The October 20, 2020 meeting of the IT Leadership Council was held via Webex/Teleconference in accordance with the Governor's "Idaho Rebounds/Stages of Reopening" due to the COVID-19 global pandemic.

ATTENDANCE
Members/Alternates Present:
Bob Ross, Dept. of Fish & Game (CHAIR)
Alvino Artalejo, Dept. of Health & Welfare
Anna Canning, Dept. of Parks & Recreation
Brett Richard, Dept. of Labor
Dan Raiha, Dept. of Lands
Jon Spence, Division of Liquor
Marc Norton, Tax Commission
Mark Mayer, Office of IT Services
Juan Oleaga, Transportation Dept.
- *Alt. for Mark McKinney*
Michele Tomlinson, Dept. of Correction
Mike Langrell, Military Division
Rick Kennedy, Dept. of Education
Steven Higgins, Idaho State Police
Terry Ford, State Controller's Office

Members Absent:
Bob Nertney, Central District Health
Kevin Iwersen, Idaho Supreme Court
Shana Barrowclough, Industrial Commission
VACANT, Dept. of Insurance

Others Presents:
Kristin Bartz, Office of IT Services
Greg Zickau, Office of IT Services
Jason Urquhart, Division of Purchasing,
Faith Cox, Dept. of Administration
Mackenzie Smith, State Controller's Office

Alex Doench, State Controller's Office
Decar Scaff, Dept. of Eduction
Ed Castro, Central District Health
John Foster, Kestral West
Leanne DeHaas, State Controller's Office
Sheena Coles, State Controller's Office
M. Benton, State Controller's Office
Larry Sweat, PERSI
J. Young
Bob Hough, State Controller's Office
Brigette Teets, Office of IT Services
Charity Girard, Division of Liquor
Cheryl Dearborn, Office of IT Services
Darren Meiser, Pure Storage
David Harrell, Commission for Libraries
Dylan Baker, Commission for Libraries
Gara McCutchen-Aragon, SHI
Josh Stemp, Transportation Dept.
Keith Tresh, Office of IT Services
Lance Wyatt, Office of IT Services
Lauren Talyor, Gartner
Mark Hill, Dept. of Education
Mitch Cunningham, Compunet
Mitch Head, Cradlepoint
Rocky Bencken, State Controller's Office
Ryan Doute, Cerium Networks
Stephanie Wildman, Cradlepoint
Tawna Chesnut, State Historical Society
Wade Howland, Idaho Supreme Court

CALL TO ORDER
Chairman Ross welcomed everyone and called the meeting to order at 1:33 pm MST. Roll call attendance taken and a quorum established.

MINUTES
The committee reviewed the minutes from the June 16, 2020 meeting. There were no additions or changes.

MOTION: Ms. Canning moved and Mr. Artalejo seconded a motion to approve the June 16, 2020 meeting minutes as presented; the motion was approved.

The committee reviewed the minutes from the August 18, 2020 meeting. There were no additions or changes.

MOTION: Mr. Langrell moved and Ms. Canning seconded a motion to approve the August 18, 2020 meeting minutes as presented; the motion was approved.

NOMINATION OF VICE CHAIR

The floor was opened for nominations for vice chair of the committee. The remaining term of service is ends on June 30, 2021. There is currently one nomination; no others were nominated.

Chairman Ross called for a motion to recommend Mike Langrell to the Idaho Technology Authority (ITA) for approval for the vice chair of ITLC to replace Randy Turner.

MOTION: Ms. Canning moved and Mr. Higgins seconded a motion to recommend Mike Langrell as the vice chair of the ITLC to the ITA; motion was approved.

CYBER INSURANCE OVERVIEW

Faith Cox, Administrator of the Division of Insurance and Internal Support, Department of Administration, gave an overview of the state's cyber liability insurance.

Prior to 12/1/2016, the state did not have cyber liability insurance. At that time, a policy with Lloyds of London was put into place through July 1, 2020. The state had $25 million in coverage and the cost was $570,000 each year with a $1 million deductible payable by Risk Management. The agencies had a $10,000 deductible.

Because the state had been self-funded for over 30 years, there was no data to provide actuaries and the state was required to go to market for a policy. After gaining four years experience, the state was able to examine the actual losses and provide experience ratings in order to self-insure.

Ms. Cox reviewed the loss experience for the period of 12/1/16 through 7/1/20, with only two paid claims by the state. The rest were covered by third party vendors. The state paid over $2 million in insurance premiums but only paid $60,568 in claims, making a good case for self-funding the cyber liability.

Ms. Cox reviewed a list of potential cyber risks covered by insurance, which are the same as previous coverage. She provided examples of first- and third-party coverages.

In order for agencies to be covered, it is required they adhere to the Idaho reporting requirements under Standards 6010 – Cybersecurity Incident and Breach Response Management and Reporting. Agencies must report incidents to Office of IT Services (ITS) within five (5) business days and breaches must be reported to ITS, Risk Management, and the Attorney General Office within 24 hours.

