

# IDAHO ENTERPRISE SERVICES OVERSIGHT COMMITTEE

## OFFICIAL MINUTES

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April 7, 2010

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

### **Members Present:**

Shannon Barnes, Idaho Department of Transportation, Chair  
Becky Barton-Wagner, Department of Insurance  
Carla Casper, Department of Administration  
John McAllister, Idaho Department of Labor  
Landis Rossi, Department of Health and Welfare  
Steve Wilson, Office of the State Controller

### **Others Present:**

Penny Fenton, Public Utilities Commission  
David Fulkerson, Division of Financial Management  
Bob Hough, Office of the State Controller  
Scot Maring, Department of Administration

## **Approval of Minutes**

**MOTION: Steve Wilson moved and John McAllister seconded that the Committee approve the minutes of the March 3, 2010, Idaho Enterprise Oversight Committee meetings as written. The motion passed.**

## SWCAP

David Fulkerson had been asked to attend and present information on the Statewide Cost Allocation Plan (SWCAP). He reported that SWCAP includes only those central services costs which are allowable for federal reimbursement purposes. It is mandatory to be included in SWCAP if the cost is over \$5 million. When asked if the consolidated messaging costs could be included in SWCAP, he said these costs could be included as a separate service or as a component of an existing service.

He said SWCAP costs are based on the previous closed year. Since the consolidated messaging costs have not yet begun and will not have a previous year's data, it will require looking forward with projected costs. There must be a reasonable billing methodology, such as a per mailbox charge. To justify a fee in SWCAP, the procedure is to figure what the cost should be, such as based on the number of estimated users, and then determine the revenue stream.

When the ESOC is ready, it can meet with David to discuss projected costs and the basis for the costs. To be included in the FY12 SWCAP, the information must be submitted no later than the end of December. The ESOC representative to work with David will be Carla Casper, supported by the Department of Administration's fiscal section.

David also pointed out that if the consolidated messaging costs are approved to be included in SWCAP, there is still no guarantee that the money will be in an agency's budget. The agency must still be billed for services. Being in SWCAP only serves to satisfy federal auditors for reimbursement purposes.

**ISSUE to be changed in the issue log:** No later than the end of December 2010, submit request to get the consolidated messaging fee under SWCAP for FY12 even though it won't be fully certified.

## Agency Migration Update

Carla Casper reported that there have been no further migrations since the Tax Commission's migration. Agencies scheduled for migration as the second half of Phase I are being re-engaged for migration preparation. Future migrations have yet to be scheduled. Some agencies that have expressed interest in migrating are the Department of Juvenile Corrections (DJC), Department of Lands, Department of Agriculture, and the Division of Veterans Services.

When asked why there are no new commitments to migrate, Carla said that the lack of funding has stalled the project. In her opinion, it is not that agencies are reluctant to migrate, but that migrating to the Idaho Consolidated Services (ICS) system has a lower priority than their other projects. With the budget so tight and agencies having increased out-of-pocket expenses, migration is a tough sale. Our choice is to work within an agency's schedule or

force migration, which could have negative consequences. Another option is to look at a different model, such as cloud computing.

When asked about IT technician positions within the Office of the Chief Information Officer (OCIO), Carla reported that the Department of Administration has been carrying two empty slots awaiting the decision for IT consolidation. Since it was not approved by the legislature, action will now be taken to fill the two positions.

## **Microsoft Cloud Computing**

Shannon Barnes reported that it had been discussed at a meeting of the Information Technology Executive Advisory Committee (ITEAC) that Microsoft has made improvements to its cloud computing capabilities. While a cloud computing option was considered during the early design of the ICS system, it was rejected due to security and costs concerns. It was discussed that Microsoft's recent changes could now make cloud computing a valid option.

Much discussion followed and it was a consensus that a joint meeting with the ITEAC in June would be a good forum for Microsoft to give a presentation on its cloud computing options. This joint meeting would serve in lieu of the June ESOC meeting.

## **Issue Log Review**

An unresolved issue is that the ESOC charter states a chair and co-chair shall be elected by the committee to serve one-year terms, with the co-chair ascending to the chairmanship each year. Clarification is needed on when the one-year term begins.

**MOTION: Steve Wilson moved and Becky Barton-Wagner seconded that the chair and co-chair be elected and committee membership be decided just once a year on a fiscal year basis. In addition, in the event of a mid-year vacancy, the board will make the appointment to fill the vacancy until the next scheduled election at the end of the fiscal year. The motion passed.**

Discussion followed that the ESOC charter states that the rotating agency will serve two-year terms. This time period would almost prevent a rotating agency representative from serving as chair since they must serve as co-chair for one year before ascending to the chairmanship.

**MOTION: Landis Rossi moved and Steve Wilson seconded that the charter be amended to reflect that the rotating agency will serve a three-year term in lieu of a two-year term and that the private sector representative cannot hold office. The motion passed.**

## **Election of ESOC Co-Chair**

**MOTION: Steve Wilson moved and John McAllister seconded that Becky Barton-Wagner serve as co-chair until the next scheduled election at the end of the fiscal year. The motion passed.**

## **Document Review Results**

Carla Casper presented that the Security Annex has been completed, only one requirement has yet to be implemented, and the requirement should be implemented within the next week. That requirement is that audits of all Administrator Accounts will be completed by the OCIO security team on a regular basis. For ICS, the audit logs will be sent to the Hightower appliance for review by the OCIO Security Team.

Upon discussion, it was decided that the Security Annex be amended by removing the word “first” from paragraph B-10.

**MOTION: Steve Wilson moved and Landis Rossi seconded that the Security Annex be approved as amended. The motion passed.**

Carla also presented that the ICS Domain Acceptable Use Policy (AUP) has been completed and approved by the Attorney General’s Office.

**MOTION: Becky Barton-Wagner moved and Steve Wilson seconded that the ICS Domain Acceptable Use Policy be approved as written. The motion passed.**

It was further discussed that the Agency Organization Unit Administrator and the Department of Administration’s authorized representative would be expected to sign the AUP. The AUP will be sent to the Agency Director with a copy to the IT Manager. The agency will receive a final signed copy.

## **Potato Commission Unified Messaging Request**

Carla Casper reported that the Potato Commission wants to be able to use Microsoft unified messaging, a service it does not have currently, and has therefore asked if it is possible for them to keep their own Exchange environment. Another option is for the Potato Commission to pay for a unified messaging implementation within ICS, but ICS technical staff have no experience with it and would require training. She also reported that the Potato Commission wants archiving to cloud service, another service it does not have now, but this would require going out to bid since there is currently no state contract for this service.

The ESOC decided that the Potato Commission needs to follow the same process that all other migrated agencies have followed. It must join the ICS and we will implement unified messaging as soon as possible. The ESOC cannot promise when unified messaging will be implemented, but this is not a service the agency has now anyway.

## **Other**

It was discussed that the Service Agreements have not gone to the agencies yet.

**ISSUE to be added to the issue log:** Service Agreements need to be sent to all migrated agencies for signature.

It was also discussed that public folders on the ICS have been cleaned up with the top-level folder now matching the owning agency's 3-character agency designator. Making the public folders only visible to the owning agency will require permissions and the OCIO will provide assistance to each agency.

## **Adjournment**

The meeting was adjourned at 3:28 p.m.

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Shannon Barnes, Chair  
Idaho Enterprise Services Oversight Committee

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Scot R. Maring, Project Coordinator  
Department of Administration