

Information Technology Manager's Council Meeting

October 7, 2015 Meeting Minutes

8:30 am – 10:30 am

State Capitol, room 152

<i>Attendees</i>	
<i>Meeting Chairperson: Tim Bottenfield</i>	
Cheryl Grey	DOA/SABHRS
☪ Edwina Morrison	OCHE
Jim Gietzen	OPI
Lisa Mader	JUD
☪ Kyle Belcher	OPD
Kreh Germaine	DNRC
Larry Krause	DOC
Mark Van Alstyne	SOS
☪ David Swenson	PERS
☪ Rick Bush	TRS
Sky Foster	AGR
☪ Kristin Burgoyne	ARTS
☪ Dan Chelini	DEQ
Stuart Fuller	DPHHS
<i>Meeting Minutes Recorded by: Hannah Subry</i>	

Meeting Guests

Christine McDowell-DOR, Jerry Marks-SITSD, Joe Frohlich-SITSD, Kris Harrison-SITSD, Randy Haefka-SITSD, Veronica Lamka- Northrup Grumman, Greg Snortland-Montana Interactive, Becky Kolenberg- Montana Interactive, Matt Pugh-SABHRS, Angie Riley-MPERA, Jody Troupe-SITSD, Chris Hope-SITSD, Tom Murphy-SITSD, Jeremy Wilcox-SITSD, Rich Garcia-IBM, David Zarling-Microsoft, Chris Wilch-Microsoft, Ben Callahan-Microsoft, Jeremy Stoshick-SITSD, Cheryl Pesta-SITSD, Matt Van Syckle-SITSD, Kris Wilkinson-LEG, Reed Brus-Information Technology Core, Pete Wiseman-SITSD, Penne Cross-SITSD, Tyler Weingartner-SITSD, Adam Kopczuk-Compunet, Maura Fleetwood-SITSD

☪ Real-time Communication

Anne Kane, Chris Gleason, Dan Chelini, David Swenson, Dawn Temple, Erika Billiet, Dan Mossmon, Mandi Hinman, Jenifer Alger, James Zito, Darrin McLean, Michael Jares, Michael Sweeney, Peder Cannon, Sue Leferink, Manuel Soto, Sean Rivera, Tammy Peterson, Terry Meagher, James Thomas, Jessica Plunkett, Kyle Belcher, Kristin Burgoyne, Kris Wilkinson, Lisa Vasa, Mike Allen, Irv Vavruska, Rick Bush

Welcome and Introductions

Tim Bottenfield welcomed the council and public to the meeting.

Approval of September Minutes: The September Meeting Minutes were approved and accepted as written.

CIO Update, Audrey Hinman

CIO Top 5

1. **vRealize Service Catalog**

SITSD is working on the new Service Catalog, which will be showcased at the IT Conference in December.

2. **Office 365**

Microsoft demonstrated licensing issues in the Mitchell Building, Room 53, for those that wanted to attend.

3. **Enterprise FileNet Migration**

Our extended team is represented by departments, Justice, Labor and Industry, and Public Health and Human Services. The server infrastructure is established. The team is in process of working on the test environment. Vendors have been hired through staff augmentation to help with the migration. These contractors will be on staff for a year, and have experience with Perceptive software.

4. **Enterprise Security Program, Joe Frohlich**

Please see below.

5. **Mobile Device Management (MDM), Jerry Marks**

Please see below.

Action: Award nominations to be presented at the IT Conference should be e-mailed to Pete Wiseman.

Montana-Information Security Advisory Council (MT-ISAC) Update, Joe Frohlich

The MT-ISAC Council met in September and voted on the following:

- Goals and objectives for the 2015 biennium.
- An updated version of Appendix-A, which is the Baseline Security Controls for the Information Technology Security Risk Management Policy.
- The five Enterprise Security Framework policies based on the Cyber Security Framework.

There are six policies that MT-ISAC would like to be seen as one. SITSD is developing a roadmap for agencies between Baseline Security Controls and the Cybersecurity Framework. You can see these documents on the [MT- ISAC website](#).

Cybersecurity Awareness Month

October is Cybersecurity Awareness Month. Everyone is welcome to visit [the Information Security Website](#) for training activities. Those that participate will be entered into a drawing for a grand prize of a Microsoft Surface.

If you're interested in hosting an event, please contact Joe Frohlich at (406) 444-3319 or Lisa Vasa at (406) 444-2898.

The next MT-ISAC meeting, will focus on Work Groups, and is scheduled for October 21, 2015 at 1:00 pm in the Capitol Building Room 152.

SANS online training starts this month. SITSD has 2000 licenses to tie to users for phishing exercises.

Action: If you have not received a notification on the SANS training, please contact Joe Frohlich at (406) 444-3319 or Lisa Vasa at (406) 444-2898.