Chairman Ross thanked Ms. Cox and opened the floor for questions. Mr. Raiha asked Ms. Cox for example agencies can cite and use as they roll out security measures to encourage staff to comply with

training and avoid security breaches. Ms. Cox offered to compile some examples to forward to the committee after the meeting.

PROCUREMENT UPDATE
Jason Urquhart, Division of Purchasing (DOP), reported on several procurement updates:

- There is a technology integrator for the Idaho Industrial Commission in negotiations through an invitation to negotiate.
- Wireless contract drafts under the NASPO master agreement will be sent to the vendors shortly. The state should have new wireless agreements in place soon.
- DOP is still working on statewide cloud faxing services. DOP had problems getting bids on these services but is still actively working to find a solution.
- Work has begun on IT Services contracts. There is a NASPO IT Managed Services portfolio that has been sent over for review. Next step is scheduling a meeting with the vendor to learn more.
- Discussing how to approach a new software value-added reseller contract. The current one with SHI expires in April 2021.
- Recently renewed most security-related products. One contract with Network Consulting Services was awarded three months after the others and should be renewed within the next month.
- Presidio did not respond to requests to renew their contract, which expired September 15, 2020. There have been no purchases made on this contract since 2017.

Chairman Ross thanked Mr. Urquhart and opened the floor for questions. Mr. Raiha asked if the contract for the technology integrator would be available for other agencies to use. Mr. Urquhart advised single-agency contracts are typically not for use by other agencies. However, there have been some recent changes to rule that may allow for that so if there is interest, please contact DOP for further information.

LUMA PRESENTATION
Chairman Ross welcomed Mackenzie Smith, Luma Communications Manager, to the meeting. Ms. Smith gave an update on the Luma project with the State Controller's Office (SCO).

Ms. Smith reported the sprint internal testing cycles have been completed and SCO is beginning the testing and training timeline. Phase one begins at the end of October. Phase two is scheduled for January 2021, with a dress rehearsal testing and user training to follow in March and May 2021.

Criteria for agency and user selection was discussed. Agencies identified as having immediate conversion needs and are ready are being prioritized. Each agency has identified roles with subject matter expertise for testing and training.

Beginning November 16, 2020, SCO is launching access to an enterprise dashboard and new customer service portal. This will be a unified service desk function including email, online, phone support, and will allow users to change their password through the portal. Moving forward, each employee will be assigned a unique ID which will stay with them as long as they are with the state, even if they take a break in service or switch agencies.

Ms. Smith cited benefits other states are seeing with modernizing their applications including improved citizen experience, minimizing risk, securing data, improve efficiencies, and improve agility.

SCO is using a train-the-trainer model, waiting until the application is ready to go live so there is no downtime between when they learn to use Luma to when they begin training other and using the application.

IT MODERNIZATION
Greg Zickau, Deputy Administrator for Office of IT Services (ITS), provided an update on the IT modernization efforts.

Between FY19 and FY20, there was not a lot of difference in overall cost, but there was some movement up and down for individual agencies. In removing the Tax Commission from the chart, the details for smaller agencies are easier to compare. The variability comes with normalizing IT costs within each agency. Each agency has budgeted differently, some investing significantly more than others and the cost comparison shows their three-year average versus modernization costs.

Mr. Zickau explained the value of the services being provided by ITS and why modernization is important. In looking at the hierarchy of value, basic needs include the core of daily use, but ITS has added project delivery teams with Service Delivery Managers and regional contacts. ITS also built in efficiencies of shared IT solutions, automation, and elimination of redundancies.

Mr. Zickau shared the difficulties in processes of modernization for both the teams and the end users. ITS does it best to avoid issues but realize it is impossible to do.

Enterprise Services has already saved the state over a half million dollars by implementing enterprise-level agreements in just under four months.

Mr. Zickau further stated that ITS is making the recommendation of taking a strategic pause for phase three. ITS still has a lot of work to do to manage the workload down for phase one and two agencies. Most phase one agencies are complete, and phase two work is still in progress. Work has been greatly impacted with pandemic restrictions but ITS has received CARES relief funding, which is being used for ITS and agencies where appropriate. Staffing number with phase two have increased to 135 authorized full-time positions, with eight vacant positions.

Chairman Ross thanked Mr. Zickau and opened the floor for questions. Ms. Canning asked ITS to be mindful of overall cost increases to small agencies as they can have a large and unexpected increase to budget requests.

Mr. Spence asked if there was a list of planned phase three and four agencies. Mr. Zickau replied the legislature has asked ITS not to discuss this information but as of now, there is no secret list and no specific agencies have been targeted for phase three. He also mentioned ITS did not get a say in which agencies were involved in phase one and two.

Mr. Richard asked how long of a strategic pause is being requested. Mr. Zickau said a one-year pause is currently being requested.

ADJOURN
Chairman Ross thanked the committee and called for a motion to adjourn.

MOTION: Mr. Langrell moved and Ms. Canning seconded a motion to adjourn; the motion was approved.

The adjourned at 2:32 pm MST. The next meeting is scheduled for December 17, 2020 at 1:30 pm MST.

Kristin Bartz, Office of IT Services