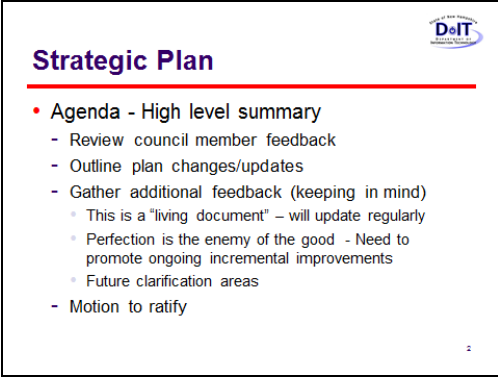
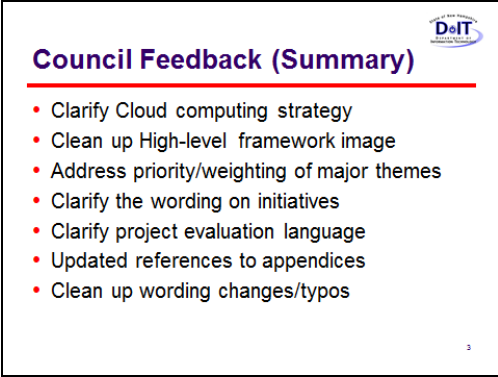


Meeting Summary



INFORMATION

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|-------------------------|--|--------------------|----------|------------------|----------|------------------|--|
| DATE: | 1/27/2017 | START TIME: | 9:30 am. | END TIME: | 11:00 am | LOCATION: | NH State Liquor Commission (NHLC), 50 Storrs St, Concord, NH |
| SUBJECT/PROJECT: | New Hampshire Information Technology Council (IT Council) | | | | | | |
| PURPOSE: | Scheduled Public Meeting | | | | | | |
| CHAIRPERSON: | Dept. of Information Technology Director of Strategic Planning and Governance Steve Kelleher for Chair NH National Guard Lt Col Barry Groton | | | | | | |
| ATTENDEES: | <p><u>IT Council Members:</u></p> <ol style="list-style-type: none"> 1. Acting IT Council Chair Steve Kelleher 2. Jennie Angell, Director, Informational Services, City of Manchester; 3. Rod Bouchard, Assistant County Administrator, Cheshire County; 4. Michael Bourbeau, Vice President, Information Systems, Northeast Delta Dental; 5. Representative Daniel Eaton, NH House of Representatives, Cheshire - District 03; 6. Clark Freise, Acting Commissioner, Dept. of Environmental Services (DES) 7. Dr. Scott Mantie, Director, Program Support Division, Department of Education (DOE); 8. Roger Marchand, Project Manager, Department of Revenue Administration (DRA); 9. Joe Mollica, Chairman, NH State Liquor Commission (NHLC); 10. Representative David Murotake, NH House of Representatives, Hillsborough - District 32; 11. Rick Bailey, Assistant Commissioner, Department of Safety (DOS); 12. Donna O'Leary, CIO, Department of Health and Human Services (DHHS); 13. Stan Waddell, CIO and Associate Vice President of IT, University of New Hampshire (UNH) 14. Victoria Sheehan, Commissioner, Department of Transportation (DOT); <p><u>And:</u> DoIT CIO Denis Goulet</p> | | | | | | |
| ABSENTEES: | <ol style="list-style-type: none"> 1. Chair, NH National Guard Lt Col Barry Groton 2. Charles (Sid) Russell, Financial Data Manager, Department of Administrative Services (DAS) 3. Representative Lynne Ober, NH House of Representatives (alternate), Hillsborough - District 37 | | | | | | |
| ITEM # | AGENDA | | | | | | |
| Public Session | | | | | | | |
| 1. | Welcome | | | | | | |
| 2. | Membership Introductions | | | | | | |
| 3. | Motion to accept minutes from 10/28/2016 meeting | | | | | | |
| 4. | IT Strategy Update and Ratification | | | | | | |
| 5. | Statewide Computer Use Policy Update | | | | | | |
| 6. | Social Media Policy (agenda item added at meeting) | | | | | | |
| 7. | NH Cyber Integration Center (NH-CIC) Update: Next Steps | | | | | | |
| 8. | Future Strategic and Governance Focus | | | | | | |
| 9. | Motion to Adjourn | | | | | | |
| ITEM # | MINUTES | | | | | | |
| 1. | <p>Welcome</p> <ul style="list-style-type: none"> • Acting IT Council Chair Steve Kelleher welcomed all and thanked NHLC Chairman Joe Mollica for hosting the meeting. | | | | | | |

