

Meeting Summary



INFORMATION

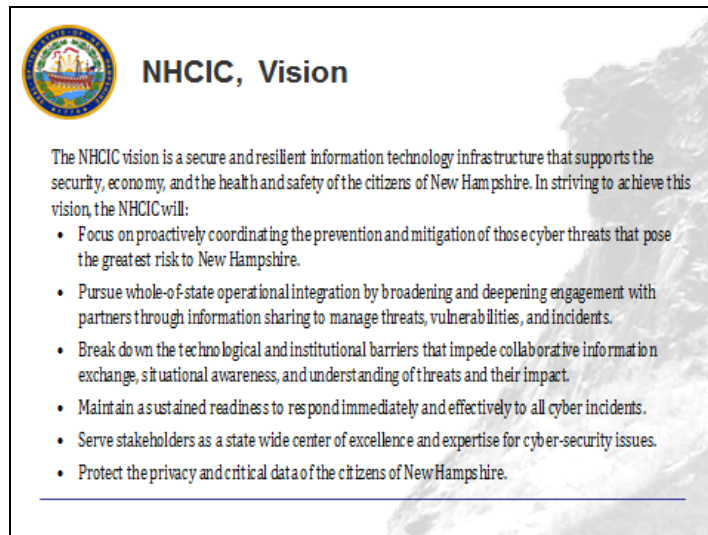
DATE:	10/28/2016	START TIME:	10:00 am.	END TIME:	11:30 am	LOCATION:	Legislative Office Bldg., 33 N. State St., Concord, NH rm 210-11)
SUBJECT/PROJECT:	New Hampshire Information Technology Council (IT Council)						
PURPOSE:	Scheduled Public Meeting						
CHAIRPERSON:	NH National Guard Lt Col Barry Groton						
ATTENDEES:	<p>IT Council Members:</p> <ol style="list-style-type: none"> 1. Chair, NH National Guard Lt Col Barry Groton 2. Rod Bouchard, Assistant County Administrator, Cheshire County; 3. Michael Bourbeau, Vice President, Information Systems, Northeast Delta Dental; 4. Representative Daniel Eaton, NH House of Representatives, Cheshire - District 03; 5. Clark Freise, Assistant Commissioner, Dept. of Environmental Services (DES) for Commissioner Tom Burack 6. Chris Hensel for Dr. Scott Mantie, Director, Program Support Division, Department of Education (DOE); 7. Roger Marchand, Project Manager, Department of Revenue Administration (DRA); 8. Dan St. Hilaire for Joe Mollica, Chairman, NH State Liquor Commission (NHSLC); 9. Rick Bailey, Assistant Commissioner, Department of Safety (DOS); 10. Donna O'Leary, CIO, Department of Health and Human Services (DHHS); 11. Charles (Sid) Russell, Financial Data Manager, Department of Administrative Services (DAS); 12. Victoria Sheehan, Commissioner, Department of Transportation (DOT); 						
ABSENTEES:	<ol style="list-style-type: none"> 1. Jennie Angell, Director, Informational Services, City of Manchester; 2. Representative David Murotake, NH House of Representatives, Hillsborough - District 32; 3. Representative Lynne Ober, NH House of Representatives (alternate), Hillsborough - District 37 4. Stan Waddell, CIO and Associate Vice President of IT, University of New Hampshire (UNH) 						
ITEM #	AGENDA						
Public Session							
1.	Welcome						
2.	Membership Introductions						
3.	Motion to accept minutes from 7/21/2016 meeting						
4.	IT Strategy Update						
5.	NH Cyber Integration Center (CIC) Update						
6.	Statewide Computer Use Policy Update						
ITEM #	MINUTES						
1.	<p>Welcome</p> <ul style="list-style-type: none"> • IT Council Chair Lt Col Groton announced that the meeting would start at 10:10 am to allow those stuck in traffic on 93N time to get to the meeting. At 10:10 am, Representative Dan Eaton welcomed everyone to the Legislative Office Building and gave a brief building history. 						
2.	<p>Membership Introductions</p> <ul style="list-style-type: none"> • Lt Col Groton introduced himself and asked the IT Council Members to give brief introductions, which they did. 						

