

IDAHO ENTERPRISE SERVICES OVERSIGHT COMMITTEE

OFFICIAL MINUTES

November 3, 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 2:03 p.m.

Members Present:

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

Others Present:

Derrick Georgiades, Department of Correction
Michael Guryan, Department of Administration
Glenn Haar, State Tax Commission
Scot Maring, Department of Administration

Approval of Minutes

MOTION: Steve Wilson moved and Becky Barton-Wagner seconded that the Committee approve the minutes of the September 1, 2010, Idaho Enterprise Oversight Committee meetings as written. The motion passed.

Welcome New Members

Shannon Barnes welcomed Derrick Georgiades, who was attending for the Department of Correction (IDOC). Derrick said Suchitra Ganapathi may be the new representative for his

department, but she couldn't attend today. Shannon will confirm with IDOC who will be their representative.

Shannon will confirm if Platt Thompson will continue to be the private sector representative. Shannon will also confirm if Michael Farley, the new representative for the Department of Health and Welfare, must be approved by the Information Technology Resource Management Council (ITRMC) and if he can be approved just by consensus.

Charter Update

Shannon read through the ESOC charter as changed during the April 2010 meeting to confirm everyone was in agreement with the changes. The changes were:

- The chair and co-chair be elected annually on a fiscal year basis.
- 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 rotating agency will serve a three-year term in lieu of a two-year term.
- The private sector representative cannot hold office.
- A conflict of interest clause was added.

MOTION: John McAllister moved and Steve Wilson seconded that the ESOC Charter be approved as changed. The motion passed.

Shannon will confirm if the changes must now be approved by ITRMC.

Cloud Computing & Pilot Project Update

John McAllister reported that the pilot project was going well. The Idaho Department of Labor (LABOR) is using cloud computing for their job search application with 50% of calls going through the cloud. They plan to go to 100% if all continues well.

Cost of cloud computing is based on usage time. LABOR is experimenting to determine the size of servers to use and when they can turn the system on and off to save costs. Encryption is not available yet, so no sensitive data can go through the cloud. They are expecting this feature after the first of the year.

John reported that the BPOS (Business Productivity Online Suite) cloud solution is not so easy. Although Microsoft said unified messages would be available by October, it is not yet available. LABOR has also had issues with ports and firewalls. He said the State of Minnesota is using BPOS and he will check with them to see if they are using a dedicated network pipe to resolve the port and firewall issues.

John said the next version will not include public folders, which LABOR currently uses. They therefore need to transition their public folders to SharePoint 2010 and their staff will need training for SharePoint.

Idanet Transition to ESOC

Michael Guryan, Enterprise Infrastructure Manager, Department of Administration's Office of the Chief Information Officer (OCIO), reported that agency transition to the Wide Area Network (WAN) from Idanet is almost complete and there is not much left of Idanet. The Metropolitan Area Network (MAN) RFP is closing soon. He is expecting the migration off of Idanet to be completed by December 31. The state's wide area network is now called Idaho State Network (ISN) and can soon be transitioned to ESOC for oversight. A formal transition date recommendation is needed from the Idanet Steering Committee.

Performance measures were discussed and Mike was asked to talk with the Idanet Steering Committee and come to the next meeting with three or four recommended performance measures and what is required by the Idaho Education Network contract. Becky Barton-Wagner will work with Mike on this task.

The Service Agreement (SA) was discussed and whether it covers ISN now or if it will need to be amended to include it. Carla Casper was tasked to review the SA for discussion at the next meeting.

ICS Balanced Scorecard Review

The Balanced Scorecard for November was reviewed and Shannon requested that the time period be added to the scorecard for trending purposes. It was also discussed how the scorecard may have to be changed due to the addition of the ISN.

SWCAP Update

The Department of Administration provides annually a SWCAP report to the Division of Financial management (DFM). Both Consolidated Messaging and ISN charges are included in this report.

Mike Guryan stated that agencies are billed for use of the Network and that the fees are used to maintain the system. He said the fees do go up 1% each year to cover equipment replacement. The SA needs to be amended to reflect this fee increase and an inventory of the network monitoring tools is needed.

Agency Migration Update

Carla Casper reported that 44 agencies have now migrated to the ICS system. Since the last report, the Potato Commission and Wine Commission migrated. The Department of Finance is scheduled to migrate in December and the Department of Parks and Recreation is considering it.

Since billing is based on a 5,000 user base and this number has not been reached yet, the OCIO is currently subsidizing the ICS \$78,000 a year.

It was discussed that reinforcement from the Governor is needed to re-energize migrations.

Issue Log Review

Each of the open issues in the Issue Log was reviewed.

1. Issue: The technical architecture subcommittee to meet in six months (09/10) to look at the future architecture and report to the committee the high level pros and cons.

Status: This issue is awaiting input from the Cloud Computing Pilot Project.

2. Issue: A Windows Active Directory disaster recovery process must be established and tested to ensure domain controller system recovery in case of failure.

Status: Action completed.

3. Issue: Audits of all Administrator Accounts will be completed by the Office of the CIO (OCIO) security team on a regular basis. For ICS the audit logs will be sent to the Hightower appliance for review of the OCIO Security Team.

Status: Action completed.

4. Issue: Service Agreements and Acceptable Use Policies were sent out to agencies. Not all have been signed.

Status: All but a few have completed.

5. Issue: No later than the end of December 2010, meet with David Fulkerson and submit request to get the consolidated messaging fee under SWCAP for FY12 even though it won't be fully certified.)

Status: Action completed.

Adjournment

The meeting was adjourned at 3:37 p.m.

Shannon Barnes, Chair
Idaho Enterprise Services Oversight Committee

Scot R. Maring, Project Coordinator
Department of Administration