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| | <p><i>1. Welcome (continued)</i></p> <ul style="list-style-type: none"> Chairman Mollica welcomed everyone, gave a brief history of the Storrs St. building and cited some facts from last year, including the following: NHLC did \$678M in gross sales, of which 50 percent was sold to those outside the state; contributed \$159M in revenue to the state’s general fund; and employs 1386 staff, of which 310 are full-time. |
| 2. | <p>Membership Introductions</p> <ul style="list-style-type: none"> Mr. Kelleher introduced himself and asked IT Council Members to introduce themselves, which they did. He then gave an overview of the agenda. Commissioner Goulet noted that an introduction to our social media policy is being added to the agenda as an opportunity for members to review and discuss the text, which will be followed by a request to vote for its ratification at a later date. |
| 3. | <p>Motion to Accept 10/28/2016 Meeting Minutes</p> <ul style="list-style-type: none"> Mr. Kelleher asked for a motion to accept the 10/28/2016 meeting minutes; Representative Eaton made a motion, which was seconded by Mr. Bouchard. IT Council members accepted; motion passed. |
| 4. | <p>IT Strategy Update and Ratification</p> <ul style="list-style-type: none"> Mr. Kelleher referred to the following slide while summarizing the process for the Council’s review of the DoIT strategic plan; he noted he would review a summary of changes to the plan based on feedback received from IT Council members prior to this meeting: <div data-bbox="477 768 972 1142" style="border: 1px solid black; padding: 10px; margin: 10px 0;">  <p>Strategic Plan</p> <ul style="list-style-type: none"> Agenda - High level summary <ul style="list-style-type: none"> Review council member feedback Outline plan changes/updates Gather additional feedback (keeping in mind) <ul style="list-style-type: none"> This is a "living document" – will update regularly Perfection is the enemy of the good - Need to promote ongoing incremental improvements Future clarification areas Motion to ratify </div> <ul style="list-style-type: none"> Mr. Kelleher presented the next slide and discussed the various changes made within the body of the plan and explained appendices will be updated on a regular basis. The document(s) will be considered “living document(s)” that will change as needed: <div data-bbox="477 1297 972 1671" style="border: 1px solid black; padding: 10px; margin: 10px 0;">  <p>Council Feedback (Summary)</p> <ul style="list-style-type: none"> Clarify Cloud computing strategy Clean up High-level framework image Address priority/weighting of major themes Clarify the wording on initiatives Clarify project evaluation language Updated references to appendices Clean up wording changes/typos </div> <ul style="list-style-type: none"> Mr. Kelleher gave detail on the feedback provided. A request was submitted to expand and clarify the strategy around cloud computing. It was explained that a cloud strategy would be evolved to ensure the best solution(s) are selected for projects where cloud computing is appropriate. Various cloud solutions are already in place at the state (e.g., internal virtual server environments (private cloud) and through outsourced/hosted/managed solutions. |

4. IT Strategy Update and Ratification (continued)

Council Feedback (Detail)



- Cloud computing strategy
 - Effective resource management
 - Added objective to "Evolve cloud computing strategy and support model"
 - Added appropriate supporting detail throughout the document (including adding it as an initiative/project)
 - Clean up High-level framework image
 - Mission/Vision/Themes/Objectives
 - Remove wording (simplified)
- 4

- Mr. Kelleher referred to the following slide, and in response to members asking if the major themes are weighted or not, he explained that although all themes are equally important, a paragraph was added to explain that if necessary, themes would be prioritized in the order of 1) customer service; 2) enterprise partnership; and 3) cybersecurity. The #4 and #5 priorities would be performance and effective resource management.

Council Feedback



- Address priority/weighting of major themes
 - All are equally important
 - General priority discussion (paragraph added prior to the themes)
 - Clarify the wording on initiatives
 - Modified to clearly represent initiatives (not objectives)
 - Clarify language – project evaluation
- 5

- Mr. Kelleher displayed the following slide and provided a briefing on the current references to appendices (i.e., accomplishments, and a consolidated list of services provided by DoIT.)

