IDAHO ENTERPRISE SERVICES OVERSIGHT COMMITTEE

OFFICIAL MINUTES

December 2, 2009

A meeting of the Idaho Enterprise Services Oversight Committee (ESOC) was held on this date in Room 302, 650 West State Street, Boise, Idaho. The meeting was called to order at 2:06 p.m.

Members Present:

Steve Wilson, State Tax Commission, Committee Chair
Shannon Barnes, Idaho Department of Transportation, Committee Co-Chair
Brad Alvaro, Department of Correction
Becky Barton-Wagner, Department of Insurance
Carla Casper, Department of Administration
John McAllister, Idaho Department of Labor
Landis Rossi, Department of Health and Welfare
Platt Thompson, Analyze Soft Inc

Others Present:

Todd Baker, Department of Correction
Robert Blackmon, Department of Juvenile Corrections
Leif Erickson, Department of Juvenile Corrections
Scot Maring, Department of Administration
Cheryl Marsh, Department of Administration
Lance Moody, Department of Juvenile Corrections
Mike Seifrit, Department of Juvenile Corrections

Approval of Minutes

MOTION: Platt Thompson moved and John McAllister seconded that the Committee approve the minutes of the November 4, 2009, Idaho Enterprise Oversight Committee meeting as written. The motion passed.

Agency Migration Update

Carla Casper presented that 35 agencies have migrated to date and that the migration of the State Tax Commission is in progress. One issue encountered with this migration is that due to the large number of mailboxes in the State Tax Commission, the time needed to synchronize the systems is taking longer than originally estimated. The impact is a delay in migrating personnel. Steve Wilson stated that they had migrated 12 of their information technology technicians as a trial run, that it was a learning experience for them, and that all should go well when it is time to migrate their business units. For their servers, they either unjoined their servers from the Tax domain and rejoined them in the ICS domain, or built new servers in the new domain, and this plan worked well. He added that they had built extra time into the migration schedule and the delay of migrating personnel should not be a problem, but that the busy season for the State Tax Commission begins in January.

Carla stated that if the migration instructions are followed, 90 percent of user migrations go smoothly and are completed remotely. Technicians then must physically handle just the remaining 10 percent to complete their migration.

Carla added that after migrating the State Tax Commission, the migration team would be reengaging the Potato Commission, Barley Commission, Department of Fish and Game, Department of Finance, and Department of Transportation in preparation for migration. She also added that the Department of Juvenile Corrections, Department of Lands, and Division of Veterans Services were interested in migrating this year.

Performance Measures Review and Demonstration

Shannon Barnes presented that the committee is responsible for setting performance standards, tracking them, and posting them on a website so that agencies can check the ICS performance. There are eight performance measures on the ICS Scorecard. The plan is to use this scorecard for six months and then conduct a review to insure it is providing desired measurements.

Cheryl Marsh then provided a demonstration of the automated reports available in the Department of Administration's help desk tool. This tool is web driven, is based on the Information Technology Infrastructure Library (ITIL), and is available to anyone to review online.

One issue discussed was the report covering the number of incidents. The current report grouped Level 1 and Level 2 incidents together. It was discussed that capturing each separately would assist the Department of Administration in identifying staffing needs. Cheryl indicated she could modify the report to break out Levels 1 and 2 and would present an update at the next meeting.

Another issue discussed was the performance measure "Average Message Delivery Time." The decision had been made at an earlier meeting that there is no way to measure this and it was deleted from the performance measures. However, it had not been removed from the scorecard and it should be deleted. The committee agreed to remove the measurement from the scorecard.

Performance Measures tracking will be discussed again in January with Cheryl Marsh providing a demonstration of updated reports.

Juvenile Corrections Migration Issues

Carla Casper presented that the Department of Juvenile Corrections (IDJC) had migration issues that required bringing the ICS Technical Subcommittee back together to determine the impact to the ICS infrastructure and if IDJC's current practices could be allowed or not. The issues involve:

- Distributed File System (DFS)
- Agency software specific agents installed on domain controller
- Establishment of one-way domain trusts
- Need for service accounts with domain administration privileges

For each of the issues, the Technical Subcommittee needs more information from IDJC to determine their needs and if there are any alternatives to meet the needs. A meeting between the Technical Subcommittee and IDJC will be scheduled.

Decisions made:

- ICS will not allow any agency's software services to be installed on an ICS Domain Controller. However, ICS may consider an enterprise implementation if there is a business need.
- ICS will not allow domain trusts. The subcommittee will work with the agency to determine if there are alternatives to meet their needs.
- ICS will allow service accounts that need domain administrative privileges in a limited fashion with several restrictions.

The Technical Subcommittee also looked at the issue of placement of Read-Only Domain Controllers (RODC). The decision was made that the ICS will allow RODCs, but several requirements must be met.

Scot Maring was tasked to add these decisions to the Decision Log.

Decision Log Update

Shannon Barnes reported that a Decision Log is in place to capture all decisions. This log will be a reference in the future for what decisions were made and the reasons for them.

Service Agreement Update

Carla Casper reported that information had been added addressing how agencies can bring any concerns before the committee. Steve Wilson and Carla were tasked to work on the wording and bring it to the next meeting.

There was also discussion on the location of the signature block for the Agency Authorized Representative and for the ICS-OC Authorized Representative. It was decided to move the signature blocks to the end of the main document and not have them at the end of the attachments section.

The goal is to finalize the Service Agreement at the January meeting.

Draft MOU Status Update

Carla Casper reported that Tom Peterman had provided proposed language to the document in reference to administrators understanding and agreeing to respect the rights of the domain users, integrity of the system, and related physical resources.

Discussion followed on background checks and that only state-level checks can currently be done. FBI-level checks cannot be done unless Idaho Code specifies they are required. Landis Rossi stated that the Department of Health and Welfare may be proposing code changes this year which may resolve the issue.

The goal is to finalize the MOU at the January meeting, dependent on the Department of Administration's Deputy Attorney General's approval.

Other

Carla Casper provided a list of ICS related documents requiring a review and proposed that we use the same 6-month review process that the Information Technology Resource Management Council (ITRMC) uses. Discussion followed that the documents should be reviewed annually or as determined by the ESOC. Scot Maring was tasked to send a copy of the document to all committee members.

Landis Rossi asked if we should send out a newsletter after the State Tax Commission has migrated to the ICS. She will bring a draft newsletter to the January meeting with the goal of having it completed, approved, and sent out by February 1, 2010.

Shannon Barnes said a decision is still needed on what services should fall under the ESOC. She will be meeting with Greg Zickau to discuss the issue.

Brad Alvaro introduced Todd Baker from the Department of Correction and said Todd would be filling in for him on the committee for the next six months.

Adjournment

The meeting was adjourned at 3:46 p.m.

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Steve Wilson, Chairman
Idaho Enterprise Services Oversight Committee

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Scot R. Maring, Project Coordinator
Department of Administration