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│                 Idaho Technology Authority (ITA)             │
│               IT Leadership Council (ITLC)                   │
│         Meeting Minutes: October 20, 2015 at 9:30 a.m.       │
│   East Conference Room, JRW Building, 700 West State Street, │
│                        Boise, Idaho.                         │
│                 (Approved December 15, 2015)                 │
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ATTENDANCE

Members/Alternates Present:
Michael Farley, CHAIR, Dept. of Health & Welfare
Greg Zickau, Office of the CIO
Tammy Shipman, State Controller's Office
Becky Barton-Wagner, Dept. of Insurance
Bob Nertney, Health Districts (phone)
Robert Butler, Industrial Commission (phone)
Mike McKillips, Idaho State Police
Mike Langrell, Idaho Military Division (phone)
Stephen DeBoard, Div. of Vocational Rehabilitation
Mike Teller, State Tax Commission
Dan Raiha, Dept. of Lands (phone)
Randy Turner, Dept. of Correction
Glen Gardiner, Dept. of Water Resources
Michael Kalm, Dept. of Labor *(Alternate)*
Brad Stallings, Dept. of Fish & Game *(Alternate)*
Mark Hill, Dept. of Education *(Alternate)*

Members Absent:
Shannon Barnes, Vice Chair, Transportation Department
Bob Ross, Dept. of Fish & Game
Scott Williams, Dept. of Parks & Recreation
Eric Beck, Dept. of Labor
Kevin Iwersen, State Supreme Court
Chris Campbell, Dept. of Education

Others present:
Erin Seaman, Office of the CIO
Bob Hough, State Controller's Office
Cheryl Dearborn, Office of the CIO
Bill Farnsworth, Office of the CIO
Jon Pope, Office of the CIO
Tammy Bisterfeldt, Office of the CIO
Gara McCutchen, Verizon Wireless
Steve Hill, Gartner
Rachel Zahn, Office of the CIO
Sam Dougherty, Office of the CIO
Tom Olmstead, Office of the CIO
Sarah Hilderbrand, Division of Purchasing
Gregory Lindstrom, Division of Purchasing
Shauna West, Division of Purchasing
Stephanie Wildman, Division of Purchasing
Ben Studer, Dept. of Fish & Game
Marlene Mussler-Wright, Access Idaho
Jeff Walker, Access Idaho
Charity Girard, State Liquor Division
Lucas Linnemeyer, DataSite
Ty Snyder, CenturyLink
Chad Williams, CenturyLink

CALL TO ORDER

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

MINUTES

MOTION: Mr. Teller moved and Ms. Barton-Wagner seconded a motion to approve the meeting minutes from August 18, 2015, as presented; the motion was approved, with Ms. Shipman abstaining.

PROCUREMENT

Mr. Lindstrom will be compiling information on the business and legacy systems each agency uses so that Purchasing has an idea of what may be coming up in terms of IT procurements. This will not include desktop-type solutions, but rather the business systems. He asked the members to get that information to their procurement groups. He explained that Purchasing was primarily concerned with software, noting that what creates issues are those older systems that experience a crisis and need to be replaced quickly.

DIVISION OF LIQUOR

Chairman Farley reported that the Division of Liquor (DOL) has requested membership on ITLC. A brief discussion followed. No issues were raised.

MOTION: Mr. Teller moved and Ms. Barton-Wagner seconded a motion to recommend that ITA approve the request of the Division of Liquor to become a member of the IT Leadership Council; the motion was approved, with Ms. Shipman abstaining.

ITA POLICIES
ENTERPRISE POLICY P1080 (CLOUD COMPUTING) – Mr. Teller explained that this policy was presented to the ITA at their September 2 meeting on the recommendation of ITLC, but that ITA had tabled approval of the policy pending further revision. Mr. Teller gave an overview of the revisions, which include the addition of National Institute of Standards and Technology (NIST) definitions, and minor corrections to the reference items.

MOTION: Ms. Barton-Wagner moved and Mr. DeBoard seconded a motion to recommend approval of Enterprise Policy P1080, as presented, to the ITA; the motion was approved, with Ms. Shipman abstaining.

ENTERPRISE POLICY P4560 (DATA BREACH MANAGEMENT) – Mr. Olmstead gave an overview of draft Policy P4560, which is a new policy. He explained that although there is an existing cyber security incident management policy, there is a significant difference between that and a data breach management policy. He discussed the need to broaden the definition since many agencies must deal with federal compliance agencies. Under this new policy, agencies would be able to work with law enforcement, other state agencies and federal compliance agencies to make a reasonable determination of whether or not a breach actually occurred.

MOTION: Ms. Barton-Wagner moved and Mr. Teller seconded a motion to recommend approval of Enterprise Policy P4560, as presented, to the ITA; the motion was approved, with Ms. Shipman abstaining.