Council Feedback



- Updated references to appendices
 - Accomplishments (rolled up)
 - Services that DoIT provides
 - Clarify - Appendices to be updated regularly
 - Clean up simple wording changes/typos
- 6

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| | <p><i>4. IT Strategy Update and Ratification (continued)</i></p> <ul style="list-style-type: none"> • Mr. Kelleher invited final feedback, but there was none. He then requested a motion to vote to ratify the 2017-2021 Strategic IT Plan. Motion was made by Rep. Eaton and seconded by Mr. Bourbeau. After stating that it was moved and seconded that the Council vote to ratify the 2017-2021 Strategic IT Plan, Mr. Kelleher asked if there was any further need for discussion, to which there was no response. After asking if members were ready for the question, Mr. Kelleher asked for those in favor to say “aye,” which was followed by responses. He then asked those opposed to say no, to which there were no responses. Mr. Kelleher announced that the ayes have it, and the motion is adopted. • Commissioner Goulet thanked members for the time and effort they put into reviewing the document, which was reflected in the thoughtful feedback provided. |
| 5. | <p>Statewide Computer Use Policy</p> <ul style="list-style-type: none"> • Commissioner Goulet said unless the Council suggests a different approach for vetting the policy, he will 1) present a high-level update for feedback; 2) provide text for review; 3) and then at a subsequent meeting ask the Council to make a motion to ratify the statewide computer use policy, as was done for the Strategic IT Plan; that today an update on the computer use policy as well as social media policy would be presented, and that both policies would follow the baseline plus model, enabling agencies to enhance but not dial back on the basics. Commissioner Goulet displayed the following slide during the discussion: <div data-bbox="477 762 1036 1180" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: right;">1</p> <h3 style="text-align: center;">Computer Use Policy</h3> <ul style="list-style-type: none"> • Purpose: <ul style="list-style-type: none"> – The purpose of this policy is to specify the appropriate use of computers, computer equipment, software, systems, networks, files, electronic mail, and the Internet. • Policy: <ul style="list-style-type: none"> – State computing resources are provided for State business purposes only. This policy specifies the rules and requirements related to the acceptable use of State computing resources. Review and Signature (hardcopy or digital) by all Authorized User(s) </div> <ul style="list-style-type: none"> • He noted that limiting use to state business needs to be defined and applied more consistently across agencies going forward; that currently this document is being vetted by the CAC (Cybersecurity Advisor Committee), which includes a representative from each agency, and that the review has not resulted in any pushback, but has resulted in a lot of input, indicating it has been heavily vetted at the agency level. Commissioner Goulet displayed the following slide: <div data-bbox="477 1398 1036 1816" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: right;">2</p> <h3 style="text-align: center;">Computer Use Policy, <i>continued</i></h3> <ul style="list-style-type: none"> • “Authorized User(s)” <ul style="list-style-type: none"> – shall mean any and all full or part-time classified, unclassified, and non-classified State employees; volunteers and interns authorized to use State computing resources; and contractors, vendors or individuals associated with the State and authorized to use State computing resources. • Innovation: <ul style="list-style-type: none"> – We will pilot the use of eLearning technology to implement this policy. </div> |

