Meeting Summary

INFORMATION						
DATE:	10/28/2015	**START TIME:**	1:30 P.M.	**END TIME**	3:30 P.M.	**LOCATION:** NH National Guard, 26 Regional Drive, Concord, NH

SUBJECT/ PROJECT:	New Hampshire Information Technology Council (IT Council)
PURPOSE:	Scheduled Public Meeting
CHAIRPERSON:	NH National Guard Lt Col Barry Groton
ATTENDEES:	IT Council Members: 1. Jennie Angell, Director of Information Services, City of Manchester; 2. Michael Bourbeau, Vice President, Information Systems at Northeast Delta Dental; 3. Tom Burack, Commissioner, Department of Environmental Services; 4. Representative Daniel Eaton, NH House of Representatives, Cheshire - District 03; 5. Steve Kelleher, Interim CIO, Department of Health and Human Services; 6. Roger Marchand, Project Manager, Revenue Commission; 7. Patrick McKenna, Deputy Commissioner, Department of Transportation; 8. Representative David Murotake, NH House of Representatives, Hillsborough - District 32; 9. Representative Lynne Ober, NH House of Representatives (alternate), Hillsborough - District 37; 10. Kevin O'Brien, Assistant Commissioner, Department of Safety; 11. Charles (Sid) Russell, Financial Data Manager, Department of Administrative Services; 12. Victoria Sheehan, Commissioner, Department of Transportation Guest Attendees: 13. Steve Appleby, Learning Solutions Manager, New Horizons Computer Learning Centers; 14. Captain Darrell Davis, NH National Guard, Concord, NH; 15. Jodi Grimbilas, Bianco Professional Association, representing CISCO; 16. Aiden Henderson, Information Technology Manager, NH State Liquor Commission; 17. Michael Keane, Senior Account Executive, New Horizons Computer Learning Centers; 18. Thomas Lobb, VMware; 19. Steve Low, Senior Account Executive, ePlus Technology, Inc.; 20. Kevin Manning, Regional Security Sales Director, ePlus Technology, Inc.; 21. Perry Plummer, Director, Division of Homeland Security and Emergency Management; 22. Meredith Telus, Budget Director, Governor's Office Department of Information Technology Staff: 23. Denis Goulet, CIO/Commissioner; 24. Sally Gallerani, Director, Technical Support Services Division; 25. Norman (Chris) Hensel, Information Technology Manager, Agency Software Division; 26. Wendy Pouliot, Director, Operations Division; 27. Leslie Williams, Chief Information Security Officer; 28. Rebecca Bolton, Information Technology Manager, Agency Software Division;

ABSENTEES:	29. Heather Gage, Commissioner of Education; 30. Joe Mollica, Chairman, NH State Liquor Commission; 31. Stan Waddell, UNH CIO and Associate Vice President; 32. One representative of county government, for a 3-year term to be determined;

ITEM #	AGENDA
	Public Session
1.	Membership Update and Introductions
2.	Motion to accept minutes from 7/29/15, 8/17/2012, and 2/17/2012 meetings (quorum was not present on 8/17/2012 to accept minutes from 2/17/2012 meeting)
3.	Review of Statement of Financial Interest

4.	Cybersecurity Strategy
	  a. Review
	  b. Motion to Accept

5.	Cyber Action review
	  a. Training Update - Homeland Security Emergency Management (HSEM) Director Perry Plummer
	  b. Security Operations Center (SOC)
	  c. Cyber Insurance

6.	Future Topics
	  a. IT Strategy and Governance
	    i. DoIT Overview/Grounding
	  b. Enterprise IT Considerations

ITEM #	MINUTES
1.	**Membership Update and Introductions** • Lt Col Barry Groton, IT Council Chairperson, welcomed the IT Council Members and the public attendees. • Commissioner Goulet updated the IT Council on the recent Governor appointments to the IT Council which include Two Heads of other Agencies: - Commissioner Burack, Department of Environmental Services has been appointed by the Governor; - Chairman Mollica, Chairman, NH State Liquor Commission has been appointed by the Governor House member positions (see attached): - Speaker Jasper appointed Representative David Eaton, Representative Daniel Murotake, and Representative Lynne Ober as an alternate. Academia: - Stan Waddell, PhD; Associate Vice President and Chief Information Officer, Information Technology, University of New Hampshire, has been appointed by the Governor
2.	**Motion to Accept Meeting Minutes** • Lt Col Barry Groton made a Motion to accept the 7/29/15, 8/17/2012, and 2/17/2012 meeting minutes; Rep. David Eaton seconded the motion; all IT Council Members accepted.

