

Meeting Summary



**INFORMATION**

|                         |   |                    |           |                  |           |                  |   |
|-------------------------|---|--------------------|-----------|------------------|-----------|------------------|---|
| <b>DATE:</b>            | 7/21/2016   | <b>START TIME:</b> | 1:00 P.M. | <b>END TIME:</b> | 2:30 P.M. | <b>LOCATION:</b> | Dept. of Transportation, 7 Hazen Dr., Concord |
| <b>SUBJECT/PROJECT:</b> | New Hampshire Information Technology Council (IT Council)   |                    |           |                  |           |                  |   |
| <b>PURPOSE:</b>         | Scheduled Public Meeting  |                    |           |                  |           |                  |   |
| <b>CHAIRPERSON:</b>     | NH National Guard Lt Col Barry Groton   |                    |           |                  |           |                  |   |
| <b>ATTENDEES:</b>       | <p><u>IT Council Members:</u></p> <ol style="list-style-type: none"> <li>Jennie Angell, Director, Informational Services, City of Manchester;</li> <li>Rod Bouchard, Assistant County Administrator, Cheshire County;</li> <li>Representative Daniel Eaton, NH House of Representatives, Cheshire - District 03;</li> <li>Clark Freise, Assistant Commissioner, Dept. of Environmental Services (for Commissioner Tom Burack)</li> <li>Roger Marchand, Project Manager, Department of Revenue Administration (DRA);</li> <li>Joe Mollica, Chairman, NH State Liquor Commission (NHSLC);</li> <li>Kevin O'Brien, Assistant Commissioner, Department of Safety (DOS);</li> <li>Donna O'Leary, CIO, Department of Health and Human Services (DHHS);</li> <li>Charles (Sid) Russell, Financial Data Manager, Department of Administrative Services (DAS);</li> <li>Victoria Sheehan, Commissioner, Department of Transportation (DOT);</li> <li>Stan Waddell, CIO and Associate Vice President of IT, University of New Hampshire (UNH)</li> </ol> <p><u>Guest Attendees:</u></p> <ol style="list-style-type: none"> <li>Steve Low, ePlus</li> </ol> <p><u>Department of Information Technology Staff:</u></p> <ol style="list-style-type: none"> <li>Denis Goulet, CIO/Commissioner;</li> <li>Steve Kelleher, Director, Strategic Planning and Governance;</li> <li>Michael O'Neil, Director, Agency Software Division;</li> <li>Rebecca Bolton, Information Technology Manager, Agency Software Division;</li> <li>Kathy Traynor</li> </ol> |                    |           |                  |           |                  |   |
| <b>ABSENTEES:</b>       | <ol style="list-style-type: none"> <li>Michael Bourbeau, Vice President, Information Systems, Northeast Delta Dental;</li> <li>Dr. Scott Mantie, Director, Program Support Division, Department of Education (DOE);</li> <li>Representative David Murotake, NH House of Representatives, Hillsborough - District 32;</li> <li>Representative Lynne Ober, NH House of Representatives (alternate), Hillsborough - District 37</li> </ol>   |                    |           |                  |           |                  |   |
| <b>ITEM #</b>           | <b>AGENDA</b>   |                    |           |                  |           |                  |   |
| <b>Public Session</b>   |   |                    |           |                  |           |                  |   |
| 1.                      | Welcome   |                    |           |                  |           |                  |   |
| 2.                      | Membership Introductions  |                    |           |                  |           |                  |   |
| 3.                      | Motion to accept minutes from 4/29/2016 meeting   |                    |           |                  |           |                  |   |
| 4.                      | Review of IT capital budget proposals <ol style="list-style-type: none"> <li>Themes</li> <li>Enterprise alignment</li> <li>DAS – Scheduling software</li> <li>DoIT, 6 items</li> </ol>  |                    |           |                  |           |                  |   |
| 5.                      | Statewide Computer Use Policy Update  |                    |           |                  |           |                  |   |