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| | <p><i>5. Statewide Computer Use Policy (continued)</i></p> <ul style="list-style-type: none"> • In answer to a question, Commissioner Goulet clarified that there are processes in place at each agency to authorize the use of state IT and other resources. • Asst. Commissioner Bailey asked if we envision advising on the use of IT resources by contractors, that if so the AG’s office would likely want to weigh in, and if this is the type of feedback being sought in this policy discussion and subsequent review. • Commissioner Goulet responded that the question raises a good point, that there is a good opportunity for us to improve on governance regarding contracts at the state, but that he doesn’t want to encumber this policy with this type of issue. • Rep. Eaton asked if our intention is to test the policy by presenting phishing and other security risks, and then addressing any resulting failures. Commissioner Goulet said he puts these examples in the category of the existing cyber awareness training, in which all state staff train and then are tested and graded on their awareness in various topics, including phishing. • Commissioner Goulet confirmed with Ms. O’Leary that DHHS and other agencies will be able to make agency-specific enhancements at the policy level to simplify the process, especially since we are developing the eLearning module. • In response to Rep. Murotake’s question, Commissioner Goulet said that county and municipal employees are not included in the definition of “individuals associated with the State.” Later, Acting Commissioner Freise mentioned that municipal employees do get state-issued iPads and other resources to gather data for DES. • Commissioner Goulet said in moving implementation of this policy statewide from paper to eLearning, we will be simplifying the process of reading, acknowledging, and then storing the acknowledgment, and that the IT Council will get to review and provide feedback on the document as it did the Strategic IT Plan. • Rep. Murotake asked if interns and volunteers are screened prior to being given access to the network. Commissioner Goulet explained that screening of employees is associated with a particular role, but is not done for access to the network per se. • Ms. Angell said the City of Manchester has a “minimal personal use” policy to address what they consider gray areas, and gave the example of GIS training for staff who don’t have access to ESRI resources from home. Other examples of personal use were discussed. • Ms. O’Leary said she liked the lack of “gray area” in the policy; Commissioner Goulet agreed. • During a discussion about personal devices, Commissioner Goulet confirmed there is a BYOD (bring your own device) policy; he will provide IT Council members with a list of BYOD and other policies. • Mr. Waddell said UNH has an incidental use policy and said it’s important to have tight language and a uniform policy on how to proceed when a policy is violated. • Commissioner Goulet added that this crosses over into the area of accountability, since we know that people pose the biggest threat to cybersecurity. He’d like to get to the point where adherence to the computer use policy is a condition of employment. • Rep. Eaton noted that it might serve us well to share the cybersecurity dashboard with the Finance Committee. • In response to Rep. Murotake’s question about BYOD policies being statewide or by agency, Commissioner Goulet clarified that the policy applies to the executive branch, and that work progresses to employ the baseline plus model statewide. • DoIT Director of Technical Support Services Sally Gallerani said currently each agency has the opportunity to allow BYOD or not, using the baseline plus model. |
| 6. | <p>Social Media Policy</p> <ul style="list-style-type: none"> • Web Support Division Director Theresa Pare-Curtis displayed and referred to the following slides during the discussion: |

6. Social Media Policy (continued)

1

Social Media Policy

- Purpose:
 - Formalizes the policy and procedures for executive branch agencies to use social media in accordance with the business goals of the agency
 - addresses the work-related use of social media, including the use of social media that is sanctioned as part of an employee's job function
 - provide guidelines for state agencies to use social media to safely and effectively communicate with the public while simultaneously promulgating and adhering to the stated mission of the agency.

Agencies with current social media sites must review them and make changes to bring them into compliance by July 1, 2017

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Agency Rules of Engagement

- Policy requires all agencies have an internal process that governs how the social media tools and/or services are used on behalf of the agency's mission which includes:
 - Agency commissioner or designee shall identify specific users responsible for maintaining the social media site
 - All accounts must be created using an official State of New Hampshire email obtained from DOIT and use unique passwords
 - Copyright, fair use and disclosure laws must be respected on social media sites
 - No agency shall post legally protected information

- Ms. Pare-Curtis said DoIT and the Dept. of Justice (DOJ) have been working on a social media policy for a year; the initiative started in the AG's office because there was a need to indemnify the provider of services; the policy augments and expands on existing policies; and all use of social media resources must adhere to right-to-know, contract process, and all other laws and rules.
- Commissioner Goulet said the policy will be shared with the IT Council for feedback.
- In response to Ms. O'Leary's question, Ms. Pare-Curtis said best practices will be addressed in the policy, such as setup and how to communicate and engage with the public. Ms. O'Leary and Ms. Angell commented on and agreed that related tasks become part of an agency's internal operations.
- In response to Rep. Murotake's question, Ms. Pare-Curtis said there is an @nh.gov twitter account.
- Mr. Marchand said if he is correct, the existing statewide computer use policy is from 2015 and that if the shelf life of such a policy is about 2 years, he'd like to see the policy updated as soon as possible and wonders if doing so at the April 28 meeting is late.
- Ms. Pare-Curtis added that DoIT does keep a list of all policies and an audit trail of them, but currently does not update each document with the date of most recent edit. She encouraged anyone in agencies to contact DoIT with questions relating to these documents and related audits and said DoIT is looking at addressing this.
- Commissioner Goulet responded that we can try to ratify sooner, if deemed necessary, and said that we need a process to clearly indicate the most recent review/approval date of each policy.

