Meeting Summary

INFORMATION							
DATE:	03/09/2018	**START TIME:**	1:00 pm	**END TIME:**	2:30 pm	**LOCATION:**	LOB Room 202-204 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. Chair, Lt. Col. Barry Groton, NH National Guard 2. Representative Daniel Eaton, NH House of Representatives, Cheshire - District 03 3. Roger Marchand, Project Manager, Department of Revenue Administration (DRA) 4. Rick Bailey, Assistant Commissioner, Department of Safety (DOS) 5. Joe Mollica, Chairman, NH State Liquor Commission (NHLC) 6. Jennie Angell, Director, Informational Services, City of Manchester 7. Alex Stone, Director, Data Financial Management, Dept. of Administrative Services (DAS 8. Stan Waddell, CIO and Associate Vice President of IT, University of New Hampshire (UNH) 9. Thomas Trumble, Jr, Network Administrator, Merrimack County 10. Michael Bourbeau, Vice President, Information Systems, Northeast Delta Dental 11. Caitlin Davis, Director, Program Support Division, Department of Education (DOE) 12. Representative Lynne Ober, NH House of Representatives, Hillsborough - District 37 And: Denis Goulet, CIO, Dept. of Information Technology (DoIT)
ABSENTEES:	Victoria Sheehan, Commissioner, Department of Transportation (DOT) Thomas Pristow, Deputy Commissioner, Department of Health and Human Services (DHHS) Clark Freise, Assistant Commissioner, Dept. of Environmental Services (DES)

ITEM #	AGENDA
	Public Session
1.	Welcome – Lt. Col. Barry Groton
2.	Motion to accept minutes from 11/03/2017 meeting minutes are approved
3.	Introduction of Deputy Commissioner Ken Dunn – Denis Goulet, Commissioner – DoIT
4.	Governance Overview – Steven Kelleher – DoIT, Strategic Planning and Governance • Project Management maturity • Capital Project staffing support
5.	Digital Government Transformation update – Denis Goulet, Commissioner – DoIT
6.	Cybersecurity Update – Dan Dister, CISO – DoIT • Cyber Exercise Program Status
7.	Performance Audit update – Denis Goulet, Commissioner – DoIT
8.	Motion to Adjourn

ITEM #	MINUTES
1.	**Welcome – Lt. Col. Barry Groton**
2.	**Motion to accept 11/03/2017 meeting minutes** • Lt. Col. Groton asked for a motion to accept the 11/03/2017 meeting minutes. A motion was made to approve the minutes; the motion was seconded; all approved and none opposed. The 11/03/2017 minutes are posted.

3.	**Introduction of Deputy Commissioner Ken Dunn – Denis Goulet, Commissioner – DoIT**
	
	Commissioner Goulet introduced Ken Dunn who gave the following overview of his experience in IT.
	
	• 33 years in IT working in the private sector
	    o 15 years with United Technologies/Pratt & Whitney in various roles (Apps Developer, Global Customer Liaison, Infrastructure Services, Project Management)
	    o P&W/UTC Outsourced IT in 1999 to Computer Sciences Corp (CSC)
	    o 18 years with CSC, managing all aspects of service delivery for large IT global clients (UTC, Ingersoll Rand, Raytheon)
	• Started with DoIT in Feb 2017 as Assistant Director of Operations
	• Confirmed as Deputy Commissioner, DoIT Jan 2018
	    o Initial focus is on driving Operational Effectiveness, via Consistent Processes, Performance Metrics, Organizational Planning/Alignment, and Driving LBA Audit Activities.

4.	**Governance Overview – Steven Kelleher – DoIT, Director -Strategic Planning and Governanc**
	Slide presentation posted on website.
	Steve Kelleher provided an overview of current project management maturity efforts, highlights included:
	
	    o A review of past project management areas reviewed with the IT council such as a) the importance of project initiation processes for project submissions, b) prioritization schemes for both agency and enterprise planning and c) managing projects as a portfolio to ensure approved projects add value to NH agencies and citizens and are properly resourced for success.
	
	    o Current accomplishments were reviewed such as :
	
	        • The formation of a project management advisory committee (PMAC) that would facilitate a forum for agencies to work in collaboration on future project planning to promote consistent standards, tools and training.
	
