

# Idaho Technology Authority (ITA)

December 9, 2020 Draft Meeting Minutes

Approved March 31, 2021

## **ATTENDANCE**

### **Members Present:**

Jeff Weak, CHAIR, Office of the Governor  
Joshua Whitworth, State Controller's Office  
Lori Wolff, Dept. of Health & Welfare  
Brett Richard, Dept. of Labor  
Charlene McArthur, Idaho Transportation Dept.  
Maj. Charlie Spencer, Idaho State Police  
Michele Tomlinson, Dept. of Correction  
Faith Cox, Dept. of Administration  
Terri Kondeff, Legislative Services Office  
Chris Campbell, State Board of Education  
Collier Lippel, Military Division  
Greg Zickau, Office of IT Services  
Wilma Robertson, IGC-EC Chair  
Rep. Rod Furniss, Idaho Legislature  
Kevin Iwersen, Idaho Supreme Court

### **Members Absent:**

Sen. David Nelson  
David Fulkerson, Div. of Financial Management

### **Others Present:**

Kristin Bartz, Office of IT Services  
Mary Frances Coffman, Office of IT Services  
Mark Mayer, Office of IT Services  
Mike Woodford, Office of IT Services  
Chris Smith, Office of IT Services  
Tawna Chesnut, Historical Society  
Bob Ross, Dept. of Fish & Game  
Dylan Baker, Commission for Libraries  
Gara McCutcheon Aragon, SHI  
Larry Sweat, PERSI  
Jeff Walker, Access Idaho  
Bob Hough, State Controllers Office  
Alvino Artalejo, Dept of Health & Welfare  
Mark McKinney, Idaho Transportation Dept.  
Matt Overstreet, Gartner  
Adam Warr, Attorney General Office  
Terry Ford, State Controllers Office  
Andrew Masters, Dept of Health & Welfare  
Branden Hooper, Microsoft  
Christian Ruedinger, Cradlepoint  
Nate Fisher, DLZP Group

## **CALL TO ORDER**

Chairman Jeff Weak welcomed the committee and called the meeting to order at 1:30 pm. Roll call was taken and a quorum established.

## **MINUTES**

**MOTION: Mr. Brett Richard moved and Mr. Greg Zickau seconded a motion to approve the minutes of the June 3, 2020 meeting, as presented; the motion passed unanimously.**

## **ITA SUBCOMMITTEE UPDATES**

IT LEADERSHIP COUNCIL (ITLC) – Mr. Bob Ross, ITLC Chair, discussed the retirement of Randy Turner, leaving a vacancy for the vice chair position. Mike Langrell was nominated to fill the position and requested approval from the committee.

**MOTION: Mr. Zickau moved and Ms. Wilma Robertson seconded a motion to approve the nomination of Mike Langrell as vice chair of the ITLC; the motion passed unanimously.**

IDAHO GEOSPATIAL COUNCIL-EXECUTIVE COMMITTEE (IGC-EC) – Ms. Robertson provided a brief update to the committee. Carolina Valderrama-Echavarria from the Census Bureau stepped down and Dan Determan was appointed for the remainder of her term. Has been working with the new state Geospatial Information Officer, Mike Woodford, to restart subcommittees and are now looking at refreshing the GIS strategic plan.

## **LUMA UPDATE**

Mr. Josh Whitworth, State Controller's Office, provided the committee with a Luma update and overview. They are currently in the testing phase and completed the first system integration testing phase. Phase two begins in January 2021, with training set to begin in May 2021.

SCO has added significant security and support to Luma including an Enterprise Dashboard with live chat, customer service portal, and live updates on service requests. All employees will now be assigned a permanent identification number that will stay with them in perpetuity and regardless if they have a break in service. They added DUO multifactor authentication which will be required for each user. SCO also looked at statewide efficiency while undertaking this project and was able to secure DUO for each employee, with the built in structure so each agency can manage it for their own employees.

Governance, Risk and Compliance has been added as a continuous control monitoring solution, which will monitor both internal and external threats to processes.

Benefits to Luma include access from anywhere, agencies will speak the same language, greater efficiency with automation, enhanced reporting, and is scalable for future upgrades. Technological benefits include KPIs, AI, security, trend mapping, dual factor authentication, and greater reporting and analytics.

## **GOVERNOR'S PRIORITIES**

Chairman Weak provided an overview of the Governor's priorities. Home grown solutions or technologies are increasingly difficult to work with on an enterprise basis and his preference is for commercial, off the shelf solutions.

Currently, the approval process for requesting new software:

The ITS team looks at the reasoning behind requests and evaluates the prevalence and whether there is a similar solution already available. If so, it is an opportunity to open the discussion to learn more, discover if an enterprise solution is appropriate, and look at funding options to drive costs down. IT solutions needing to go through the approval process includes any solution that will be placed or have direct connectivity to the Chinden Campus; any IT security product or service; any purchase over \$5,000 (includes GIS and renewals); any VOIP or related products and services; any network equipment over \$5,000; and any WiFi components. There is also a caveat that if any request is not reviewed within ten (10) business days, it is automatically approved by default. This process helps ITS collect data, helps agencies be well-informed, and use the information for future purchases to benefit all state agencies.