7.

- NH-Cyber Integration Center (NH-CIC) Update**
- Commissioner Goulet said that after the Council last met in October, then-governor Hassan held a department heads meeting at which DoIT and HSEM rolled out the key concepts behind the order, with emphasis on the need for complete and immediate reporting. He reviewed the role of CAC (Cybersecurity Advisory Committee), which has representation from each agency. He said

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| | <p>7. <i>NH-Cyber Integration Center (NH-CIC) Update (continued)</i></p> <p>work is being done to ensure each agency is represented by a staff member who is engaged and understands the subject matter at the appropriate level.</p> <ul style="list-style-type: none"> • Commissioner Goulet reviewed other areas of focus: <ul style="list-style-type: none"> • DoIT and DOS are working to align NH-CIC and the IAC (Information and Analysis Center) to make sure there aren't areas of duplication and/or gaps between the two organizations. Work will be done to determine who should own what and how hand-off should happen. The NH-CIC space is built-out at the IPOC. • He is working to schedule a first NH-CIC Executive Oversight Committee (NH-CIC EOC) meeting. Per the executive order, this committee will guide and provide feedback on operations at NH-CIC. • He sees the executive order as a short-term guide. After a year or so of learning, he envisions a bill being sponsored in the legislature to make NH-CIC a matter of law. • Operationally, DOS and DoIT are integrated in terms of day-to-day security operations. Currently, DHHS has no ISO, but DoIT and DOS would want to roll DHHS application security in, and continually challenge ourselves to do better. |
| 8. | <p>Future Strategic and Governance Focus</p> <ul style="list-style-type: none"> • Commissioner Goulet thanked the Council for ratifying the Strategic Plan, and asked for the Council's help in prioritizing items going forward. • Mr. Kelleher said that the strategic plan is being socialized and will be posted on NASCIO's web site. Mr. Kelleher displayed and reviewed the following slides: <div data-bbox="477 831 1073 1276" style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <p style="text-align: center;">Future Strategy & Governance (Topics)</p> <hr style="border: 1px solid red;"/> <ul style="list-style-type: none"> • Quotes: Governor Sununu – Inauguration <ul style="list-style-type: none"> - Regarding making things easier for businesses (e-government) <ul style="list-style-type: none"> • "It is about the businesses. How are we interacting with them, how are we creating a system they can interact with?" - Excerpt obtained from transcript at http://www.wmur.com/article/gov-chris-sununu-delivers-inaugural-address/8566149 <p style="text-align: right;">9</p> </div> <div data-bbox="477 1310 1073 1755" style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;">Future Strategy & Governance (Topics)</p> <hr style="border: 1px solid red;"/> <ul style="list-style-type: none"> • Quotes: Governor Sununu – Inauguration <ul style="list-style-type: none"> - "There is 2 words – If there is anything you take out of this speech, and trust me, I'm – I don't want to make it too long. But if there is anything you take out of it, Customer Service." - Excerpt obtained from transcript at http://www.wmur.com/article/gov-chris-sununu-delivers-inaugural-address/8566149 <p style="text-align: right;">10</p> </div> |

8. Future Strategic and Governance Focus (continued)

Future Strategy & Governance 
(Topics)

- Future Topics (strategy and governance)
 - 1) E-Government
 - 2) Cybersecurity (refresh)
 - 3) Project Management
 - 4) Cloud Computing
 - 5) Transparency (Financial)
 - 6) Contracts Management & Modernization
 - 7) Data Management
 - 8) Metrics
 - 9) GIS (Geographic Information Systems)