3.	<p>Motion to Accept Meeting Minutes from 7/21/2016 Meeting</p> <ul style="list-style-type: none"> • Lt Col Groton made a motion to accept the 7/21/2016 meeting minutes; Representative Daniel Eaton moved to accept the meeting minutes; Sid Russell seconded the motion; IT Council members accepted; motion passed.
4.	<p>IT Strategy Update</p> <ul style="list-style-type: none"> • DoIT Director of Strategic Planning and Governance Steve Kelleher provided an overview of the IT strategic plan, which outlines future IT direction and focus areas (e.g., mission, vision, themes, and objectives). It was discussed that the plan will need to be executed, monitored and adapted in the future as needed. He referred to the handout, “Draft of Information Technology – Strategic Themes, Objectives and Key Initiatives – 10-28-2016,” noting that the theme is “aligning the enterprise,” and referenced the five (5) strategic themes and nine (9) objectives listed. He noted that a draft of the core document of the strategic plan has been completed. The DoIT mission has shifted from the previous perceived support based role of IT toward providing a more leadership based role with a strong customer and citizen focus. • Director Kelleher then outlined the next steps, starting with the IT Council members’ review of the draft document for feedback. The group’s feedback will be evaluated and used to improve the overall document and will define some of the content for the next IT Council meeting agenda. He described the plan as a living document, which will be socialized regularly and updated yearly to respond to changing needs as necessary. • Director Kelleher provided an overview of a strategic project collaboration effort that is currently in an early pilot phase and exemplifies many of the strategic themes discussed. The project is being used to evaluate the implementation of common evaluation criteria, processes, and tools that can be used to streamline the project intake process, prioritize state IT projects across agencies and is intended to support strategic objectives associated with enterprise partnerships and promoting performance improvement and effective resource management. • Karl Whitson, ePlus, asked how much input will agencies have regarding the evaluation criteria. Director Kelleher responded that there has not been a lot of agency input to date given that this is in an early pilot stage but that involving agencies in criteria definition is an important objective.
5.	<p>NH Cyber Integration Center (CIC) Update</p> <ul style="list-style-type: none"> • DoIT Commissioner Denis Goulet introduced Homeland Security and Emergency Management (HSEM) Director Perry Plummer to provide an update. Director Plummer referred to the “State of New Hampshire Cybersecurity” presentation during his talk. • Director Plummer said cybersecurity is important in all sectors, including government. He said government at all levels is the second most hacked industry (15 percent), behind computer services (28 percent), and ahead of financial services (12 percent), and media and entertainment (9 percent). He shared a quote from a FireEye Research Study: “Strapped for resources, state and local governments are a prime target for the pervasive and sophisticated threats launched by stealthy cyber criminals. These attacks are not just an epidemic, they are a pandemic. Unfortunately, no one is safe and diligent proactive mechanisms are the only cure.” • Director Plummer said the HSEM is already prepared to respond to and manage crises of all types for the state using an all hazards approach, and that a cyber incident would be handled using the exact same approach. • He explained that the all hazards approach includes anticipating, preparing for, responding to, and recovering from a potential emergency. He stressed the importance of existing collaboration among private and public entities in sharing intel about known cyber-attacks to enable others to either avoid or mitigate any interruption to business as soon as possible. • Director Plummer said the same all hazards approach would apply to the two categories of cyber incidents – cyber centric or non-cyber centric, defining 1) cyber centric as intentional or unintentional acts focused on cyber and 2) non-cyber incidents, including those that are weather-related, human caused or associated with a large event such as the NASCAR races and with the potential to affect the state’s cyber resources. • Director Plummer explained how the New Hampshire Cybersecurity Integration Center (NHCIC) will consist of both a Cyber Response Team and State Emergency Operations Center (EOC). He described the EOC as central command, responsible for coordinating the state response, facilitating the federal response, and serving as a resource for local EOCs and state agencies. The Cyber Response Team focuses on the state’s cyber resources. As an example, Director Plummer

(5. NH Cyber Integration Center (CIC) Update, continued)

said that if e911 were ever hacked, the State EOC would serve as the central command office and focus on how fire and police would communicate and respond while the Cyber Response Team would work on how to get e911 up and running again. He noted that cyber in New Hampshire now has a designated ESF (emergency support function). He also pointed out that previously IT primarily had a technical support role to support technical equipment but now plays a larger role in dealing with cyber incidents.

