

Information Technology Manager's Council Meeting

August 5, 2015 Meeting Minutes

8:30 am – 10:30 am

State Capitol, room 152

Attendees	
Meeting Chairperson: Larry Krause	
Name	Agency
Ron Baldwin	State CIO
Erika Billiet	LGIT
Mike Bousliman	MDT
Joe Chapman	DOJ
☪ Dan Chelini	DEQ
John Daugherty	COR
Stuart Fuller	DPHHS
Kreh Germaine	DNRC
Jim Gietzen	OPI
Dale Gow	LEG
Cheryl Grey	SABHRS
Evan Hammer	MSL
Lisa Mader	Supreme Court
Kim Moog	DLI
Josh Pallister	MSF
<i>Minutes Recorded by: Samantha Cooley</i>	

☪ Real-time Communication:

Kyle Beltcher, Jerry Kozak, Anne Kane, Lisa Vasa, Sue Leferink, Michael Jares

Meeting Guests:

Maura Fleetwood, SITSD; Jerry Marks, SITSD; Tom Murphy, SITSD; Sean Rivera, SITSD; Joe Frohlich, SITSD; Jeremy Stoshick, SITSD; Cheryl Pesta, SITSD; Christie McDowell, DOR; Veronica Lamka, NGC; Brad Sanders, DOA; Pete Wiseman, SITSD; Audrey Hinman, SITSD; Lynne Pizzini, SITSD; Chris Hope, SITSD; Kris Wilkinson, LFD; Doug Lhotka, IBM; Mike Kipp, IBM; Bryan Shaw, Dell; Clive Hallatt, Dell; Justin Porter, ITC; Duanne Clark, Veeam Software; Judy Kelly, DLI; Matt Pugh, SABHRS; Adam Kopezuk, CompuNet; Reed Brus, ITC

I. Welcome and Introductions

Approval of June Minutes: The June, 2015 meeting minutes were approved and accepted as written.

Future Meetings/FY 2016 ITMC Nominations

Tim Bottenfield is the ITMC Chair for FY15-FY16. Larry Krause is the Vice Chair and is chairing today's meeting on Tim's behalf. The meeting time for FY15-16 will remain as-is, the first Wednesday of each month from 8:30 am – 10:30 am. The Governor's Office has approved ITMC Members for the next year.

II. Ron Baldwin, State CIO Update

Mainframe Assessment

SITSD conducted an assessment on continuing the use of the Mainframe to support mission critical services. The process included an in-depth evaluation of cost, risks, and long term impact. The evaluation concluded the Mainframe is the most cost effective way to continue providing those services. The State is transitioning to a new mainframe. The conversion will be less expensive with an event horizon of five years. This information is included in the Five Year IT Strategic Plan. The mainframe is and will continue to be a major part of State computing.

GIS Managed Services, Evan Hammer

Montana is working on completing a GIS Managed Services Agreement with Esri. The agreement will cover 70 GIS services out of their cloud environment. The process is moving along quickly, Evan has been working with Joe Tosoni, SITSD to conduct testing.

IT Volume 10

Congratulations to Cheryl Grey, SABHRS and Jenifer Alger, SITSD on completing the standardization of IT account codes in SABHRS. Long range IT spending is included in IT Volume 9. Kim Moog, DLI commented that from DLI's perspective, the process of recording IT expenditures using the new codes is going well.

Inquiry, Mike Bousliman:

“Will there be an assessment or evaluation conducted to see how agencies are doing with the process?”

Response, Ron Baldwin:

“We will evaluate this process before fiscal year end.”

Ron is expecting questions from the Legislative Finance Committee as the structure and content for IT Volume 10 continue to be developed. The [SITSD Rate Audit](#) is complete and available online. Ron felt it was helpful and productive by recognizing the financial transparency model and ensuring our rates were within those guidelines. SITSD implemented the recommendations from the audit. A governance forum will be used to determine services and the rates there of. In addition, an Enterprise Finance Committee has been put together by Jenifer Alger and will be meeting to consider services and rates. CIO's should expect to attend those meetings, along with their agency Finance Managers.