| ITEM # | MINUTES  |
|--------|--|
| 1.     | <p><b>Welcome</b></p> <ul style="list-style-type: none"> <li>• DOT Commissioner Victoria Sheehan welcomed all and said she’s enjoying being part of the IT Council, as technology continues to creep into the area of transportation: She said the public expects to have real-time access to data that will drive their travel decisions and that DOT continues to implement intelligent transportation systems to enhance safety (e.g., sharing real-time data about road conditions, accidents; and embracing technology for such things as open road tolling). She added that DOT is also implementing technology for better oversight of projects by making data-driven decisions.</li> </ul>   |
| 2.     | <p><b>Membership Introductions</b></p> <ul style="list-style-type: none"> <li>• Lt Col Barry Groton, IT Council Chairperson, introduced himself and asked the IT Council Members to give brief introductions. Introductions were made.</li> </ul>  |
| 3.     | <p><b>Motion to Accept Meeting Minutes</b></p> <ul style="list-style-type: none"> <li>• Lt Col Groton made a motion to accept the 4/29/2016 meeting minutes; Representative Daniel Eaton moved to accept the meeting minutes; DRA Project Manager Roger Marchand seconded the motion; all IT Council Members accepted; motion passed.</li> </ul>   |
| 4.     | <p><b>Review of IT Capital Budget Proposals</b></p> <p><b>a. Themes</b></p> <ul style="list-style-type: none"> <li>• DoIT Commissioner Denis Goulet explained that four themes are consistent/evident in all FY 17/18 capital budget items presented at this meeting as well as in the revised DoIT mission, vision and strategy that will be shared with the IT Council at an upcoming meeting. They are: <ol style="list-style-type: none"> <li>1. Cybersecurity – protecting citizens’ information/data</li> <li>2. Enterprise alignment</li> <li>3. Efficiency (to improve opportunities for citizens)</li> <li>4. Transparency</li> </ol> </li> </ul> <p><b>b. Enterprise alignment / c. DAS – Scheduling Software</b></p> <ul style="list-style-type: none"> <li>• In support of the enterprise alignment strategy; Commissioner Goulet said he learned that DOC, DOS, and DAS were looking at scheduling software independently, with DOC in a position to move forward quickly. DAS, DoIT and others are now working together to find an enterprise solution that also enables DOC and DOS to continue to move forward as early adopters to meet their business needs. The result is that this is now an enterprise project for the state under Financial Data Management (FDM). Commissioner Goulet then asked FDM Manager Sid Russell for further explanation.</li> <li>• Sid Russell said that after DOC and DOS identified the myriad needs (e.g., large staffs, multiple collective bargaining agreements, need to dynamically find approved shift coverage, etc.), a \$2 million IT capital budget request for a commercial off-the-shelf (COTS) scheduling application was submitted for consideration in Fiscal Years 2018/2019. The goal is to have the new COTS application integrate with NHFIRST so that employee time tracking data only needs to be entered once.</li> <li>• Sid Russell added that the tool has to handle end-to-end scheduling, include phone calls and vacation coverage; and consider minimum staff requirements, staff qualifications, and management reporting requirements. The RFP is scheduled to be on the street the fall of 2016, with proposals due near the end of calendar year 2016. Vendor selection is targeted for the spring of 2017, and Governor and Executive Council approval is expected around June 2017. The \$2 million includes software licenses and the first year of operation, but the actual cost will depend on the models used and variables such as hosting option. Implementation should help optimize resources and minimize overtime.</li> <li>• DOS Assistant Commissioner O’Brien added that they don’t want to fatigue their folks with overtime, and that forecasting through this tool could help.</li> <li>• Commissioner Goulet said the Liquor Commission now deals with in-time accounting using biometrics for improved accountability. NHSLC Chairman Mollica explained that it’s too early to tell the total benefit to be had and that they have already seen efficiencies on the management side whereby it only takes about 1 hour/week vs. 11 hours/week to review and approve time sheets.</li> <li>• Representative Eaton said he can’t see the logic in the use of “bill backs” at the state as it pertains to the flow-through billing between agencies and DoIT. Further he expressed that</li> </ul> |

DoIT should have its own budget as there is substantial overhead in the accounting/finance function of the current model.