- Commissioner Goulet said the executive order establishing the NHCIC is being signed today and leverages the existing strengths of DoIT and the Dept. of Safety's HSEM. He then described and commented on the order:
 1. It establishes the NHCIC, within the Incident Planning and Operations Center (IPOC) at the HSEM, housing both teams under the same roof for more effective sharing.
 2. It sets the expectation for timely and complete information sharing from state staff and agencies with the NHCIC. Commissioner Goulet noted that he's seen problems arise when issues were not immediately reported, and added that NHCIC staff are authorized to access all data as needed to do their jobs.
 3. It defines an oversight and governance vehicle in the NHCIC Executive Oversight Committee.
 4. It reaffirms the important role of the Cybersecurity Advisory Committee (CAC).
Commissioner Goulet said it's important to have the right person from each agency on this committee, which he'd like to see transform into a more action-oriented one.
- Commissioner Goulet described the NHCIC concept of operation, which he said is modeled after the national CIC but with some tweaks, and that it will be available soon to the IT Council members as a draft. While he reviewed the NHCIC vision, mission, and approach, he displayed the following slides:



The slide features the New Hampshire State Seal on the left. The title "NHCIC, Vision" is centered. Below the title, a paragraph states: "The NHCIC vision is a secure and resilient information technology infrastructure that supports the security, economy, and the health and safety of the citizens of New Hampshire. In striving to achieve this vision, the NHCIC will:" followed by a bulleted list of six points.

NHCIC, Vision

The NHCIC vision is a secure and resilient information technology infrastructure that supports the security, economy, and the health and safety of the citizens of New Hampshire. In striving to achieve this vision, the NHCIC will:

- Focus on proactively coordinating the prevention and mitigation of those cyber threats that pose the greatest risk to New Hampshire.
- Pursue whole-of-state operational integration by broadening and deepening engagement with partners through information sharing to manage threats, vulnerabilities, and incidents.
- Break down the technological and institutional barriers that impede collaborative information exchange, situational awareness, and understanding of threats and their impact.
- Maintain a sustained readiness to respond immediately and effectively to all cyber incidents.
- Serve stakeholders as a state wide center of excellence and expertise for cyber-security issues.
- Protect the privacy and critical data of the citizens of New Hampshire.



NHCIC... continued

Mission:

The NHCIC mission is to reduce the likelihood and severity of incidents that may significantly compromise the security and resilience of the New Hampshire's critical data and information technology infrastructure.

Approach:

To execute its mission effectively, the NHCIC will focus on building on existing strengths by expanding on their scope and breadth over time. The NHCIC will implement this strategy by incrementally attaining additional capabilities over time. Many of these activities will be coordinated, developed, and executed collaboratively with the NHCIC's operational partners to the benefit of the entire community of cyber stakeholders in New Hampshire.



Some Next Steps

- Adapt existing space in the IPOC
- Cross train the initial team members
- Consolidate monitoring and operations into the IPOC
- Setup DoIT helpdesk to accept cyber incident calls 7x24
- Setup 7x24 duty officer schedule
- Finalize Concept of Operations (CONOPS)

- Commissioner Goulet reminded Council members they will be involved in helping to finalize the concept of operations. Director Plummer added that included in cybersecurity at the state or anywhere is a responsibility to mitigate the possibility of inside threats.
- Commissioner Goulet said there are significant financial asks in the proposal; Director Plummer added that the money spent would likely save in the long run.

6.	<p>Statewide Computer Use Policy</p> <ul style="list-style-type: none"> • Commissioner Goulet said the statewide policy currently being revised is a baseline plus model allowing agencies to be more but not less restrictive, and that it will more explicitly restrict the use of state resources for state business only. The revised document is being vetted the right way by getting input from stakeholders (CAC) prior to implementation. He expects to have the document for review at the next IT Council meeting.
7.	<p>Miscellaneous</p> <ul style="list-style-type: none"> • Commissioner Goulet updated the group on the establishment of the Geographic Information System (GIS) Committee per HB377 and said he will continue to keep the IT Council informed of the committee's progress. He and others are drafting the GIS Committee's annual report to the governor, senate president, and speaker of the house, which will include progress made since the <i>State of New Hampshire Geographic Information System (GIS) Strategic Plan</i> in 2007 as well as plans for the future. He said a lot is being done in the area of GIS enterprise alignment at the state that will benefit New Hampshire citizens. • Commissioner Goulet said he will send the strategy document to members; in the meantime he

	(7. Miscellaneous, continued)		
	welcomes feedback. An off-cycle sub-committee meeting may be scheduled if needed. No feedback will be construed as acceptance of the document as is.		
8.	Motion to adjourn <ul style="list-style-type: none"> Lt Col 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 October 28, 2016 meeting minutes and presentations on the IT Council website .	Kathy Traynor	
NEXT MEETINGS:			
January 27, 2017, 9:30 am – 11 am, NH State Liquor Commission, 50 Storrs Street, Concord, NH			