Kreh Germaine commented on the need for better guidance on how to code certain IT expenditures. Jenifer Alger and Cheryl Grey can provide assistance. The intent was to be general and consistent. Mike Bousliman said they need clarity on posting to the org unit vs. posting to IT accounts. Cheryl Grey

commented there is an account code called “Program Expense”. It doesn’t matter what org unit they are coded to.

IT Volume 10 will be discussed again at the Enterprise Finance Committee forum. It is a work in progress and will be refined as it goes forward. SITSD will solicit feedback from agencies to make changes and move codes as needed.

Enterprise Content Management (ECM), Ron Baldwin and Audrey Hinman:

Ron is working with agencies to move forward with ECM. DLI is working on MWorks to prepare for Medicaid expansion, as is Stuart Fuller with DPHHS. A Tier II exception is in place for Perceptive, purchasing the product is possible for the Enterprise. The project is targeted through June of next year, taking the current platform to a state platform level.

Audrey Hinman commented we have yet to sign the software license agreement, although we expect that to happen soon. Once the contract is signed, final costs will be available. We do have a final hardware infrastructure cost and preliminary rates will be run next month. There is a core team and extended team in place for this project. Sky Schafer and Judy Kelly will be on the extended team to get into the details of what the migration will look like. Licensing for this product is concurrent licensing. Business analysts should be involved to determine the needs of agencies.

FileNet vs. Perceptive

With FileNet, all of the pieces are part of the core system. Perceptive is a more modularized product. SITSD will take all existing FileNet functionality being used and match it in Perceptive. In the initial project plan, SITSD is covering the cost of the purchase for major, primary modules. SITSD will migrate FileNet to Perceptive.

Special modules agencies use for their programs only are considered “pass-through’s” agencies will be responsible for covering those costs. Programs such as Mystics, Merlin, Excella, owned by agencies, may require changes in the custom coding. Now is the time to look at integration. Professional services are available through Perceptive. SITSD will cover converting applications and ensure the conversion and API calls conform with Montana’s current eGov standards. Our timeline is one year, FileNet support ends June 30, 2016.

Stuart Fuller commented he is appreciative of all of the hard work and effort Ron and Audrey have put in to this.

Inquiry, John Dougherty:

“When can agencies have a new project plan to begin moving forward?”

Response, Audrey Hinman:

“Our priority is to move FileNet and move DLI on MWorks. New projects will begin after that. Factors such as impact on staff and resources will play a part. We can have a discussion on when and how to begin a project. There is a lot of upfront work required by agencies before working with SITSD. More information will be available within the next few months.”

Inquiry, Mike Bousliman:

“Perceptive contacted MDT, if I find value in their service, should I work only with SITSD or work directly with FileNet?”

Response, Audrey Hinman:

“It’s good to work with Perceptive initially to determine the capabilities or if there are additional modules that need to be purchased. Perceptive can sell their professional services, however, we can’t do any of the work until the migration is over, you can also contract with SITSD for professional services. All we ask is that you keep SITSD in the loop on how the meetings are going and what is decided so we can support and work with agencies as best possible.”

Inquiry, Mark Van Alstyne:

“Are we talking about email and other unmanaged content or only images with this project?”

Response, Ron Baldwin:

“ECM is content management that transcends the media. The format, how it is generated, where it comes from etc., all of this goes in to a central repository, available for people and applications. That is what the Legislature wants, in the last session there was law changed to support this, out of SOS, there is policy involved as well.”

Inquiry, Mike Bousliman:

“Is there a connection between HB123 and the implementation of the ECM?”

Response, Ron Baldwin:

“Yes. I believe to fulfill HB123 we are going to need ECM. Records, records retention, records management and the SOS are all part of this.”

