Area Network (WAN) services was being worked on, and he requested that agencies represented at ITLC participate in that long-term RFP development.

Mr. Zickau briefly discussed the Metropolitan Area Network (MAN) contracts, which will expire in about a year. He explained that it was possible that services from the MAN would be rolled into the WAN RFP, and agencies were welcome to weigh in on this.

Mr. Zickau explained that only current services would be covered under the emergency contract unless new services could be justified as an emergency. He commented that the one exception to the existing services was that the Dept. of Fish & Game (DFG) has been working on getting upgrades for the last six months. He stated that DOA would try to incorporate those needs into the emergency contracts.

Mr. Beck asked about the impact of the Local Access and Transport Area (LATA) boundaries on the current situation, and the Dept. of Labor's northern offices.

Mr. Zickau responded that services provided by CenturyLink in the northern LATA were based on contracts and agreements already in place with Frontier, and he did not anticipate any problems. Agencies may be able to make other arrangements, but should be aware that when dealing with telecommunications providers, and in order to avoid running afoul of statute, they may need to request their own emergency declaration. Mr. Zickau added that Bill Burns, administrator of DOP, is the sole individual for the state who, for purchasing purposes, can declare an emergency. He emphasized that DOA takes its responsibility and authority to control and approve all telecommunications information and technology expenditures, at least for executive agencies, very seriously.

Mr. Zickau expressed his appreciation for those agencies wishing to participate in the RFP process, and noted that the intent was that it would be a multi-vendor RFP, with multiple services from multiple vendors.

Mr. Gardiner asked if there was any impact anticipated for smaller agencies currently relying on DOAs circuits.

Mr. Zickau responded that no impact was anticipated for the smaller agencies currently relying on the DOA circuits. He added that the circuits in play are all the circuits purchased from CenturyLink outside of Ada and Canyon Counties, except for the aggregation circuits, which are inside Ada and Canyon Counties and are part of the WAN contract, and will be included in the emergency contract. He added that the goal of DOA was for agency services not to go dark. He believed a solution would be in place very quickly and agreed to send out regular updates.

Mr. Butler asked whether CenturyLink was being used for the router for managed services in Lewiston, and whether there were any areas, other than WAN links, that the members needed to be aware of.

Ms. Dearborn responded that DOA leases that router from the state.

Mr. Zickau added that agencies that are on the Capitol Mall, or in Ada and Canyon, should not be affected.

Mr. Butler asked if costs would go up under the emergency clause if customers dropped off this contract.

Mr. Zickau responded that he didn't know yet, because negotiations on the emergency contract had not begun. He added that the current costs are known, and that with one exception, there is no change in the nature of the services, so there should be no change in the nature of the cost. He commented that early indications from CenturyLink were that, going forward, they would be providing service under a new contract, and the state's plan was to negotiate for the same costs, although he did not expect a cost savings. He noted that there were in outstanding invoices from CenturyLink that haven't been paid due to the question of whether they can legally be paid or not.

Mr. Beck asked whether the vendor could seek payment from those individual agencies who have been using services from a state contract, and whether a carrier could require payment of some type of fee as a condition of service in the future.

Mr. Zickau responded that DOA is the customer of record, and has continued to bill agencies as invoices have come in from the vendor, so the cash has been accrued to pay the bills if legal clearance is given. If there is no legal clearance, then that will be an issue for DFM and LSO to resolve on what to do with the cash.

ADJOURNMENT / NEXT MEETING

The meeting adjourned at 10:48 a.m. The next meeting was scheduled for April 21, 2015 at 9:30 a.m. in Conference Room B09 of the LBJ Building, 650 W. State St., Boise.

Respectfully submitted,

A handwritten signature in blue ink that reads "Erin Seaman". The signature is written in a cursive, flowing style.

Erin Seaman, Office of the CIO