ITA GUIDELINES
ENTERPRISE GUIDELINE G580 (CYBER SECURITY BREACH NOTIFICATION) – Mr. Olmstead gave an overview of the revisions to this guideline, which included updates to reflect the draft Data Breach Management Policy (P4560).

MOTION: Ms. Barton-Wagner moved and Mr. Teller seconded a motion to approve the revisions to Enterprise Guideline G580, as presented; the motion was approved, with Ms. Shipman abstaining.

TELECOMMUNICATIONS CONTRACT UPDATE
Mr. Zickau reported that the Request for Proposals (RFP) is actively in transition to a contract with Syringa Networks to cover approximately 100 sites outside of Ada and Canyon Counties, which were previously on the emergency contract. An Invitation to Bid (ITB) is currently out on the street for the approximately 80 remaining sites, also outside of Ada and Canyon Counties. The ITB will close on October 29.

STRATEGIC PLAN – UPDATES
RECRUITMENT AND RETENTION OF IT STAFF – Mr. Farley reported that the Position Description Questionnaires (PDQs) completed by a number of agencies have been submitted to the Hay Group, who is expected to complete its review by December, which will result in new IT classifications. He expressed hope that at some point the financial resources will be available to match some of those new classifications.

IMPROVE CITIZEN SERVICES ON IDAHO.GOV – Mr. Zickau discussed the need, as more and more citizens are accessing government services via the internet or mobile device, for government websites to be usable and allow customers to have a positive experience. He introduced Marlene Mussler-Wright and Ben Studer, who were asked to present on this topic.

Ms. Mussler-Wright, of Access Idaho, explained that she works on state websites and interfaces. She spoke about website usability, noting that if users experience a difficulty anywhere on a website (a "pain point"), the rest of their experience will need to be very smooth to make up for that. Pain points can be determined by listening to the channels where the customer service information comes in. Ms. Mussler-Wright discussed the methods for measuring user experience, along with tips for making websites more usable. Ideally a website will be continually tested and evolving, so that there are no sudden changes, which makes it easier on users.

Ben Studer works for the Idaho Dept. of Fish & Game (IDFG) as their webmaster. He gave an overview of the IDFG website, and discussed what IDFG is doing to enable good customer service. He noted that technology is constantly changing and encouraged the use of available tools to keep up with changes. He discussed:
- Content strategy and information architecture – The software IDFG uses does a lot of this already.

- "Ask Fish & Game" website tool – Allows users to ask questions, IDFG publishes the answers online. Each response goes through an approval process before being published, and turnaround time is about a week since many of the staff are out in the field. This is an extra service being provided, but there is value to it.
- IDFG blog – Updated daily and pushed out to social media; works on mobile devices, allowing a larger reach.
- Use of Web forms / surveys to gather feedback from users.

OTHER BUSINESS
ACCESS IDAHO USE BY STATE AGENCIES – Mr. Farnsworth explained that Access Idaho has contracted with the state since 1999 to do websites and applications, and built the state templates. To date, more than 300 agency applications have been rolled out. Access Idaho is currently in the process of planning projects for next year, and Mr. Farnsworth asked the committee members to think about possible projects for their agencies. He noted that applications are generally rolled out very quickly.

CYBER SECURITY TASKFORCE – Mr. Olmstead reported on the September 16 meeting of the Governor's Cyber Security Taskforce. Governor Otter gave the opening remarks at the meeting and Lt. Governor Little identified that he wanted to develop best practices. Mr. Olmstead discussed some of the presentations at the meeting and gave an overview of some of the key benefits and goals of the task force, which included bringing government and local business together to resolve cyber security issues, and raising publicity about what Idaho is doing. The next meeting was expected to include law enforcement and members from industry.

NASCIO AWARDS – Mr. Zickau reported on the 2015 NASCIO IT Recognition Awards. The Transportation Dept. (ITD) was a finalist in the "Cyber Security" category, and the Dept. of Labor won in the category "Improving State Operations" for its Internet Unemployment System (iUS) project. The Dept. of Labor received its award on October 12 during the NASCIO Annual Conference in Salt Lake City.

Chairman Farley invited ITD and Dept. of Labor to report on their projects at the next ITLC meeting.

STRATEGIC PLANNING – Chairman Farley reported that ITLC has scheduled its annual strategic planning session for December 1. This year it will be a one-day planning session. He asked the members to begin thinking about possible items for consideration.

ADJOURNMENT / NEXT MEETING
The meeting adjourned at 10:41 a.m. The next meeting was scheduled for December 15, 2015 at 9:30 a.m. in the East Conference Room of the JRW Building, 700 W. State St., Boise.

Respectfully submitted,

Erin Seaman

Erin Seaman, Office of the CIO