Federal Reserve Bank Move

SITSD is in the process of moving the Federal Reserve Bank employees to the Cogswell Building. The move will save SITSD about 100K/year and will keep the division more closely located to one another.

III. eMACS, Brad Sanders

eMACS is Montana’s new acquisition and contracting system, adding new functionality in the area of procurement. This is an enterprise application and the project is being implemented in three phases.

Phase I: was completed on July 13, the system replaced OneStop, all bids and proposals were previously issued through OneStop. eMACS accepts electronic submissions, provides online access to bids and proposal materials to agency staff, evaluation tools and calendaring tools.

Phase II: Total Contract Manager designed with a contract authoring tool, contract management and provides a for central repository of all state contracts providing a better record of all contracts in one location. eProcurement will include online “click and buy” purchases. Employee access is through ePass, where vendor access is available at [vendor resources.mt.gov](http://vendor.resources.mt.gov)

Phase III: Total Contract Manager will begin this fall, most likely in early September. The goal is to have the system stood up by January, 2016.

DOA is excited about this new system. From a technical standpoint it is going well, this is a cloud based solution. This system provides centralized and standardized contract management thru the state. All state contracts will be migrated into Total Contract Manager.

Inquiry, Kim Moog:

“Is this costing agencies anything?”

Response, Cheryl Grey:

“This is part of SABHRS and it’s already included in your SABRS rate.”

Inquiry, John Dougherty:

“Can we post contracts online and link to them?”

Response, Ron Baldwin:

“I certainly hope so. This is a sophisticated product, you may be able to have external access direct with a filter, we will look into that.”

IV. eGov Managers Group, Mike Bousliman

The eGov Advisory Council merged with ITB as a result of the session. The duties of the eGov Council were transferred to the ITB. There was, however, an eGov Work Group that came out of the eGov Council, it’s been on hiatus since May.

Objective

Decide on whether or not the eGov Work Group will continue and if so, what the roles, mission and goals will be.

Considerations

Mike Bouliman commented that in the past, the roles and responsibilities of the this group were unclear. The definition of eGov services remained a topic of discussion in the group and was never solidified. One goal of the group was to define eGov services and take a look at our current environment, however, the group was not consistently attended and starting fresh with a new focus and objective will be beneficial. We need to consider if the MI contract were to end, how we would continue those services. This should be a priority.

Ron would like to start this group again, however, with new members and new roles and responsibilities. The primary function of this group will be around eProcurement, making it an “eGov Procurement” group. The new group should be comprised of members of ITMC that will look at the State’s future regarding eGov services and the direction we want to go.

Outcome

ITMC members were in favor of the new eGov Procurement Group.

Next Steps

Action: Consider who in your agency, if not yourself, should participate in the new eGov Procurement Group. Send decisions to Ron Baldwin and Tim Bottenfield. SITSD will start forming the work group now.

Action: Maura Fleetwood will start setting up meetings for the eGov Procurement Group, with the first meeting occurring in September.

V. FIM Project Update, Jerry Marks

SABHRS-HR is the gold source of data. SITSD is in pilot with DOA for phase 1. DLI and DOR are in the process of cleaning up their data to begin the pilot. Phase 1 is a spin up to the basic AD accounts and we will spin down basic AD accounts when someone leaves.

Next Steps: SITSD is working with HR to refine processes for 34 agencies. The goal is to become aligned and uniform. The project has been slightly delayed to refine the process. When employees leave, access will be transferred to their supervisors for a period of time. A policy is in draft to rollout and move forward within the December timeframe.

FIM Question and Answer Session

Q: Does everything in AD have to be in SABHRS?

A: Yes, contracted employees go into SABHRS as a subset of data, one of the identifiers being birthdate.

Q: What about county users of the systems?

A: They have to go in also, any person has to go in HR as an employee or contingent worker?

Action: SITSD needs agencies to go out and code objects in Active Directory.

Q: We have partners in AD, do we have to code them differently?

A: Yes, you need to code them and they need to go into SABHRS-HR. There has to be something in there, it is a required field.

