Meeting Summary

INFORMATION						
DATE:	01/29/2016	**START TIME:**	9:30 A.M.	**END TIME:**	11:00 A.M.	**LOCATION:**	NH Legislative Office Building (rm. 210-211), 33 N. State St., 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, City of Manchester Director of Information Services; 2. Rod Bouchard, Cheshire County Assistant Administrator; 3. Michael Bourbeau, Vice President, Information Systems, Northeast Delta Dental; 4. Tom Burack, Commissioner, Department of Environmental Services; 5. Representative Daniel Eaton, NH House of Representatives, Cheshire - District 03; 6. Steve Kelleher, Interim CIO, Department of Health and Human Services; 7. Dr. Scott Mantie, Director, Program Support Division, Department of Education; 8. Roger Marchand, Project Manager, Revenue Commission; 9. Representative David Murotake, NH House of Representatives, Hillsborough - District 32; 10. Representative Lynne Ober, NH House of Representatives (alternate), Hillsborough - District 37; 11. Kevin O'Brien, Assistant Commissioner, Department of Safety; 12. Charles (Sid) Russell, Financial Data Manager, Department of Administrative Services; 13. Victoria Sheehan, Commissioner, Department of Transportation; 14. Stan Waddell, CIO and Associate Vice President of IT, University of New Hampshire Guest Attendees: 15. Kathy Corey Fox, Bianco Professional Association; 16. Michael Keane, Senior Account Executive, New Horizons Computer Learning Centers; 17. Margaret LaBrecque, Commandant, New Hampshire Veterans Home; 18. Steve Low, Senior Account Executive, ePlus Technology, Inc.; 19. Linda Socha, Administrator IV, Office of the Commissioner, Department of Corrections; 20. Ingrid White, Deputy Commissioner, Banking Department Department of Information Technology Staff: 21. Denis Goulet, CIO/Commissioner; 22. Sally Gallerani, Director, Technical Support Services Division; 23. Theresa Pare-Curtis, Director, Web Support Division; 24. Wendy Pouliot, Director, Operations Division; 25. Ransey Hill, Information Technology Manager, Agency Software Division; 26. Rebecca Bolton, Information Technology Manager, Agency Software Division
ABSENTEES:	27. Joe Mollica, Chairman, NH State Liquor Commission

ITEM #	AGENDA
	Public Session
1.	Membership Update and Introductions
2.	Motion to accept minutes from 10/28/2015 meeting
3.	DoIT Overview/Grounding
4.	Future Topics IT Strategy and Governance
5.	Motion to adjourn

ITEM #	MINUTES
1.	**Membership Update and Introductions** • Representative Lynne Ober, NH House of Representatives, welcomed the IT Council Members and the public attendees. • Lt Col Barry Groton, IT Council Chairperson, introduced himself and asked the IT Council Members to give brief introductions. • Introductions were made.
2.	**Motion to Accept Meeting Minutes** • Lt Col Barry Groton made a Motion to accept the 10/28/2015 meeting minutes; Rep. David Eaton seconded the motion; all IT Council Members accepted; motion passed
3.	**DoIT Overview/Grounding** • Commissioner Goulet began his overview of the Department of Information Technology (DoIT) by stating the objective of "incremental, sustainable improvements over time". Commissioner Goulet' fundamental philosophy for success is People, Process, and Technology, in this order. He believes that we must align the right people with the right skills to work together using appropriate governance and controls in order to effectively implement technology. • The Department of Information Technology was established in September 2008 within TITLE I, CHAPTER 21-R. The mission of the Department of Information Technology is to support the strategic business objectives of State agencies; to create and sustain a secure and reliable information technology environment; and to ensure careful and responsible management of the State's information technology resources. • Commissioner Goulet stated that he found his job challenging and fun. He reviewed how DoIT is organized, starting at the highest level with the Governor, Executive Council, Information Technology Council, and Legislative Oversight committee. Commissioner Goulet expressed his desire to keep the Executive Council 'in-tune' with DoIT and the important initiatives being undertaken. Early this calendar year Commissioner Goulet would like to reengage with the Legislative Oversight Committee similar to the way that the Information Technology Council has been reformed. • Commissioner Goulet proceeded by describing the various divisions/functions within DoIT. The largest team within DoIT is the Agency Software Division with 152 staff. He stated that the IT Leader role within this Division is a very challenging job that requires a broad skill set to include project management, analysis, software development, budget development, source code management, and customer satisfaction. The trend within this Division is moving toward the implementation of software solutions vs. development of software solutions. The Commissioner hopes to fill the Agency Software Division Director position soon.