SSR Project, Dale Matheson

This topic is tabled until the next ITMC meeting scheduled for November 4, 2015.

SummitNet, Kris Harrison

Kris Harrison was in a video with State Scoop. Tim Bottenfield encouraged ITMC to watch this short video. <http://statescoop.com/montana-moves-mdm-platform-give-staff-flexibility/>

The security and our portion for Network Infrastructure was approved with HB10 monies in the amount of \$4.8 million.

Ron Baldwin directed these funds towards upgrading internet portals through the next biennium. We won't be able to take it to the 10GB threshold, but will be able to go from 800MB to 2GB.

- **Project Plan**

We will try to cover all high priority areas and infrastructure, including end of life and end of support equipment (mission critical equipment). The top of the priority list for upgrades include Criminal Justice Information Network (CJIN) in DOJ, and other public safety areas.

- **Installations**

We will be installing core network and aggregation equipment, monitoring security equipment and software, Voice over IP network equipment, voice PBX and software upgrades. These upgrades replace equipment that has reached end of life, end of support. The upgrades will support additional security, network bandwidth growth, new services, or applications that the agencies need. These upgrades will be replacing approximately 500 of the most critical router switches, firewalls, and voice/video data software and security monitoring equipment. The equipment upgrades in the data centers will position SITSD to further support the Montana Rural Broadband initiatives and disaster recovery and connectivity.

- **The Primary targeted areas**

The list below includes broad ranges of investment for end of life vendor provided networks.

- Core and Aggregation
- Virtual Private Network (VPN)
- Flex VPN
- Site to site monitoring and security
- Firewalls
- Wide Area Networks (WAN) circuit equipment

The new firewalls will support higher levels of network security.

- **End of Life Network Circuits**

These circuits support frame relay and Asynchronous Transfer Mode(ATM) hosted DSL and will be upgraded. This will reduce the cost for the State and the agencies, and these technologies offer scalability for future growth.

- **Enhancing Equipment**

When we enhance equipment at the data centers it will support the core and aggregation services, which will continue to support SITSD's five year network IT strategy.

- **MDM**

ITMC and the CFO's will discuss authenticating MDM on the network.

- **Dial Plan**

Initiating the Dial Plan will position SITSD to better integrate with upcoming voice over IP network implementations.

- **Video Equipment Upgrade**

Implementation of video equipment upgrades and real presence media will offer additional services to video customers.

- **Additional Upgrades**

Other high priority areas include equipment needs, hardware upgrades and newer IOS levels within the infrastructure to support enhanced levels of network security and monitoring.

Discussion ESRI, Audrey Hinman

Montana State Library now oversees the ESRI management services, and reports they have no issues. The Geographic Information System (GIS) services currently provided by SITSD will be terminated on November 1, 2015. The GIS's Community meeting was held October 6, 2015. The community expressed that they would like the next ELA to begin in January, so they can have a number by May for agencies to include in their budgets for the Governor.

Any questions can be directed to Evan Hammer, (406) 444-5355.

5 Year IT Infrastructure Plan-Kris Harrison

CompuNet has been hired to do the technical writing for the 5 Year IT Infrastructure Plan. Ron Baldwin requested having CompuNet on site to discuss shifting gears and producing a deliverable. Based upon the adoption of new technology and infrastructure, the original survey information was out of date. Steps have been taken to refresh the data and send to the vendor. The actual deliverable is to be released before the IT Conference in December.

IT Conference- Pete Wiseman

The Montana IT Conference is scheduled for December 7-11, 2015. Registration is open and costs \$75. Training opportunities have been expanded for staff and management. We hope to have three vendors for the Pre-Conference training. There will be five tracks this year, two of which are very technical and three will aim at how we are trying to change how business is done in the State of

Montana. The agenda, the week-at-a-glance, the keynote speakers and the sessions-at-a-glance, can be found at the [IT Conference website](#).

Network Monitoring Tool, Jody Troupe

The Network Monitoring Tool has been in development and is in testing. SITSD is trying to get it implemented within the next month.

It was decided after the Server 2003 upgrade to remove it from the MINE site.

When you go to the drop downs on the test site, you will see real time data on an agency's site. When you go into the agency's site, you will see the circuit utilization, in increments. The default is one minute, but you can go 5 minutes, 1 hour, 6 hours etc. This tool is good for gauging whether or not your site needs an upgrade. Work has been done with the counties and agencies to get our sites upgraded with a decrease in cost and actual increase in bandwidth. It is hopeful that this service will be live by the next ITMC meeting.

There is not a lot of granularity in this particular tool, but work is being done with some other tools to see if they will work across the board. If so, those tools may be implemented into the MINE site, where one can actually drill down and be able to tell at actual user level what the bandwidth utilization is.