	        • The creation of an RFP and completion of a contract award that would allow a vehicle to add resources to the project management maturity initiative to gain dedicated resources and improve project traction. A senior project management resource has been added to the team. Nora Colliton has extensive project management and training experience. She is the current president-elect of the Manchester PMI chapter.
	
	        • Development of a draft framework that will be socialized with the PMAC, IT Council and other stakeholders to provide agencies with guidance on best practices in project management. This includes the use of industry standard project management phases, artifacts and processes.
	
	        • The ongoing collection and evaluation of current in-progress and future projects requested.
	
	        • Planning for training programs and/or materials that will elevate project management knowledge across State agencies.

		o Next steps were outlined regarding the following:
		• The continued development and socialization of the project management framework (over the next 5 months) based on high-level milestones reviewed with the PMAC (1st week of March). • Continued gathering and analysis of project efforts. • Continued evolution of training programs and metrics that will show project management improvement progress (over time).
5.		**Digital Government Transformation update – Denis Goulet, Commissioner – DoIT** Commissioner Goulet presented the following slides on Digital Government, He also commented that he would predict that in 10 years, the State of New Hampshire would be using over 100 mobile apps. Looking forward, we need to work with agencies and see what they are struggling with and help them make their apps and websites user friendly for the Citizens of NH. He also commented on how we need to develop the branding of the State Government of NH. Commissioner Goulet believes we have diluted our brand and that we need to think of what we are and how state government changes. The goal is to create a stronger brand and use that brand to represent NH throughout agency websites equally.

Objectives

- Improve citizen services through Digital Government transformation
  - Citizen focused web site design and information architecture
  - Business friendly compliance processes
  - Mobile and web applications that serve
- **Strengthen the NH brand**
  - Harmonize branding
  - *Design with citizens and businesses in mind*

Two Convergent Paths

- Short Term - Tactical
  - Focus on quick wins
  - First steps branding and design harmonization
  - Deliver new look and feel to front ends of (nh.gov, Secretary of State site, governor's site, legislative site)
  - Citizen and business focused application improvement(s)
- *Forward Looking - Strategic*
  - Completely restructure web delivery mechanisms and the funding structures that support them
  - *Implement Branding and design governance structures*

Current Activities

- Recruiting project manager to drive the initiative
- *Moving forward with a short term redesign initiative*
- *Kicking off a solicitation process to outsource hosting, content management, design services*
- *Forming the top level governance structure*

Next Steps

- Onboard a project management resource as soon as possible
- Lock in on design and scope for short term initiatives
- Form project team and begin delivering
- Implement an executive level entity to vet top level branding, design, and strategic decisions
- Clarify the mission of the entity (agency, branch) based advisory committee

6.	**Cybersecurity Update – Dan Dister, CISO – DoIT**
	Dan Dister, the new Chief Information Security Officer introduced himself to the Council. His background includes 7 years in the U.S. Army and 27 years of service in the federal government, splitting that time between the Defense Intelligence Agency and the Department of Homeland Security. Of the 27 years of federal service, he has been working in Information Security for 20 years, with most of that time focused on the cybersecurity of classified information and networks.
	• Cyber Exercise Program Status
	o Mr. Dister presented an update on the Cyber Exercise Program, which was originally presented at the November 3, 2017 IT Council meeting. After briefing touching on the origin and objectives of the Cyber Exercise Program, Mr. Dister described all of the activities which have taken place since the Council meeting in November 2017.
	o Both Phase I (State Government Planning Workshop and Tabletop Exercise 1) and Phase II (Local, Public and Private Sector Partners Tabletop Exercise 2) of the Exercise Program have been completed, with some key lessons learned already: some duplication of communication processes need to be deconflicted for clarity and unity of effort; there remain some uncertainties in routine and emergency communications between the public private sector, and the artificialities of the exercises themselves mean that some aspects of a real event do not get tested in a real sense.
	o Phase III, the Functional Exercise, was scheduled to take place on March 8th, but was postponed due to a winter storm and will be rescheduled for late April or early May. Although the date for the Functional Exercise has been pushed back, it is expected that all activities will still be complete by June 21, 2018.
	o Tabletop Exercise I had over 100 participants from State government, while Tabletop Exercise II had over 80 participants from the State, local government and private sector companies. The Functional Exercise will involve up to 155 invited participants from State and local government and private sector companies. Mr. Dister reiterated that most participants to date have demonstrated a good understanding about what constitutes a cyber incident and want to ensure that they are responded to and resolved appropriately.
	Commissioner Goulet stated that involvement from the private sector in the Cyber Exercise program has been outstanding and he thanked them for their participation.