Ron and Lynne had a conversation recently with Ann Janet Schafer, she is the Administrator from the HR perspective. The process of automation of business rules, provisioning and de-provisioning identity is a complicated one. A project plan with a timeline is underway.

Inquiry, Stuart Fuller:

“One thing we have talked about is having the ability to drive data to put in SABHRS in a more automated way, bulk loading contractor information into SABHRS...is that still part of the process?”

Response, Jerry Marks:

“At this point, we are unsure. DOR was unable to bulk load. Jerry cannot sync back into SABHRS.”

Stuart commented it will be important to consider this moving forward.

Inquiry, Mike Allen:

“Can you provide me with more detail on how FIM and SABHRS work together?”

Response, Jerry Marks:

“As far as architecture, FIM is a sync tool. It is a large database used to pull information from various sources. We are reluctant to put too many details out on the website. Anyone is welcome to call me direct and have a conversation about it.”

VI. MDM Update, Jerry Marks

Thank you goes to Mike Bousliman and his staff for participating in the MDM pilot, SITSD learned a lot. Enterprise level policies are in draft. AirWatch has been selected as the vendor because of their ability to work with BYOD. If a device is compromised, state content will be wiped off automatically. Passcodes for these devices are no longer complex, an AirWatch passcode is needed and email is available through the AirWatch inbox. Jerry extended the invitation for one more agency to participate, DLI accepted the invite.

MDM Rates

There are two catalog items: perpetual licensing at \$41 and the cost per device is \$5. Costs may increase due to add-ons that allow devices to be enrolled before they are distributed to end users. Both personal and agency issued devices will require AirWatch. Access to active sync is restricted.

VII. Service Catalog and vRealize, Audrey Hinman and Jerry Marks

The SITSD Service Catalog is being revamped due to DNN and vRealize. The work on the front end of the catalog is complete. It contains descriptions, service level agreements and costs are tied in. There will be one more meeting, after which, catalog content will be entered. Users can build a cart to select items and submit them for purchase. DNN then sends that information to vRealize, which fulfills many services. If you buy multiple items, there will be phase 1 and phase 2, for each purchased item you can go from tab to tab.

The product we are using is a VMWare product called vRealize, we have changed virtualization to a daily rate instead of monthly rate to allow agility. With this product, users can add storage, add clients and seven minutes later a server is available. Any service that can be automated can be done through vRealize.

Action: Add “vRealize Presentation” to the next ITMC agenda.

VIII. IT Conference Update, Maura Fleetwood

We have great tracks planned for this year’s IT Conference. The agenda will be posted by the end of August. We have a lot of great sponsors and vendors coming to the trade show as well.

Action: If you are interested in getting information on the IT Conference, please contact Maura Fleetwood.

IX. MT-ISAC, Joe Frohlich

Last month, the MT ISAC met for the first time. Ron has spoken with the Governor's Office, they are in the process of finalizing the suggested council members. During the planning meeting in July, the Operating Procedures and Goals and Objectives were reviewed and modified. Those documents will be posted later today. In addition, Joe Frohlich introduced five new security policies. They are posted online and will be discussed at the next meeting. We are currently working on Baseline Security Control Appendix A, there will be some consolidation within the Baseline Policy, soon there will be six policies. For more information, click the "contact me" button on the [ISAC website](#).

X. Data Classification Policy

The suggestion for implementing this policy came from a Presidential Executive Order, 13-526, which defines "confidential", "secret", "top secret". The Information Security Managers Group working group thought it would be best to include "public" to encompass everything else for Montana. The Data Classification Policy was posted for ITMC on Monday. There are four data classifications:

- 1. Montana Public**
- 2. Montana Confidential:** Information that is covered by law determined to protect confidentiality
- 3. Montana Secret:** if divulged it could compromise people or assets of the state
- 4. Montana Top Secret:** if divulged exposes state assets and citizens to great risk

There are two documents included, the policy and the guideline. The guideline helps for questions on what class data should go in to.