- Commissioner Goulet responded that many models for procurement of IT hardware/software/shared services exist. The bill back model can in fact drive accountability in IT organizations. Other models give IT a large budget that can be arbitrarily cut, with adverse effects on agencies. Class 27 funds allow DoIT to collaborate with others, which he thinks is a good thing.
- DHHS CIO Donna O’Leary agreed that the current Class 27 funding model enhances collaboration between agencies and DoIT. She asked if there are plans to expand on the scheduling software initiative to additional agencies such as NH Hospital. Commissioner Goulet responded yes.
- Sid Russell explained that two agencies have come forward to say they have a need for improved scheduling software and NH Hospital will be able to take advantage of the selected software in a later phase of this project. A model regarding licensing cost for each additional agency will need to be determined. He added that he wants unique requirements to be in the RFP, so he’ll be reaching out to agencies for them.

**d. DoIT, 6 items**

- Commissioner Goulet referred to the handout “SFY 2018-2019 Capital Budget Request Summary” as a high-level overview of the following:

**1. Cybersecurity – Program Enhancement (page 3)**

- Commissioner Goulet reviewed the Cybersecurity – Program Enhancement request summary on page 3 and emphasized that any security breach disrupts business operations even when there is no data loss. He noted that the state is leveraging new tools and services, such as sandboxes, that improve the overall effectiveness of government. He added that the MS-ISAC (Multi-State Information Sharing and Analysis Center) device in use on the state’s network has found security breach patterns that are nationally and globally known. DoIT would like to align with DHHS to help reduce costs for cybersecurity efforts by using standardized compliance tools which are mandated by the Centers for Medicare & Medicaid Services (CMS).
- Manchester IS Director Jennie Angell said that they had a number of issues with Adware that was downloaded via the internet onto City of Manchester Buyers’ PCs while they were doing necessary research which caused significant disruption. This had nothing to do with email.
- Commissioner Goulet mentioned that the state has had a good response to its mandatory statewide cybersecurity awareness training, “Securing the Human,” and that he’d like to see included in every job description a responsibility to avoid data breaches and consequences for inattention to the policy.
- UNH CIO Stan Waddell stressed the importance of going at the issue of employee compliance to cybersecurity policies from an educational and not punitive perspective to ensure that employees have an incentive to report rather than hide related issues. Manchester IS Director Angell concurred. UNH CIO Stan Waddell added that they’ve had good results from training in the area of cause and effect at the individual, group and organizational level.
- Commissioner Goulet mentioned that the planned architectural assessment of the state’s core network will help us establish and implement best practices at this level.

**2. Enterprise Balanced Scorecard Solution (page 4)**

- DoIT Director of Strategic Planning and Governance Steve Kelleher reviewed the request summary on page 4 and emphasized that using a Balance Scorecard tool will increase our ability to identify opportunities for enterprise alignment.
- UNH CIO Waddell explained that the strategic plan developed in the president’s office is at the top level at UNH. From this a balanced scorecard is created and departments have a lot of latitude in showing how needs are being met.
- Director Kelleher mentioned that improved transparent and consistent metrics creation and tracking requires education and training.
- In response to Manchester IS Director Angell’s question about who helps guide the state’s priorities, DOS Assistant Commissioner Kevin O’Brien said the process is hard to quantify or define in terms of activity. Priorities are largely managed at the agency level.
- DHHS CIO Donna O’Leary noted that implementation of a Balanced Scorecard Solution is