There is not a benchmark in place to measure circuits against bandwidth. Based on the tickets that come in and the responses of slowness, NTSB puts those on the radar, and contacts the agency to start offering upgrades.

There is a county listing in the selection list, but if there is a shared circuit in a particular area, it doesn't show your percentage of that circuit, it shows the circuit in general.

MDM Roll Out, Jerry Marks

AirWatch was selected as our MDM solution, because of its delegated capability.

There are two different options to manage a device, (1) Fully Enrolled which means it is managed in every aspect of the phone, and (2) Bring Your Own Device (BYOD) is where it is managed as an app on the phone. The pilot phase has been completed, and testing has been opened to the agencies.

To sign up, go to the [NMG website](#), which has the information needed to get the administrators and the containers set up within AirWatch.

The Enterprise Policy is being revised and will be brought to the November ITMC meeting. It will then be requested for a vote in December.

A policy is being implemented to address a few concerns:

- If the device is compromised, it won't be allowed to enroll.
- If it becomes compromised while it is enrolled, the corporate data or state data will be wiped off the phone.

- You must authenticate to get to State resources, meaning you have to have a password or a passcode.
- Roles and responsibilities, terms of service for the agencies for SITSD and the end users. (By policy all employers need to have the end users sign the agreement.)

It was decided that an SMS gateway provider was needed. It makes enrolling the devices easier and allows this tool to notify the user with a service update. It is additional software and there will be a cost.

SITSD hopes that the MDM will be ready by December 15, 2015, and training will be available. State purchased phones can be treated as a BYOD. The policy will not prohibit that.

vRealize, Matt Van Syckle

vRealize is the second part to the demonstrations of the Service Catalog. When the front end of the Service Catalog is tied into vRealize, it will automate the request fulfillment.

Below are the steps you need to get through the Day 1 Features. It will give you steps through each tab available.

Day 1 Features Shows How To:

- Manage Services
- Tracks procured items
- Keeps track of when services are ordered on the calendar
- **To Create a Server**
 - Offers production/non production
 - Shows the provision for disaster recovery
 - Gives you choice of Operating System
 - Offers server patch options
 - Gives you Active Directory to look up your Group Admin
 - Offers daily, monthly, and yearly costs
- **Submitting Requests**
 - Will have a list of whom to inform during purchase
 - Will send out all information needed in an e-mail
- **Requesting a Linux Server**
 - Very similar to a normal server
 - You can choose a specific Centrify Group
 - It shows when security will be ready
 - All of this is automated
- **Shift Share**
 - You can request which data center
 - It shows cost per month, and year for storage
- **Network Connections**
 - It figures out cost with provisions

Below are the steps and tabs for all the Day 2 Features.

Day 2 Features:

- **Managing Server**
 - See whole groups procured items
 - Shows metadata
 - You can add mount points
 - You can increase storage
 - You can change CPU's and Ram
 - Will show cost of change
 - You can schedule when server restarts
 - No more cases, you can make actions from Catalog

- **Request Tab**
 - Shows status of all your requests

- **Infrastructure Navigator**
 - You can know all the app servers that are connected
 - Will show a map of all the communications port.
 - Tell you which disaster recovery plan you have

If you want a web logged environment as a request, vRealize would spin the entire environment, including all the servers needed for the entire cluster

We are looking into being able to shut down and restart a server as an option, however, one of the risks is the server won't be patched the whole time it is offline. There are some options that are being looked at, to allow long term retention.

E-mails are sent out as notifications, if you see something that is being procured that you disagree with you can stop it. As long as you fix the problem within the first day you won't be billed. Also, not everyone will have access within the agencies to do an order. They will be able to get through the catalog to get a cost estimate then relay that information to the Security Officer who can fulfill the request.

Member Comment: none

Public Comment: none

Action: Future ITMC agenda items can be sent to Pete Wiseman and Dave Carlson. Tim Bottenfield would like to encourage the IT Managers to come forth with agenda items.

Next Meeting Information:

Date: November 4, 2015

Time: 8:30 am – 10:30 am

Location: State Capitol, room 152

Meeting Adjourned

This meeting was adjourned at 10:03 am.

Action Items:

Action: Award nominations to be presented at the IT Conference should be e-mailed to Pete Wiseman.

Action: If you have not received a notification on the SANS training, please contact Joe Frohlich at (406) 444-3319 or Lisa Vasa at (406) 444-2898.

Action: If you're interested in hosting a Cyber Security Awareness event, please contact Joe Frohlich or Lisa Vasa.

Action: Future ITMC agenda items can be sent to Pete Wiseman and Dave Carlson. Tim Bottenfield would like to encourage the IT Managers to come forth with agenda items.

Meeting Minutes Draft Submitted by: Hannah Subry 10/27/2015

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