| 3. Continued | • Commissioner Goulet introduced Wendy Pouliot, Director of Operations; Sally Gallerani, Director of Technical Support Services; and Theresa Pare Curtis, Director of Web Support. He explained that the Operations Division consists of 75 employees and is responsible for the State's core infrastructure; the network, database administrators, data center, and virtual server environment. Commissioner Goulet clarified that the Technical Support Services Division (84 employees) is responsible for managing some pieces of core infrastructure such as email, File/Print servers and services, domain name services in addition to help desk services and desktop support. The Web Support Division (16 employees) has a broad mandate and limited resources to accomplish its mission. This group manages the States website and associated Agency sites; and is responsible to help sustain a robust and secure web-based infrastructure which continues to grow as more and more browser-based applications are implemented.
• HB1553, sponsored by Rep. Lynne Ober and others, will move 7 additional positions into DoIT as of July 1, 2016, if it is passed. These staff will be dedicated to telecommunications positions and help with the ongoing Voice over Internet Protocol (VoIP) implementation.
• 52% of the DoIT Team is working side by side with our customers. The Department of Transportation, Department of Safety, Department of Employment Security, and Department of Revenue have some of the largest groups of DoIT embedded staff. 48% of the DoIT Team makes up Shared Services and Shared Operations.
• DoIT is responsible for strategic planning, IT infrastructure and operational services and support, application software services and support, workforce development and recruitment, management of the budget and cost allocation process, and Cybersecurity Strategy and Implementation.
• IT Council participation in Strategic Planning is vital.
• Commissioner Goulet expressed that regrettably; cybersecurity efforts are not productive but are indeed very necessary.
• DoIT's operating budget is funded through allocated charges back to Agencies.
• Direct IT Services include people and things (hardware, software). Commissioner Goulet wants to improve engagement services and transparency
• Shared IT Services are services shared among two or more agencies.
• Shared IT Operations include functions shared among most agencies.
• The Legislature approves a small portion of General Funds to support small agencies. The smaller agencies are having a difficult time staying compliant in the ever changing technical and security centric arenas.
• DoIT's Authorized Operating Budget for Fiscal Year 2016 totals $75,027,567.00 of which 52% is for Payroll expenses, 35% for Direct IT Services, and 13% for Shared Services/Operations.
• DoIT's Authorized Operating Budget for Fiscal Year 2017 totals $74,008,798.00 of which 55% is for Payroll expenses, 33% for Direct IT Services, and 12% for Shared Services/Operations.
• DoIT has three Capital Projects in the Fiscal Year 2016/2017 biennium, which include Cyber Security, Virtual Server Infrastructure Expansion, and Enterprise Collaboration.
• Commissioner Goulet stated that we are making progress with Cybersecurity initiatives and he will provide an update on Cybersecurity progress during a closed/non-public session at the next IT Council Meeting.
• The Virtual Server Infrastructure Expansion project will help us to continue to gain efficiencies by converting additional physical servers to virtual servers. Currently we have more virtual servers than physical servers, although 529 physical servers remain in use.
• The Enterprise Collaboration effort will help us to track and manage IT projects; and work more collaboratively with our customers/Agencies to plan, implement, prioritize and report on IT projects.
• Commissioner Goulet made some interesting observations regarding the national perspective of State CIOs. 2015 saw record turnover in state CIOs. Most states' Information Technology services start distributed then move to a centralized model. The CIOs from the New England states meet quarterly in New Hampshire to share resources, best practices, information, etc… Cybersecurity is a top priority throughout the country. In some respects New Hampshire is more mature than our neighboring States regarding how we have approached cybersecurity initiatives. "Big Data" is a marketing term for enterprise data governance. We have data throughout the State and we need to find ways to better leverage it, which primarily involves collaboration |

