

IDAHO ENTERPRISE SERVICES OVERSIGHT COMMITTEE

OFFICIAL MINUTES

March 2, 2011

A meeting of the Idaho Enterprise Services Oversight Committee (ESOC) was held on this date in the IS Conference Room, Idaho Department of Transportation, 3311 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, Co-Chair
Carla Casper, Department of Administration
Suchitra Ganapathi, Department of Correction
John McAllister, Idaho Department of Labor
Platt Thompson, Analyze Soft Inc
Steve Wilson, Office of the State Controller
Greg Zickau, State CTO and Ex-Officio Member

Others Present:

Alvino Artalejo, Department of Health and Welfare
Eric Beck, Idaho Department of Labor
Michael Guryan, Department of Administration
Scot Maring, Department of Administration
Roy Valdez, Idaho Department of Labor

Approval of Minutes

MOTION: Becky Barton-Wagner moved and Steve Wilson seconded that the Committee approve the minutes of the January 5, 2011, Idaho Enterprise Oversight Committee meeting as written. The motion passed.

Welcome New Members

Shannon Barnes welcomed Suchitra Ganapathi, who represents the Department of Correction. Everyone then introduced themselves since there were several first-time attendees.

Network Performance Measures Update

The ESOC has oversight responsibility of the Idaho State Network (ISN) to insure quality of service with quantifiable data to back it up, to insure input to the problem management process, and to insure it meets industry standards.

Michael Guryan presented that one measure is the core network availability and its uptime. There are currently four core routers that connect agencies to the core and these routers are managed by the Office of the Chief Information Officer (OCIO) within the Department of Administration (ADM). The average uptime since November 2010 has been 99.7%. This measurement includes scheduled maintenance, but does not cover from the core out to the agency end points. If a vendor that provides this service, i.e. Qwest, is down, it would not affect this core network availability measurement.

To provide oversight from the core out to the agency end points, Michael stated the performance measure used is the number of outage notifications reported by Qwest. This is the number of incident tickets reported regardless of the cause. Michael will review the contract to see what statistics Qwest is required to report. He was asked to invite Qwest to the May ESOC meeting to present their metrics and answer questions. Having Qwest attend and present quarterly will be considered.

Establishment of a MAN Sub-Committee

Michael Guryan recommended that a Metropolitan Area Network (MAN) sub-committee be established. Similar to the technical sub-committee formed for the Wide Area Network, this group could look at the architecture design, technical issues, planning, and long-term needs.

It was discussed that this sub-committee needs to be a formal group with a charter giving the chair the power to call meetings as the need arises.

MOTION: John McAllister moved and Steve Wilson seconded that a formal Network Technical Sub-Committee be established. The motion passed.

Service Agreement (ICS & ISN) Update

Shannon Barnes provided background information that a Service Agreement (SA) was established for consolidated messaging and that network services need to be added. It was hoped that the current SA was generic enough to cover the network, but a review by Carla Casper revealed that a re-write of the SA was required.

Carla presented a revised SA with the intent that consolidated messaging and network have separate sections. Since most ESOC members had not read the revised SA, it was decided the issue will be an **agenda item for the next meeting**. Carla requested that everyone read and provide their input to her by the end of March. One suggestion was that the SA be a boiler plate with the different services having separate modules. John McAllister pointed out that consolidated messaging is service management and ISN is vendor management.

In further discussion, Suchitra Ganapathi raised the issue that the Thursday 5:00-7:00 PM maintenance window for consolidated messaging does not work for the Department of Corrections (IDOC) and that the maintenance window for ISN needs to be added to the SA. She recommended that the IDOC maintenance window of 4:00-5:00 AM on Fridays be the ICS maintenance window.

After most attendees stated that the current maintenance windows work best for their agencies, it was decided that an **agenda item for the next meeting** will be for Suchitra to present her agency's business concerns with the current maintenance windows. Mike Guryan was asked to bring the statistics on how frequently the maintenance windows are used and for how long.

Cloud Computing and Pilot Project Update

John McAllister reported that the pilot project has two parts; platform as a service and software as a service.

The platform as a service that the Idaho Department of Labor (LABOR) is using is Microsoft's Windows Azure platform. In December 2010, LABOR moved 100% of their job search application to the cloud. In January 2011, they averaged 118,000 transactions per day at a total cost of \$299 for the month, which is 20% of the in-house cost to provide the service. The cost is 22 cents an hour for a medium server and 12 cents an hour for a small server. LABOR created an in-house script to scale the usage based on demand, which made their system more efficient. Microsoft plans to use LABOR's success as a topic for a white paper.

Software as a service is currently not fully functional mainly due to security issues. LABOR is using a beta program now and is preparing their infrastructure for the commercial product. John says they will be ready when the commercial product is ready.

John reported that the Division of Purchasing originally approved a one-year procurement for the pilot project, which ends in September 2011. His concern is whether the state can organize and do a request for proposal (RFP) in time to continue using platform as a service or if they will have to pull the plug on the project. Discussion on this issue and if this could be a candidate for the "best value" process will be an **agenda item for the next meeting**.

Greg Zickau added that if Labor could take the lead on the RFP process and the ESOC insure the contract meets the needs for the rest of the state, this could become a model for enterprise service contracts. Discussion followed that this contract should not be a mandatory statewide contract, but should have a public sector clause.

Performance Metrics Review

The Balanced Scorecard for February was reviewed. Also reviewed were the Consolidated Messaging Performance Metrics showing service availability, incident statistics, change statistics, first contact resolution, and customer satisfaction. This information can be used to insure the ADM is meeting service level agreements and as supporting information when adding agencies to the ICS.

Discussion then followed on what the ESOC wants reported with the assumption that they will then take action to fix any problems. It was discussed that the ESOC will review the existing metrics and look at adding information from Qwest and how quickly they fix incidents.

An **agenda item for the next meeting** will be if/when telephone services should be added to the metrics.

Other

Shannon Barnes reported that the decision has been made that the Idaho Department of Transportation will move to the ICS' consolidated messaging. The transition preparation will begin in April, a project manager has been assigned, and a contractor has been hired to clean up their active directory.

The April meeting was cancelled. The next meeting will be May 11, 2011.

Adjournment

The meeting was adjourned at 3:45 p.m.

Shannon Barnes, Chair
Idaho Enterprise Services Oversight Committee

Scot R. Maring, Project Coordinator
Department of Administration