|    |   |
|----|---|
|    | <p>not necessarily a separate or additional activity, but instead provides a common means of consolidating assessments already being done.</p> <p><b>3. Enterprise Workflow &amp; Document Management (Enterprise) (page 5)</b></p> <ul style="list-style-type: none"> <li>• Commissioner Goulet reviewed the Enterprise Workflow &amp; Document Management (Enterprise) request summary on page 5.</li> <li>• Commissioner Goulet explained the criteria for the return on investment (ROI) model for this project, in which you assess the average process size and impact in terms of time and cost to complete. He mentioned that the base assumption is that outside services could be used to transform manual workflow into electronic processes within 3 years. In response to Manchester IS Director Angell’s question about outsourcing any of this process, Commissioner Goulet responded that at this point we don’t know.</li> </ul> <p><b>4. Enterprise Geographic Information System (GIS) Alignment (page 6)</b></p> <ul style="list-style-type: none"> <li>• Commissioner Goulet reviewed the request summary on page 6. He said he thinks of GIS in terms of multiple levels of governance. HB 377 charges the DoIT CIO with overseeing the GIS Committee. The GIS Advisory Committee includes representation from many agencies, but the Committee does not have the ability/authority to execute. Commissioner Goulet said he will figure out how to tap into this group going forward, perhaps with a 2-level governance model of 1) leaders and 2) a sub-committee executing on what has been advised. He mentioned that since the last GIS Advisory Committee meeting, DES and DRA have been looking at what DRA is doing with GIS. Right now, there is no statewide common index, which is a top level challenge.</li> <li>• In response to Manchester IS Director Angell asking if the state would consider including municipalities directly, Commissioner Sheehan pointed out that municipalities currently work with the state through various regional planning commissions. Angell responded that this removes the municipalities from direct involvement with the state and asked if the state would consider including municipal data and skills instead of duplicating the information. She added that Manchester has digitized all historical maps, which include data about things such as culverts, and that the city is planning to attach these documents to the GIS information.</li> <li>• Director Kelleher said he would bring her suggestion back to the group.</li> </ul> <p><b>5. Disaster Recovery Planning (page 7)</b></p> <ul style="list-style-type: none"> <li>• Commissioner Goulet reviewed the request summary on page 7 and pointed out that Homeland Security and Emergency Management (HSEM) has been driving the development of these plans.</li> <li>• Cheshire County Assistant County Administrator Rod Bouchard asked about off-site options; DHHS CIO Donna O’Leary pointed out that decisions about vendor-supported off-site disaster recovery options need to be evaluated during this process.</li> <li>• Assistant Commissioner O’Brien added that DOS and Public Works are working to ensure that going forward buildings are designed to avoid the risk associated with situating network and computer resources in basements and other vulnerable locations.</li> </ul> <p><b>6. Archiving Assessment (page 8)</b></p> <ul style="list-style-type: none"> <li>• Commissioner Goulet reviewed the summary on page 8. He added that real vs. perceived risks must be managed.</li> </ul> |
| 5. | <p><b>Statewide Computer Use Policy Update</b></p> <ul style="list-style-type: none"> <li>• Goulet said the state is working to establish a single comprehensive baseline computer use policy, which will give individual agencies the option of being more restrictive, but not the option to opt out. He added that he hopes to present a draft of the baseline policy at the next IT Council meeting for review.</li> </ul>  |
| 6. | <p><b>Motion to adjourn</b></p> <ul style="list-style-type: none"> <li>• Lt Col Groton moved to adjourn the meeting. The motion was seconded; all IT Council Members accepted; meeting adjourned.</li> </ul>  |

| ACTION ITEMS |             |             |          |
|--------------|-------------|-------------|----------|
| ITEM #       | DESCRIPTION | Assigned To | Due Date |

|    |  |               |               |
|----|--|---------------|---------------|
| 1. | Post draft IT Council Meeting Minutes for July 21, 2016 meeting and presentation on the <a href="#">IT Council website</a> . | Kathy Traynor | July 26, 2016 |
|----|--|---------------|---------------|

|  |
|--|
| <p><b>NEXT MEETINGS:</b><br/> October 28, 2016, 10:00 am – 11:30 am, Legislative Office Building (rm 210-211), 33 N. State Street, Concord, NH<br/> January 27, 2017, 9:30 am – 11 am, NH State Liquor Commission, 50 Storrs Street, Concord, NH</p> |
|--|