## **DEPT. OF HEALTH AND WELFARE WEBSITE OVERVIEW**

Ms. Lori Wolff, Department of Health and Welfare, reviewed the new and an updated website since being granted the exemption in June 2020. Their website is now being hosted externally instead of internally. They also improved the user experience and navigation so important information is easily found. Their goal was to make it less of an IT tool and more of a communication tool: what information needs to be shared with the public and how is it shared.

## **CYBERSECURITY INSURANCE**

Ms. Faith Cox, Department of Administration, provided an overview on the state's cybersecurity insurance. There have been significant changes with the cyber liability coverage since first implementing in 2016. Cyber liability was initially a third party policy which ended on 6/30/20 at a cost of \$570,000 per year. During that period, 21 claims were filed with only two paid out at a cost of \$60,568. Total premiums paid during that period amounted to over \$2 million.

After analyzing the loss experience over those four year, the state decided it would be best to self-fund the cyber liability since they now had experience.

Potential cyber risks include stolen laptops, clicks on phishing links, viruses, and employee negligence. Ms. Cox stated in-house applications are one of the biggest risks and was glad to hear the Governor encouraging off the shelf solutions from a risk perspective.

Ms. Cox reviewed the first party coverage including forensic exams, counsel, public relations, credit monitoring, call center to handle consumer calls, business interruption costs, remediation and restoration costs, and unencrypted devices and data in the cloud. The state also offers coverage for third party damages including monetary and non-monetary relief, court proceedings; coverage for loss, defense costs, punitive damages, fines, and penalties; costs associated with regulatory investigations; and expenses to implement security enhancement or monitoring imposed by a regulator.

Ms. Cox emphasized the importance of agencies adhering to reporting requirements for cybersecurity incidents and breaches. Incidents must be reported to ITS using the VERIS reporting tool within five (5) days of discovery; breaches must be reported within 24 hours to ITS, Office of Risk Management, and the Attorney General's Office. Failure to report will result is loss of coverage and the agency will be on the hook to pay for any of the damages arising from the breach.

Ms. Cox also noted that if agencies continue to do their due diligence, premiums will be waived, which benefits everyone.

#### **IT MODERNIZATION**

Chairman Weak gave an update on the status of phase 2 of the Governor's IT modernization initiative. ITS now supports 54 total supported agencies, boards, and commission with 7,055 customers. Employees increased from 66 to 135 personnel, allowing ITS to increase overall functionality and value by adding a Chief Technology Officer, Enterprise Architect team, statewide licensing, a Chief Data Officer/Geospatial Information Officer, project delivery teams, and regional support centers.

Staff is working on a 100 Day Report, highlighting all the good work ITS has been doing during the first four months of phase 2. Once that report is complete, it will be distributed to the committee.

For phase 3, ITS is recommending a strategic pause. Due to COVID-19 delays and projects made possible by CARES funding, ITS needs to focus on process and culture by keeping things in a steady state. With almost 74 new hires since March and half of the staff still working from home, ITS needs to stabilize current projects and staff. There were significant projects ITS took on in addition to existing projects from supported agencies.

Chairman Weak introduced Mark Mayer as the new Chief Technology Officer for the ITS. Formerly the IT Operations Manager with the Department of Labor, Mr. Mayer has over 12 years of state experience. Mr. Mayer leads a team of three enterprise architects, focusing on Enterprise strategies and solutions for the state, vendor relations, and standards and how we can use technology to benefit all agencies. One of the major shifts has been working with vendors to see the State of Idaho as an enterprise organization rather than a bunch of individual customers.

Recently, ITS signed a major enterprise agreement with Adobe, which will save agencies up to 60% in Adobe costs. It was a statewide effort with 66 agencies participating in the agreement.

Chairman Weak also introduced Mike Woodford as the new Chief Data Officer and Geospatial Information Officer. Mr. Woodford has over 26 years of IT and executive-level experience, both private and public industries. Mr. Woodford leads a team including a data architect and a data scientist. They are looking at ways to get more

value from state data assets including enterprise-level governance and standards, data strategies, and identifying efficiencies to how agencies acquire data. Mr. Woodford also acts as the Geospatial Information Officer and has had the pleasure of meeting the passionate GIS group in the state. They are currently building stronger relationships with universities to involve students to expand GIS-related training at all levels. He has been working with the IGC-EC to rewrite the statewide GIS strategic plan and increase the number of submissions for data standards and authoritative geospatial data to be published publicly. The team is looking for data analytics projects ITS can contribute to provide advanced analytics. By expanding data-enhanced decision making, it helps enhance the customer experience as they interact with government.

**OTHER BUSINESS**

Ms. Charlene McArthur, Idaho Transportation Department, would like to provide an overview of the final phase GEM rollout at the next meeting.

**ADJOURNMENT**

**MOTION: Mr. Zickau moved and Ms. McArthur seconded a motion to adjourn; the motion passed unanimously.**

The meeting adjourned at 2:53 pm. The next meeting of the ITA will be scheduled at a later date.



Kristin Bartz, Office of IT Services