3. Continued	between Agencies. Cloud Services such as MS Office 365, email services through Microsoft's government cloud, SaaS, IaaS, and PaaS all need to be explored for possible use/implementation. Procurement processes need to be improved. • The next area of discussion was current initiatives. Commissioner Goulet identified the following initiatives: Strategy and Governance, Cybersecurity, Budget Planning, and Workforce Development. He noted that we need to determine the top level drivers for how we determine which investments to make and how to manage these investments. Cybersecurity remains a top priority and we will be working with Homeland Security on web-based security training software, SANS Securing the Human. We need to train staff, improve recruitment initiatives, and generally prepare for the high number of DoIT staff that are going to be eligible to retire soon. • Information regarding each Current Project will be added prior to publishing the IT Council presentation. • Representative David Murotake asked if the State has received any Federal grants for cybersecurity initiatives. Commissioner Goulet responded that yes, we have received Federal grants and most recently funding for preparedness training. Representative David Murotake also explained that the Legislature needs a 1-2 year outlook in order to have the necessary legislation in place. • Representative Daniel Eaton commented that the Legislative Oversight Committee needs to meet soon as this is a good way to discuss possible legislation needs. • Representative David Murotake mentioned that certain parts of New Hampshire are in need of improved connectivity to the internet and wondered if public/private partnerships should be pursued. • Stan Waddell mentioned the NH School Connectivity Initiative. The New Hampshire School Connectivity Initiative ("NHSCI") is a collaborative effort tasked with enhancing high-speed broadband access for K-12 public schools in New Hampshire. NHSCI is spearheaded by the New Hampshire Department of Education, through the Office of Educational Technology. Collaborating on the initiative are members representing the Office of the Governor, the New Hampshire Department of Education, the New Hampshire Department of Information Technology, the New Hampshire Department of Resources and Economic Development, and the University of New Hampshire.
4.	**Future Topics - IT Strategy and Governance** • Lt Col Barry Groton and Commissioner Goulet suggested future topics for the IT Council Members to consider. • Representative Daniel Eaton mentioned the Fleet Management system used by DOT and asked the Council if this should become an enterprise Fleet Management solution that could be used throughout the State. • Commissioner Sheehan asked the Council, "How should we move forward? What directions should we pursue and how do we meet customer's growing expectations? We need to improve public access to data, discuss lessons learned, and share tools between Agencies." • A few of the IT Council Members bought up HB377 pertaining to establishing a state geographic information system committee. Roger Marchand explained that the Department of Revenue hired GIS expertise and realizes that DoIT does not have the appropriate level of GIS expertise. • Michael Bourbeau explained to the IT Council that Delta Dental has some of the same challenges as the State. Delta Dental has 29 separate processing centers throughout 50 states that all work to collaborate on shared IT initiatives. He is looking forward to sharing some of that experience with this strategy team.
5.	**Motion to adjourn** • Lt Col Barry Groton moved to adjourn the meeting. The motion was seconded; all IT Council Members accepted; meeting adjourned.

ACTION ITEMS			
ITEM #	**DESCRIPTION**	**Assigned To**	**Due Date**
1.	Post draft IT Council Meeting Minutes for January 29, 2016 meeting and presentation on IT Council website http://www.nh.gov/doit/it-council/index.htm	Rebecca Bolton	February 3, 2016

NEXT MEETING: April 29, 2016, 1:00pm – 2:30pm; Northeast Delta Dental Conference center, Two Delta Drive Concord, NH 03302