3.	**Review of Statement of Financial Interest** • Commissioner Goulet reminded all IT Council Members that they need to complete a Statement of Financial Interest and asked that the newly appointed IT Council Members complete a Statement of Financial Interest and send to the Secretary of States' Office per CHAPTER 15-A FINANCIAL DISCLOSURE. http://www.gencourt.state.nh.us/rsa/html/I/15-A/15-A-mrg.htm
4.	**Cybersecurity Strategy** • Commissioner Goulet Discussed the State of New Hampshire Cybersecurity Strategy and Actions at a summary level. Commissioner Goulet met with new IT Council Members prior to the October 28, 2015 IT Council Meeting to discuss details of the Cybersecurity Strategy that was presented at the 7/29/2015 IT Council Meeting. • Important themes of the Vision of this Strategy are "practical", "effective", and "adapt over time." • The Strategy is intended to achieve a reasonable baseline of security best-practices and tools for all Agencies, acknowledging that some Agencies have additional security requirements such as Federal Tax Information (FTI), Payment Card Industry (PCI), Criminal Justice Information Systems (CJIS), Health Insurance Portability and Accountability Act (HIPPA), etc… • We tend to focus on technology, however most cybersecurity events happen because of employee behavior. Examples include a well-meaning employee sending business documents home via email to work over the weekend, or because an unprotected laptop is lost or stolen, or an email is forwarded to the wrong person. Breaches can also occur maliciously by disgruntled employees. • The State's Strategy places an emphasis on "cyber hygiene" through training of staff and leadership. • We are developing Agency Score Cards and a Cyber Dashboard to measure our progress. • Challenges include the ever changing threat landscape, acceptance of standards, cross agency collaboration, resources, and a lack of public/private partnerships. • Commissioner Goulet made a Motion to accept the State of New Hampshire Cybersecurity Strategy and Actions; Rep. Lynne Ober seconded the motions; All IT Council Members accepted. • Lt Col Barry Groton mentioned a data breach that occurred in South Carolina in 2012 that cost the state $14 million. Approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers belonging to South Carolina taxpayers were exposed after a server at the state's Department of Revenue was breached by an international hacker. The state's Department of Revenue became aware of the breach Oct. 10 and an investigation revealed the hacker had stolen the data in mid-September, after probing the system for vulnerabilities in late August and early September.
5.	**Cyber Action review** • Director Perry Plummer gave the IT Council an overview of web-based security training software that was purchased by the Department of Safety (DOS) called SANS Securing the Human. • The Department of Safety and the Governor's Office have been involved in evaluating this training. • Director Plummer recommended that employees complete training on a quarterly basis to keep awareness high. • Completed training can be monitored via the software. • This training is expected to officially start around January 1, 2016. • Commissioner Goulet observed that this is a good example of security collaboration and standardization, and thanked Director Plummer and DOS. • Director Plummer gave some examples of cybersecurity incidents, such as someone finds a thumb drive on the ground on their way into the office; they decide to connect the thumb drive to their work computer either to try to determine who lost it, or out of curiosity and the thumb drive has malware and/or viruses that impact the employee's device and potentially other PCs, Laptops, Servers throughout the company. • Supervisory security training is very important for a number of reasons to include identifying when an employee is disgruntled; the Supervisor needs to know what data this employee has access to and determine the risk level of a data breach.

