

**Information Technology Board (ITB)**  
**Meeting**  
**September 22, 2022**  
**10:00 a.m. to 12:00 p.m.**  
**Zoom Webinar**

**Members Present**

Kevin Gilbertson, Acting Chair-	Michael Harris, DOJ	Laef Olson, Private SR	Braxton Mitchell, HRep
Brian Gootkin, COR	Sean Higginbotham, LGR	Jennifer Fielder, PSC	Amy Sassano, OBP
Dale Gow, Gov	Michael Sweeny, SAO		

**Guests**

Adam Carpenter, CDO	Bradley Runnion, SITSD	Errolyn Lantz, GOV	Kim Warren, DLI
Andrea Gordon, SITSD	Buddy Hanrahan, LIV	Fred Sargeson, NIC	Manuel Soto, DOR
Handy Hanks, SITSD	Carrie Albro, DPH	James Zito, SITSD	Maryann Costello, SITSD
Angie Miller, COM	Christie Breland, DOR	Jessica Plunkett, FWP	Matt Cody, NTT
Annie Murdock, SITSD	Dave Johnson, SITSD	Kari Hahn, SITSD	Matt Van Syckle, SITSD
April Grady, SITSD	David Swenson, MPERA	Katelyn Schaub, SITSD	Michael Sweeney, SAO
Austin Lindsay, SOS	Denise Adamson, SITSD	Kellee English, SOS	Patricia Trooien, PSC
Phillip English, PSC	Rawlin Richardson, SITSD	Rebecca Webb, BD	Rennan Rieke, HIS
Samantha Mongoven, TECH	Sarah Bartow, CDO	Tom Mander, Peraton	

**Welcome**

- (00:00:08) Recording Announcement, CIO Support Staff
  - (00:00:55) Introductions
- (00:04:36) Chair Remarks, Kevin Gilbertson
  - (00:03:44) Review and Approve June 23, 2022 Minutes, Quorum is needed to take action.
- (00:06:31) Chief Information Officer Report, Kevin Gilbertson

**Business**

- (00:07:28) Commerce 100% Digital Update, Angie Miller
- (00:53:40) Operational Overview, Kevin Gilbertson
- (00:54:18) Operational Reports, Andy Hanks
  - (00:54:33) Infrastructure Investment Jobs Act.
  - (01:14:34) Security Centralization Benefits.
  - (01:22:04) Zero Trust Working Group Proposal.
  - (01:32:10) MT-ISAC Report.
- (01:26:41) Operational Reports, April Grady
  - (01:26:46) EITFW Overview
  - (01:29:20) Rates Workgroup Overview
  - (01:30:35) Centralized Desktop Purchasing.
  - (00:00:00) Program Increment Planning, None Reported
- (01:34:54) Program Increment Planning, Kevin Gilbertson

## Executive Summary

- (01:37:43) Financial, April Grady
  - (01:37:51) Emerging Leaders Program
  - (01:39:00) Interns
- (01:40:09) Technology, Matt Van Syckle
  - (01:40:09) ServiceNow
  - (01:41:53) Okta
  - (01:43:56) Five9 Contact Center
  - (01:45:14) Cloud Disaster Recovery
  - (01:46:59) Exchange Online
- (01:51:33) Dave Johnson
  - (01:51:39) Contact Center Statistics

## Discussion

- (01:53:30) Member Forum/Suggestions
- (01:54:13) Public Comment
- (00:00:00) Future Priorities
  - ServiceNow Feedback on Usability.
  - Emergency equipment backup on hand.
  - 100% Digital
  - Zero Trust Work Group
  - ARPA Call Center Wrap Down

## Adjournment (01:54:54)

- Next Meeting
  - Thursday, December 15, 2022
  - 10:00 a.m. – 12:00 p.m.
  - Location TBD