

Meeting Summary



INFORMATION

DATE:	7/21/2017	START TIME:	1:00 pm	END TIME:	2:30 pm	LOCATION:	NH Liquor Commission, 50 Storrs 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:	<p><u>IT Council Members:</u></p> <ol style="list-style-type: none"> 1. Chair, NH National Guard Lt. Col. Barry Groton; 2. Representative Daniel Eaton, NH House of Representatives, Cheshire - District 03; 3. Clark Freise, Assistant Commissioner, Dept. of Environmental Services (DES); 4. Roger Marchand, Project Manager, Department of Revenue Administration (DRA); 5. Joe Mollica, Chairman, NH State Liquor Commission (NHLC); 6. Representative Lynne Ober, NH House of Representatives, Hillsborough - District 37; 7. Rick Bailey, Assistant Commissioner, Department of Safety (DOS); 12. Jean Fortier for Jennie Angell, Director, Informational Services, City of Manchester; 13. Alex Stone, Director, Data Financial Management, Dept. of Administrative Services (DAS); 14. Stan Waddell, CIO and Associate Vice President of IT, University of New Hampshire (UNH) 15. Vacant, A representative nominated by the NH Association of Counties and appointed by the governor for a 3-year term <p><u>And:</u> Denis Goulet, CIO, Dept. of Information Technology (DoIT)</p>						
ABSENTEES:	<p>Victoria Sheehan, Commissioner, Department of Transportation (DOT); Lori Shabinette, Deputy Commissioner, Department of Health and Human Services (DHHS); Dr. Scott Mantie, Director, Program Support Division, Department of Education (DOE); Michael Bourbeau, Vice President, Information Systems, Northeast Delta Dental;</p>						
ITEM #	AGENDA						
Public Session							
1.	Welcome						
2.	Membership Introductions						
3.	Motion to accept minutes from 4/28/2017 meeting						
4.	<p>Budget Update</p> <ul style="list-style-type: none"> • Capital Budget Items • The “Double Counting” Issue 						
5.	GIS Committee Update						
6.	<p>Governance Update</p> <ul style="list-style-type: none"> • Project Governance • State Technology Contracts 						
7.	<p>Cybersecurity Update</p> <ul style="list-style-type: none"> • CISO Recruitment • Incident Planning & Exercises • Cyber Awareness Training 						
8.	Motion to Adjourn						


ITEM #	MINUTES
1.	<p>Welcome</p> <ul style="list-style-type: none"> IT Council Chair Lt. Col. Woody Groton welcomed all and so did host NHLC Chairman Mollica. He noted that Liquor enforcement is coming back to the 50 Storrs St. location; that Liquor’s net sales were just shy of \$700M this past year; the 82nd store opened in Warner yesterday; and that the agency’s goal is to reach \$1B in the next five years.
2.	<p>Membership Introductions</p> <ul style="list-style-type: none"> Lt. Col. Groton asked IT Council Members to introduce themselves, after noting a few transitions since the last meeting: DHHS Deputy Commissioner Shibinette is on vacation, but will represent DHHS going forward; Mr. Stone now represents DAS; and the seat representing the NH Association of Counties is now vacant – we will forward the nomination to the governor for appointment, once received from the organization.
3.	<p>Motion to Accept 4/28/2017 meeting minutes</p> <ul style="list-style-type: none"> Lt. Col. Groton asked for a motion to accept the 4/28/2017 meeting minutes. Assistant Commissioner Freise noted a correction, which was made. Rep. Eaton motioned to approve the corrected minutes; Rep. Ober seconded; all approved and none opposed. The corrected 4/28/2017 minutes were approved and are posted.
4.	<p>Budget Update</p> <p>Capital Budget Items</p> <ul style="list-style-type: none"> Commissioner Goulet displayed the following slide while listing the capital budget items: <div data-bbox="477 829 1177 1354" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: right;"><small>STATE OF NEW HAMPSHIRE DoIT DEPARTMENT OF INFORMATION TECHNOLOGY</small></p> <p>IT Capital Budget Projects</p> <hr style="border: 1px solid red;"/> <ol style="list-style-type: none"> 1. Cybersecurity-Program Enhancement (DoIT) - \$1.418M 2. Enterprise Workflow & Document Management (Enterprise) - \$1.2M 3. Statewide Archiving Assessment (DoIT) - \$471K 4. Enterprise GIS Alignment (Enterprise) - \$725K <p style="text-align: right;"><small>3</small></p> </div> <ul style="list-style-type: none"> Commissioner Goulet said the scope of work of the statewide archiving assessment is now part of a broader assesment of how the state archives “things.” We will gather information from experts to inform the request for the next biennium. He said he sees this shfting from DoIT to an enterprise wide broad approach and that the legislature has made this project a higher priority. Commissioner Goulet introduced GTAC (GIS Technical Advisory Committee) member Sean Goodwin, who he said is here to correct his summary of enterprise GIS alignment, which will come later. <p>The “Double Counting” Issue</p> <ul style="list-style-type: none"> Commissioner Goulet said DoIT is working with DAS and the legislature to efficiently address the double counting issue, in which funds appropriated at agencies as class 27 then show up in DoIT’s budget as personnel, etc. Rep. Ober said the issue also exists in other agencies and that the issue will be resolved this fiscal year. Commissioner Goulet invited comments: Mr. Waddell asked how this works when reconciling expenses and revenues; Commissioner Goulet pointed out that the money is appropriated twice,