XI. ITPR/TRB, Pete Wiseman

Dave Carlson and Pete Wiseman have been working on modifying the ITPR process. The goal is to have ITPR's approved within two weeks. SITSD is reviewing internal processes to make it more efficient. The Technical Review Board is meeting once a week to review ITPR's, conduct evaluations and make decisions on submitted ITPR's.

Approved Software List

At this point, items on the approved software list need to be accounted for. We are asking agencies to continue submitting ITPR's for those products.

Ron commented the process and the form, the data collected and the automation will be coming soon. SITSD is collecting information that will allow us to make informed and timely decisions. In instances where complex purchases related to the enterprise and mission critical services occur, there will be joint TRB meetings that allow agencies to sit in the discussion. The new process will improve dialog and overall relationships regarding processing ITPR's. SITSD is using SharePoint as a proof of concept, in

weeks, we will be looking at an application so agencies can make requests through an automated system. That will feed the approved software list, which will speed up the process.

Stuart Fuller commented there are three types of purchases:

1. Software on approved list, under \$5K
2. RFP's
3. Contract Renewals

Inquiry, Stuart Fuller:

“Have you thought about some of the things approved in the past so the ITPR does not have to be done again?”

Response, Pete Wiseman:

“Our goal is to make it less of a burden and still meet the established requirements.”
The process will be designed so the information collected will allow us to connect back to prior requests, allowing us the ability to quickly review and approve.”

XII. PPM Tool, Stuart Fuller

There has been a delay in the process with Matt Hosking leaving SITSD, the demo that was scheduled to take place did not occur. Stuart hoped to have demo's for everyone on Gartner's list, there is one final demo to occur later this month, after which, the recommendations will be reviewed.

Inquiry, Ron Baldwin:

“With Daptive being considered in the work group and as part of the department, do they fulfill the requirements for this tool?”

Response, Stuart Fuller:

“The primary focus here is to manage portfolio's, not projects. The issue we are facing is licensing. We have to work with what Joe Chapman needs, with Solaxis, on the other hand, we are trying to fulfill Evan Hammer's goal, obtaining a less expensive product.”

We are looking at enterprise pricing, however, the final outcome may include two tiers, where we end up with two different products.

Action: Stuart Fuller will report in on the recommendations of the work group at the September ITMC Meeting.

Ron Baldwin commented that whatever the outcome, it will likely be included on the “Approved Software List.” Agencies will be able to see what other agencies are doing.

Earned Value Method

Currently, SITSD is using a dashboard to check on the health of projects for the Legislative Finance Committee using a level of earned value, measuring scheduling and cost performance in an empirical way. The level of earned value uses a mathematical formula. Ron would like to talk to the PMOAG about this and offer classes for the State about the method.

Action: Agency PM's are encouraged to contact Ron Baldwin for information on using "earned value" to calculate the health of projects.

XIII. Meeting Adjourned

The meeting adjourned at 10:26 a.m.

Next Meeting Information

Date: September 2, 2015

Time: 8:30 am – 10:30 am

Location: State Capitol, room 152

XIV. Summary of Action Items

Action: Consider who in your agency, if not yourself, should participate in the new eGov Procurement Group. Send decisions to Ron Baldwin and Tim Bottenfield. SITSD will start forming the work group now.

Action: Maura Fleetwood will start setting up meetings for the eGov Procurement Group, with the first meeting occurring in September.

Action: SITSD needs agencies to go out and code objects in Active Directory.

Action: Add "vRealize Presentation" to the next ITMC Agenda.

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Action: Stuart Fuller will report in on the recommendations of the work group at the September ITMC Meeting.

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XV. Attachments/Links

[SITSD Rate Audit](#)

[Vendor resources.mt.gov](http://Vendor.resources.mt.gov)

[ISAC website](#)

***Meeting Minute Draft submitted by: Samantha Cooley
August 27, 2015***