

IDAHO ENTERPRISE SERVICES OVERSIGHT COMMITTEE

OFFICIAL MINUTES

January 5, 2011

A meeting of the Idaho Enterprise Services Oversight Committee (ESOC) was held on this date in the DMV Conference Room, Idaho Department of Transportation, 3311 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
Michael Farley, Department of Health and Welfare
John McAllister, Idaho Department of Labor
Platt Thompson, Analyze Soft Inc
Steve Wilson, Office of the State Controller
Rudy Zael, State Tax Commission
Greg Zickau, State CTO and Ex-Officio Member

Others Present:

Derrick Georgiades, Department of Correction
Michael Guryan, Department of Administration
Scot Maring, Department of Administration
Terry Pobst-Martin, Department of Administration

Approval of Minutes

MOTION: Steve Wilson moved and Becky Barton-Wagner seconded that the Committee approve the minutes of the November 3, 2010, Idaho Enterprise Oversight Committee meetings as written. The motion passed.

Welcome New Members

Shannon Barnes welcomed Michael Farley, who represents the Department of Health and Welfare. Suchitra Ganapathi will be the new representative for the Department of Correction (IDOC), but she could not attend today.

Network Update

Michael Guryan presented that all of IdaNet has been shut down and that oversight of the Idaho State Network (ISN) can now transition to the ESOC.

Michael stated there are no specific performance metrics with the Idaho Education Network (IEN) contract, but the Metropolitan Area Network (MAN) contract will include latency and jitter performance standards. Currently, he monitors the performance of the Idaho State network (ISN) using a manual process. When there is an outage or circuit interruption, he receives an incident ticket from the vendor, Qwest. He then monitors the number of incidents per agency and per site and looks for trends. Currently, 20-25 incidents per month seem normal, although this number will go up after the MAN contract is in place. Should there be a cluster of incidents for a specific agency or site or if there is a trend, he then monitors and insures the vendor is involved for resolution.

He was asked to return next month to discuss the performance metrics and if there are incident categories that can be used as input for the problem management process.

Security Update

Terry Pobst-Martin gave an informational presentation that the number and effectiveness of malware are increasing. She discussed and gave examples of bots, smart phone infections, spam, viruses, and advanced persistent threats.

When asked about the initiative to require background checks for all state employees who have access to sensitive data, she reported that the initiative will again be raised next year with the 2012 legislature as legislation is needed in order to put the requirements for background checks into place.

Cloud Computing and Pilot Project Update

John McAllister reported that the pilot project is going well and that more cost figures are now available. In November, the Idaho Department of Labor (LABOR) had 58% of their job search application going through the cloud. They had 1.7 million transactions at a total cost of \$280 for the month, which is 25% of the in-house cost to run the application. In December, they put 100% of the job search application through the cloud at a total cost of \$225 for the month. The drop in cost is due to learning how to be more efficient with cloud computing. While the project is still just a pilot, the operation and cost of using cloud computing are looking very promising.

John also stated that the unified messaging portion, voice to Outlook, is not yet available. LABOR has been approved to be a beta user, is making the necessary preparations, and is now just waiting on the vendor, Microsoft.

Performance Metrics Scorecard Review

The Balanced Scorecard for December was reviewed and Shannon Barnes requested that the scorecard be posted to the ICS website. She also requested that the internal performance metrics chart that tracks incidents be presented each month. The committee will be working through adding the network metrics, but they may become a separate chart.

IT Strategic Planning

Greg Zickau stated that it has been approximately two years since the state's IT strategic plan was last updated. A planning session will be scheduled in April and Landis Rossi, former ESOC member, has agreed to facilitate the planning effort. Greg stated that the Information Technology Resource Management Council (ITRMC) has consented to put all IT issues up for discussion, such as governance and organization, the role and composition of ITRMC, the role of the ESOC, the role of the Information Technology Executive Advisory Committee (ITEAC), the role of the Office of the Chief Information Officer (OCIO), cloud computing, and consolidated services.

ISN Oversight Transition to ESOC

Carla Casper reported that upon reviewing the current Service Agreement (SA), she found that it is not as generic as originally thought and is currently tailored to consolidated messaging. It will require work to make it easy to add other services, such as the ISN. The recommendation is that each service be a separate module within the SA so that changes to one service do not require changes to the entire SA.

When the question was asked if the SA is with the OCIO or with the vendor, it was discussed that it should focus on the role of the OCIO when there is an issue with the vendor.

MOTION: Becky Barton-Wagner moved and Michael Farley seconded that oversight of the ISN formally transition to ESOC. The motion passed.

Other

In preparation for the next meeting, a meeting is needed to work on the ISN metrics. Becky Barton-Wagner will organize the meeting and include Carla Casper, Shannon Barnes, and Michael Guryan. In addition, Carla will prepare a draft SA.

The February meeting was cancelled. The next meeting will be March 2.

Adjournment

The meeting was adjourned at 3:20 p.m.

Shannon Barnes, Chair
Idaho Enterprise Services Oversight Committee

Scot R. Maring, Project Coordinator
Department of Administration