11

- Referring to the slide above, Commissioner Goulet said E-Government was at the top of the list before Governor Sununu’s inauguration, and aligns nicely with the governor’s priorities for customer service to the state’s businesses and citizens.
- Asst. Commissioner Bailey said that in terms of improving eGovernment, he has found an obstacle is the need for assurance that the person doing businesses online is in fact the person they say they are, and that we have to decide what effort is good enough and how we will deal with getting this into the portal. He also asked if we have unique identifiers for persons doing business with the state, how we identify/determine which agency is the sponsor, since DAS does business with executive branches, SOS for others. He said that E-Government won’t be the game changer we hope for until we address this challenge.
- Commissioner Goulet acknowledged the challenge and said the strategy will lay out good work processes, so we get the heavy lift we want from this effort.
- Mr. Marchand said DRA wants to standardize access for individuals and businesses, but points out that that is for business they have with DRA only.
- Acting Commissioner Freise pointed out that some agencies need to consider and comply with the processes, standards, and requirements of their federal partners.
- Asst. Commissioner Bailey pointed out that whether it’s CJIS, HIPAA or any of the many other security compliance policies, probably 95 percent of the requirements are the same and reflect best practices, so we should be able to get there.
- Commissioner Goulet agreed, and said it starts with ensuring alignment – New Hampshire is ahead of many other states in this area, since DoIT is already centralized.
- Rep. Murotake said he’d like to add computing in education to the list of topics. Commissioner Goulet said the state is already working on the Education Superhighway initiative to expand broadband access by K-12 schools through an effort to obtain matching grants, and that Mr. Waddell is and has been a leader in this area.
- Rep. Murotake asked about addressing BYOD as it pertains to the classroom. Ms. O’Leary said she sees the strategic objectives discussed at these meetings as ones to inform and apply to management of her own portfolio, but not drive her priorities.
- Ms. Angell mentioned getting an IT curriculum into schools as a viable career choice, with DOE support; that IT is not considered in STEM, and that students should be able to come out of high school with CISCO first-level certification.
- Mr. Kelleher did a quick time check with the group and the group shifted to focus on the list of strategic items outlined.
- Acting Commissioner Freise noted that GIS is listed as a separate topic under Future Strategy and Governance, but that we should get a common view of what GIS is to E-Government. Commissioner Goulet said we will probe into that, and said he may have the GIS Committee’s GIS Technical Advisory Committee (GTAC) report on its work at the next IT Council meeting.

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| | <p><i>8. Future Strategic and Governance Focus (continued)</i></p> <ul style="list-style-type: none"> • Mr. Kelleher said DoIT moved its contracts group to its Governance and Strategic Planning Division (from its Business Finance Administration Division) to ensure the work on contracts was being evaluated for alignment with strategy, and that standard contract templates are being reviewed by the AG’s office to simplify and add clarity to existing processes. • Mr. Kelleher provided an overview of the items on the list, which were a mix of governance and strategic topics. Many items on the list will be worked on over the next biennium and are important such as governance for data management and enhancing the utilization of performance metrics. The group was asked to weigh in with their thoughts for future agenda topics. • Ms. O’Leary suggested the group prioritize 3 or 4 topics and link these topics together since there are likely ties that go across many of the items listed, such as overarching identity management which is what Assistant Commissioner Bailey had eluded to previously; the use of GIS for E-Government, since citizens and users of state web sites are finding GIS mappings for some services useful. Some items on the list define how we do something but are not a strategy (e.g., cloud computing). Commissioner Goulet said we can share a larger list and Council members can suggest items that may be added, including focus areas that may tie multiple topics together. • Commissioner Goulet welcomed agenda items for future meetings and reminded IT Council members that he is looking to them to drive accountability. • Ms. O’Leary said she would love to see governance in IT project management begin at the point at which the decision is made to either initiate a project or not, in consideration of financial and other constraints and other priorities. • Commissioner Goulet said a lot of work is going on in the area of governance of IT project management; that it’s a significant challenge, and that DHHS represents half of what DoIT does (from a project volume perspective given the size and complexity of the organization). |
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| 9. | <p>Motion to adjourn</p> <ul style="list-style-type: none"> • The time for the meeting had expired. Mr. Kelleher asked if there was a motion to adjourn the meeting. • Rep. Eaton moved to adjourn the meeting. The motion was seconded by Rep. Murotake; all IT Council Members accepted; meeting adjourned. |
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ACTION ITEMS

| ITEM # | DESCRIPTION | Assigned To | Due Date |
|--------|--|---------------------|--------------|
| 1. | Post approved October 28, 2016 meeting minutes and draft of January 27, 2017 meeting minutes on the IT Council website . | Kathy Traynor | Feb. 3, 2017 |
| 2. | Send BYOD and list of other policies to Council members. | Commissioner Goulet | |

NEXT MEETINGS:
April 28, 2017, 1:00 to 2:30 pm, NH Legislative Office Building, 33 N. State St., Concord, NH