but spent only once. Rep. Ober added that the issue is understood by the Finance Committee members, but not necessarily by others who aren't so familiar with funding and the budget, but are tasked with passing the budget.

5.

GIS Committee Update

- Commissioner Goulet displayed the following slide while commenting:

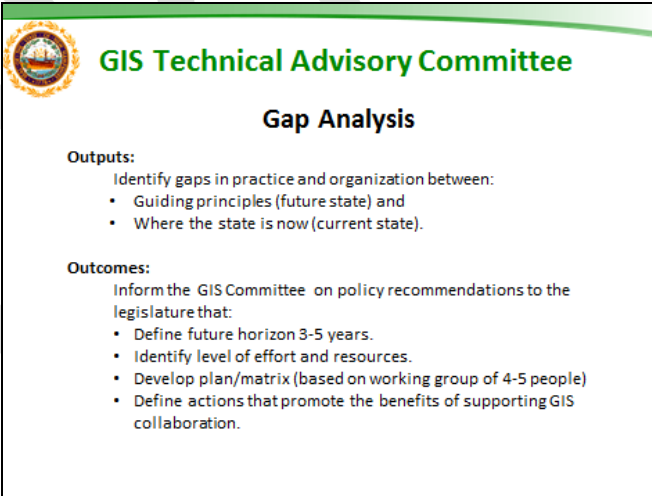



 **HB 377 NH GIS Committee**
Authorized under RSA 4-F

The committee shall:

- **Review** – the use, development, and coordination of geospatial data & resources by state agencies and municipal governments.
- **Consider** – the need for central coordination, storage, and distribution of such data & resources, and suggest appropriate responses
- **Advise** – on GIS needs at public & semi-public agencies; identify avenues where legislation may further efficiencies through enhanced cooperation.

- He said the document reads “passive,” but that actions are being taken, and that he would try to relate this progress to authorizing the GIS Enterprise Alignment. Commissioner Goulet said that at the most recent GTAC (GIS Technical Advisory Committee) working session, the members decided that all four recommendations are needed to reflect best practices in how we progress.
- Commissioner Goulet displayed the following slide and read from it:



 **GIS Technical Advisory Committee**
Gap Analysis

Outputs:
Identify gaps in practice and organization between:

- Guiding principles (future state) and
- Where the state is now (current state).

Outcomes:
Inform the GIS Committee on policy recommendations to the legislature that:

- Define future horizon 3-5 years.
- Identify level of effort and resources.
- Develop plan/matrix (based on working group of 4-5 people)
- Define actions that promote the benefits of supporting GIS collaboration.

He then recognized the work of the GTAC working group, noting that they represented state and non-state entities and interests:



Gap Analysis Working Group

- Catherine Callahan, NH DOIT/NH Fish and Game Department
- Glenn Davison, NH Department of Transportation
- Ken Gallagher, NH Office of Energy and Planning
- Sean Goodwin, NH Department of Safety
- Hamilton McLean, NH Department of Environmental Services
- Fay Rubin, University of New Hampshire
- Tim Scott, NH Department of Safety
- Sara Siskavich, Nashua Regional Planning Commission

- Commissioner Goulet displayed the following slide:

STRATEGY #1

Develop and maintain NH statewide base map and derivative data products

Objectives

A. (GTAC Level) Develop a plan for the regular acquisition, maintenance, and dissemination of statewide base map imagery and derivative data products. Plan to include:

- Needs assessment
- Technical specifications
- Funding model(s)

B. (GAC/Executive Level) Explore the feasibility of a New England-wide consortium to achieve cost efficiencies in the acquisition of orthophotography

- Regarding A, Commissioner Goulet elaborated as follows:
 - “Plan” refers to a plan for both state government and other entities, such as regional planning commissions, municipalities, and others and that the vision is to creating a funding mechanism from all possible sources.
 - “Technical specifications” includes our need for more consistent and updated mapping.
 - Regarding funding models, we won’t use capital to do the actual work, but we would use it to do the legwork to build a foundation for future work. He said we’ll cobble together money this biennium to get a survey; the next step will be to accumulate money to keep [going back for continued funding every biennium?].
- Commissioner Goulet displayed the following slide:



STRATEGY #2

Designate an official state GIS clearinghouse for curated, public-facing GIS data

Objectives

- A. Pursue a long-term contract with a state GIS clearinghouse to:
 - i. Store, manage, and provide access to enterprise geospatial data sets
 - ii. Develop and promote task- and cost-appropriate tools to analyze and display data
 - B. Increase outreach to all stakeholders to promote awareness and use of enterprise geospatial data sets
- Areas of further exploration:
- Common GIS presentation tools and platforms that exist through vendor agreements
 - Training opportunities to take full advantage of these platforms

- Commissioner Goulet said we have data and currently we are using GRANIT as the state's GIS clearinghouse, but not in a strategic way; we need to define first what it is we want and only after that move forward to pursue the right one.
- Commissioner Goulet displayed the following slide:



STRATEGY #3

Promote efficiencies in the use of GIS technologies in New Hampshire and the larger New England region

Objectives

- A. Develop best practice guidelines for data collection, storage, and management
- B. Identify software licensing and managerial solutions to support agency workflows
- C. Consider existing industry standards and apply when appropriate

- Under C, Commissioner Goulet gave as an example how DRA collects data from various sources in a variety of formats.
- Commissioner Goulet displayed the following slide:



STRATEGY #4

Enhance statewide GIS governance and policies to guide best practices

Objectives

- A. Renew full GTAC committee charge and outreach plan
- B. Document legal guidance on public records law as it pertains to GIS data, including essential requirements for management, retention, and distribution, as well as specific exemptions.

- Commissioner Goulet said GTAC has the green light to move forward aggressively on strategy 1 and on strategies 2, 3, and 4, but not necessarily at the same time and rate. He said that although he has the authority to spend money, he'll leverage GTAC to authorize and approve spending, based on its work. The GIS Committee has adopted the principle that GTAC will keep changing its focus as progress is made; we'll adapt plans accordingly to improve on progress.
- In response to Rep. Ober's question, Commissioner Goulet confirmed that e911 is involved, with Sean Goodwin on GTAC.
- In response to another question, Commissioner Goulet said that originally, his sense was we had a lot of GIS assets, but it turns out that's not true. Most of what the state does have is concentrated at DOS, DOT, DES, and a few other agencies.
- Assistant Commissioner Bailey said Mr. Goodwin's group at e911 has done a great job mapping trails up north.
- Assistant Commissioner Freise offered as an example of collaboration the mapping of the state's most endangered culverts, a joint project and of benefit to DOS, DES, DOT, and municipalities.
- Commissioner Goulet said the Dept. of Cultural Resources (now the Dept. of Natural and Cultural Resources) has funded the mapping of historic sites. He is pleased to see the level of collaboration in GTAC progressing and cited the work of GTAC as one of the pockets of excellence at the state.
- Mr. Marchand said he advocates for listing to GTAC/GIS expertise from all agencies.
- Commissioner Goulet said this requires planning to include municipalities and collaboration beyond the state's borders.
- Mr. Marchand cited as an example the collaboration between DRA and DOJ and DRA and DOE on tax matters that have tax implications. They are using tools to set tax rates that keep municipalities going.
- Commissioner Goulet said he will continue to ask Axiomatic [make generic?] and others to mature their business, especially as it pertains to cybersecurity.

6.

Governance Update

- Commissioner Goulet displayed the following slide after distinguishing between project governance for the state and state technology contracts governance:



Governance – Previous Status

- **Project Intake Principles Reviewed**
 - Simple & Consistent Intake
 - Alignment with strategy
 - Commitment, ownership, oversight
 - Go/No-Go decisions & funding transparency
- **State Technology Contract Principles**
 - Enterprise - technology contract process
 - Clear DoIT review requirements
 - Standardize templates & consistent and sustainable approach

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- Commissioner Goulet briefly reviewed budget considerations related to these items:

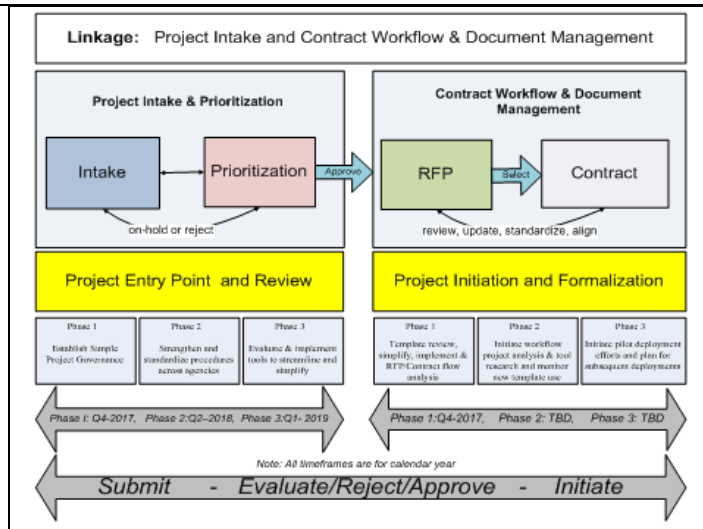


Current Overview and Planning

- **Budget Considerations**
 - Enterprise Project Collaboration
 - Capital Budget (FY18/19) – \$461,850
 - Workflow and Document Management
 - Capital Budget (FY18/19) – \$1,175,000
 - Operations (FY18) - \$300,00
 - Total Budget through 12/31/2018
 - \$1,936,850

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- Commissioner Goulet displayed the following slide while explaining the project intake and contract workflow and document management process for technology projects:



He reviewed next steps in planning in project governance

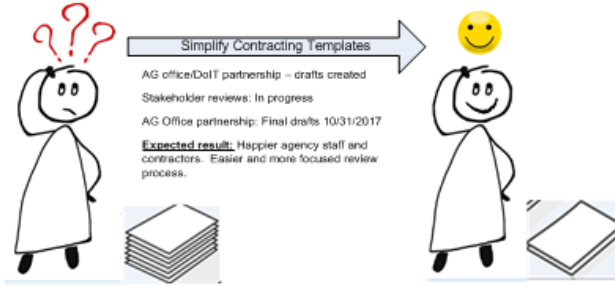
Current Overview and Planning

- **Project Governance**
 - Defining and consolidating team members (Business/IT)
 - Evaluating agency maturity levels
 - Planning for project oversight services (RFP)
 - Engaging Gartner advisory services

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And in technology contracts process:

Current Overview and Planning



- Evaluating current procurement flow
- Defining Workflow & Document management activities/phasing

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Commissioner Goulet reviewed the benefits of improving governance structures:

Benefits



- Improve productivity & process efficiency
 - Focus resources based on priorities
- Reduce paper & resource costs
- Improve organization & tracking
- Reduce risk
- Improve services
- Promote standardization

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7.

Cybersecurity Update

CISO Recruitment

- Commissioner Goulet said the search still ongoing, but through process a good assistant CISO candidate has been identified.

Incident Planning and Exercises

- Commissioner Goulet displayed and reviewed the following slides:

Cybersecurity Update Incident Planning & Exercises



- Progressive cyber exercise program to strengthen incident response capabilities and update/enhance the NH Cyber Disruption Plan (CDP)
- Collaborative DoIT and DoS-HSEM effort with contracted vendor Hagerty Consulting
- DHS grant funded
- One year timeline - completion by June 30, 2018

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Cybersecurity Update Incident Planning & Exercises



- Participants include State Government as well as local and private sector representatives
- Two preparatory workshops, two discussion-based tabletop exercises, and one operations-based functional exercise at the EOC
- NH CDP will be updated and enhanced to further formalize and strengthen response capabilities and processes

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- Commissioner Goulet said New Hampshire has a cyber disruption plan and that when another agency asked about how to develop such a plan, and was able to use DoIT's.

Cyber Awareness Training

- Commissioner Goulet said we are at 77 percent completion, with the executive branch at around 85 percent, and an expectation that statewide we will finish with well over an 80 percent completion rate. He said participation in this exercise was funded for the legislature by the Administrative Office of the Courts (AOC; the state saved money by leveraging one contract for the training; and that the training is resulting in more reports of possible cyber incidents.
- Commissioner Goulet said we may try a different training vehicle for the second round of training; it would cost more money and require more work to put this into Moodle.
- Mr. Waddell asked if we had looked into Fishmate; Denis mentioned that Corrections had bought the SANS module. Lt. Col. Groton said that in the Guard, users who had not completed the training were locked out of ActiveX.
- Commissioner Goulet said the state has applied for cyber insurance and is going to Governor and Executive Council for approval. Mr. Waddell said UNH recently purchased this coverage.

8.

Motion to Adjourn

- Lt. Col. Groton asked for a motion to adjourn; motion was made and seconded; meeting was adjourned.

ACTION ITEMS			
ITEM #	DESCRIPTION	Assigned To	Due Date
1.	Post approved April 28, 2017 meeting minutes and draft of July 21, 2017 meeting minutes on the IT Council website .	Kathy Traynor	May 5, 2017
2.	Schedule November meeting	Kathy Traynor	
NEXT MEETINGS:			
Meeting time and date to be determined, Legislative Office Building, 33 N. Main St., Concord, NH			

DRAFT