NH Cyber Exercise Program Project Status – February 2018

Objectives
- Identify gaps in cyber incident response capabilities
- Illuminate response and escalation triggers
- Train responders in response procedures
- Update and enhance the NH Cyber Disruption Plan

Outcomes
- Strengthen State's cyber response preparedness
- Improve information-sharing, communications, coordination, and collaboration
- Reduce cyber attack impact to data, systems, and critical infrastructure

Accomplishments
- Presented TTX #2 Executive Briefing on Feb 15th
- Developed draft Exercise Plan and Master Scenario Events List for the Functional Exercise scheduled for Mar 8th (since postponed to April 4)
- Invited 155 participants to the Functional Exercise

Commentary
- IS-700, 100, and 200 training is a pre-requisite to participate in this exercise program
- Attendance at a Workshop and Tabletop is a pre-requisite to participate in the Functional Exercise

Project Status: Green

Issues/Risks
- No issues or risks were identified over the past month that affect the project objectives, schedule, or budget

Changes
- Other than postponing the March 8th Functional Exercise due to anticipated adverse weather, no changes to objectives or any other aspects have impacted the project over the past month.

Cost
- Department of Homeland Security (DHS) grant funds in the amount of $120k were awarded to DoIT
- Fixed price contract with Hagerty Consulting
- Contract specifies cost per deliverable
- Project must be completed by June 30, 2018 due to grant funding expiration on August 31, 2018

Stakeholders
Sponsor Organizations: DoIT and DoS-HSEM
Project Sponsor: Denis Goulet
Project Manager: Daniel Dister
Participants: CAC; DoIT IT Leaders & ITSG; ACEPS Cyber; key managers and local/private representatives

Timeline

Project Milestone	Date	
1. Develop Project Plan & Schedule		C
2. Develop & Conduct Workshop (TEPW) #1	Sep 14	C
3. Develop & Conduct Tabletop (TTX) #1	Nov 16	C
4. Develop & Conduct Workshop (TEPW) #2	Dec 14	C
5. Develop & Conduct Tabletop (TTX) #2	Jan 11	C
6. Develop & Conduct Functional Exercise (FE)	Apr 4	G
7. Prepare & Present Final After Action Report	TBD	G
8. Prepare & Deliver Executive Briefing	TBD	G
9. Update & Enhance Cyber Disruption Plan	Jun 14	G
10. Project Closeout	Jun 21	

DoIT Project Status Summary

v.2017.08.09

7.	**Performance Audit update – Denis Goulet, Commissioner – DoIT** Commissioner Goulet reported that the last time the IT Council meet in November, John Clinch gave a report on the progress of the audit. Today, a final report was hand delivered to Commissioner but the results will not be public until Friday March 16th when the report is presented to the Fiscal Committee. The findings are closely aligned with the strategic plan of DoIT. Senior Management at DoIT are generally pleased with the results. Deputy Commissioner Ken Dunn is already working on a methodology to be accountable to the results of the audit.
8.	**Motion to Adjourn** • Lt. Col Groton welcomed new members , Caitlin Davis, Director, Program Support Division, Department of Education (DOE) and Thomas Trumble, Jr, Network Administrator, Merrimack County • Lt. Col. Groton asked for a motion to adjourn; motion was made and seconded; meeting was adjourned at 2:18pm

ACTION ITEMS			
ITEM #	**DESCRIPTION**	**Assigned To**	**Due Date**
1.	Post approved November 3, 2017 minutes and draft of March 9, 2018 meeting minutes on the IT Council website.	Lois Monette	3/14/2018
2.	Schedule July meeting	Lois Monette	

NEXT MEETINGS:
Meeting time and date to be determined,