5. Continued	• Commissioner Burack inquired whether a standard introduction/presentation of the training could be provided to all state employees. Director Plummer responded that they can provide a standard introduction/presentation to Agencies.
	• Roger Marchand, Project Manager at the Department of Revenue, asked how Agencies should be modifying this training to include Agency-specific security requirements, and the recommended process for administering the training.
	• Director Plummer commented that in the case of the Department of Revenue, the Agency may choose to add FTI training for employees and that training should be administered by either a training coordinator or administrator within the Agency.
	• Commissioner Goulet suggested that DOS partner with the Department of Administrative Services (DAS) to potentially use the NHFIRST Active Directory to keep state employee names and contract information current.
	• Deputy Commissioner McKenna noted that there are many Department of Transportation employees that do not have access to computers nor have email accounts and inquired how they could get access to the training. It was recommended that DOT set up some common PCs/Laptops for staff to use.
	• Representative Lynne Ober voiced some concern regarding the level of administration for this training combined with resource restrictions and asked Director Plummer and Commissioner Goulet if they had any recommendations for efficient training administration.
	• Director Plummer responded that the greatest challenge to date has been the creation of security policies within the agencies.
	• Commissioner Goulet added that we have to find a way to make this happen.
	• Commissioner Burack commented that we need to way the effort of administering this training against the cost of a breach.
	• Director Angell explained that with the City of Manchester; many staff do not have access to computers which necessitates the adaption of training approaches for some employees/groups.
	• Lt Col Barry Groton asked Michael Bourbeau from Delta Dental what kind of training they provided to their employees. Michael Bourbeau responded that Delta Dental uses "Dell SecureWorks" with a focus on HIPPA compliance. All Delta Dental employees are required to complete this training.
	• Commissioner Goulet commented that we may need to set up bi-weekly meetings to define, create, and roll-out a collaborative Security Operations Center.
	• Commissioner Goulet told the IT Council that DoIT was researching Cyber Insurance with assistance from Risk Management within DAS. Information gathered to date indicates that there are not standard cyber insurance products at this point in time.
6.	**Future Topics**
	• Lt Col Barry Groton asked the IT Council what topics/information they would like to discuss in future meetings. He mentioned Consolidation, outsourcing, Cloud Technology, and/or Data Centers.
	• Commissioner Goulet suggested that we have a "grounding exercise" to explain the DoIT organization as it exists today and the opportunities and challenges moving forward. This is intended to be a strategic discussion, not tactical.
	• Michael Bourbeau asked if the State's data classification was complete. Commissioner Goulet replied that work has been done on the State's data classification and additional work is needed.
	• Representative David Murotake mentioned ISO New England Inc.**,** an independent, nonprofit Regional Transmission Organization (RTO), serving Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont. He noted that this was a very collaborative body that deals with cybersecurity threats/concerns related to critical infrastructure, including energy infrastructure.
	• Representative David Murotake also expressed concern regarding the lack of Broadband/Internet connectivity in the North Country or New Hampshire.
	• Commissioner Burack commented that the role of the IT Council is very broad.
	• Deputy Commissioner McKenna suggested that we consider discussing increased coordination between the Executive and Legislative Branches of NH State Government.
	• Commissioner Goulet added that he wants to increase the transparency of DoIT.
	• Commissioner Goulet also brought up the idea of the IT Council providing guidance on the GIS Strategy for the State.

6. Continued	**Future Topics**
	• Director Gallerani inquired if cybersecurity training was being completed in Executive Branch Agencies only or for Legislative and Judicial Branches as well.
	• Representative Lynne Ober suggested that the IT Council Members forward future topic suggestions to Lt Col Barry Groton prior to the next IT Council Meeting.
	• Commissioner Goulet recommended that we devote the first half of the next IT Council Meeting to explaining the DoIT organization as it exists today and opportunities and challenges moving forward, and dedicate the second half of the meeting on future/suggested topics.
	• Lt Col Barry Groton asked if the Public attendees had any questions and asked them to leave as the non-public session was to begin.
	Non-Public Session
	• Per RSA 91-A: 3 the members of the IT Council voted by roll call to enter into a non-public session.
	• The IT Council Members voted to keep the non-public session meeting minutes non-public.
	• A motion and roll call vote was done to end the non-public session.

ACTION ITEMS			
ITEM #	**DESCRIPTION**	**Assigned To**	**Due Date**
1.	Send Kathy Traynor, Kathleen.traynor1@doit.nh.gov, suggestions regarding future topics	IT Council Members	January 25, 2016
2.	Post draft IT Council Meeting Minutes for October 28, 2015 meeting on IT Council website http://www.nh.gov/doit/it-council/index.htm	Rebecca Bolton	November 25, 2015

NEXT MEETING: January 29, 2016, 9:30am – 11:30am; NH State Legislative Office Building, 33 N. State St., Concord - rm. 211-212