

IDAHO ENTERPRISE SERVICES OVERSIGHT COMMITTEE

OFFICIAL MINUTES

September 2, 2009

A meeting of the Idaho Enterprise Services Oversight Committee (ESOC) was held on this date in Department of Administration's Conference Room 155, 650 West State Street, Boise, Idaho. The meeting was called to order at 2:00 p.m.

Members Present:

Steve Wilson, State Tax Commission, Committee Chairman
Shannon Barnes, Idaho Department of Transportation, Committee Co-Chairman
Carla Casper, Department of Administration
John McAllister, Idaho Department of Labor
Tom Peterman, Office of the State Controller
Landis Rossi, Department of Health and Welfare
Platt Thompson, Analyze Soft Inc
Greg Zickau, State CTO and Ex-Officio Member

Others Present:

Scot Maring, Department of Administration

Review of Charter

Shannon Barnes reviewed the charter and pointed out that it covers all enterprise IT operations and not just messaging. She also highlighted that the focus of the group is to achieve performance improvement and that the metrics tracking and reporting are the responsibility of the committee and not the Department of Administration.

Discussion items:

- The charter and committee membership should be posted to the committee website.
- Meetings will need to follow the open meeting laws and meeting minutes should be approved and posted to the website.
- Current members have already been approved by ITRMC.

- The Department of Correction representative has been contacted, but no response has been received.
- For the Rotating Agency representative, to provide balance to the committee, it was recommended that a smaller agency be considered. It was decided that Becky Barton-Wagner from the Department of Insurance would be a good candidate. Steve Wilson said he would approach the subject with her director.

Election of Officers

MOTION: Platt Thompson moved and Landis Rossi seconded the nominations of Steve Wilson as Chairman and Shannon Barnes as Co-Chairman. Motion was approved.

MOTION: Platt Thompson moved and Landis Rossi seconded that nominations be closed. Motion was approved.

MOTION: Platt Thompson moved and Carla Casper seconded that Steve Wilson be elected as Chairman and Shannon Barnes be elected as Co-Chairman. Motion was approved.

Draft MOU for OU Administrators

Tom Peterman provided a draft MOU for review and discussion. The document was designed to become policy and outlined Agency OU Administrators' responsibilities, required communications, and the seriousness of and repercussion for violations. Tom was seeking input so that it could be finalized.

Discussion items:

- Being given administrative rights is a privilege that can be taken away.
- Domain Administrators must follow the strict security policy, so their requirements do not need to be included in this MOU.
- The policy should include definitions of Domain and OU Administrators, should follow the format of ITRMC's other policies, and should reference ITRMC policy.
- Since the policy will be punitive, it should be reviewed by the Division of Human Resources (DHR) and the Office of Attorney General (AG). Steve Wilson will check with DHR to see if they have standard language that is required. Since the Department of Administration's AG is familiar with the project, she would be able to properly review the policy.
- Tom will email a revised copy to the committee members by the end of the week. Members are to review and comment within ten days.
- A final revision will be reviewed at the next meeting. If approved by the committee, it will be presented to ITRMC for approval.

Technical Support Options

In lieu of premium prices for Microsoft's Premier Support, Shannon Barnes will contact both CRI and Tech Systems to see what they offer. Tom Peterman will contact Dell. Information will be provided at the next meeting.

Discussion items:

- Carla Casper stated that the Idaho Consolidated Services (ICS) project has found that pulling domain controllers out of agencies is causing issues. She made an inquiry to Microsoft Consulting Services about bringing in a Microsoft engineer to resolve the problem, but was told we would need to hire them for a three-week period. They did say we could buy support hours from the existing premier support contract. She also said that Vocational Rehabilitation has \$10,000 of stimulus money for consulting services that we could possibly use.
- Question was asked if we could use Idaho Department of Transportation's hours and replenish them. No answer was available.
- Steve Wilson said State Tax Commission may have extra hours that we could possibly use. He also said that since they have run into the same issue when pulling domain controllers, they may be able to use their current premier support hours to seek resolution.
- Question was asked if prepaid hours from Microsoft expire. No answer was available.

Migration Update

Carla Casper briefed that since the last meeting, Vocational Rehabilitation has migrated. This brings the total of agencies migrated to 33. The main slowdown is that the upfront migration preparation at the agency level is taking much longer than expected.

- The Governor's Office, Lieutenant Governor's Office, Division of Financial Management, and Division of Human Resources are all scheduled to migrate September 3.
- Department of Insurance is tentatively scheduled to migrate September 30.
- Potato Commission is resisting migration.
- Department of Fish and Game has concerns about pricing and their applications.
- Department of Juvenile Corrections is ready and licensing is not an issue.
- Department of Finance needs the summer to finish some special projects.
- Idaho Department of Transportation is an unknown.

Draft Newsletter

Landis Rossi briefed that no action had been taken on the newsletter. By the next meeting, she and Harper McGarr will prepare a draft to present.

Costs

Carla Casper provided a handout on the ongoing costs for ICS and the monthly mailbox charges for 5,000 users, 10,000 users, and 13,000 users. These costs include the cost for staffing to support the project. With all known costs, the per mailbox fees are still low. It was decided that these charges need to be posted to the website to reflect what agencies should really be paying, instead of the FY11 fees; \$2.42 per mailbox with ICS providing Exchange Licensing with SA and \$1.50 per mailbox with the agency providing Exchange Licensing with SA.

New Business

The next meeting will be held October 7, 2009, in the Department of Administration's Conference Room 155, 650 West State Street, in Boise.

The meeting invitation will be set up as reoccurring on the first Wednesday of each month, 2:00-4:00 p.m., through the end of the fiscal year.

Adjournment

MOTION: It was moved by Platt Thompson and seconded by Shannon Barnes to adjourn the September 2, 2009, Idaho Enterprise Services Oversight Committee meeting at 3:15 p.m. The motion passed.

Steve Wilson, Chairman
Idaho Enterprise Services Oversight Committee

Scot R. Maring, Project Coordinator
Department of Administration