

Meeting Summary



INFORMATION

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|-------------------------|---|--------------------|---------|------------------|---------|------------------|---|
| DATE: | 06/14/2018 | START TIME: | 1:00 pm | END TIME: | 2:30 pm | LOCATION: | DOS, 2 nd Floor Conference Room, 33 Hazen Drive, Concord |
| 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, 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. Jennie Angell, Director, Informational Services, City of Manchester 6. Stan Waddell, CIO and Associate Vice President of IT, University of New Hampshire (UNH) 7. Thomas Trumble, Jr, Network Administrator, Merrimack County 8. Michael Bourbeau, Vice President, Information Systems, Northeast Delta Dental 9. Representative Lynne Ober, NH House of Representatives, Hillsborough - District 37 10. Victoria Sheehan, Commissioner, Department of Transportation (DOT) 11. Thomas Pristow, Deputy Commissioner, Department of Health and Human Services (DHHS) 12. Hamilton McLean for Clark Freise, Assistant Commissioner, Dept. of Environmental Services (DES) <p><u>And:</u></p> <p>Ken Dunn, Deputy Commissioner, Dept. of Information Technology (DoIT) sitting in for Commissioner Goulet</p> | | | | | | |
| ABSENTEES: | <ol style="list-style-type: none"> 1. Joe Mollica, Chairman, NH State Liquor Commission (NHLC) 2. Alex Stone, Director, Data Financial Management, Dept. of Administrative Services (DAS) 3. Caitlin Davis, Director, Program Support Division, Department of Education (DOE) 4. Denis Goulet, CIO, Dept. of Information Technology (DoIT) | | | | | | |
| ITEM # | AGENDA | | | | | | |
| Public Session | | | | | | | |
| 1. | Welcome – Lt. Col. Barry Groton DOS Assistant Commissioner Richard C. Bailey, Jr. | | | | | | |
| 2. | Motion to accept minutes from 03/09/2018 meeting. | | | | | | |
| 3. | Governance Overview – Steven Kelleher – DoIT, Strategic Planning and Governance | | | | | | |
| 4. | Cybersecurity Update – Dan Dister, CISO – DoIT <ul style="list-style-type: none"> • Cyber Exercise Program Status • Cyber Disruption Plan | | | | | | |
| 5. | Performance Audit update – Ken Dunn, Deputy Commissioner – DoIT | | | | | | |

| ITEM # | MINUTES |
|--------|---|
| 1. | Welcome – Lt. Col. Barry Groton and DOS Assistant Commissioner Rick Bailey |
| 2. | <p>Motion to accept 03/09/2018 meeting minutes</p> <p>Lt. Col. Groton asked for a motion to accept the 03/09/2018 meeting minutes. A motion was made to approve the minutes; the motion was seconded; all approved and none opposed. The 03/09/2018 minutes are posted.</p> |
| 3. | <p>Governance Overview – Steven Kelleher – DoIT, Director -Strategic Planning and Governance <i>Slide presentation posted on website.</i></p> <p>Steve Kelleher, Director of Governance and Strategic Planning, presented an update on project management maturity efforts. A high level review of the planned roadmap was provided, followed by discussion on how the statewide strategic plan aligns with current in-progress activities. Accomplishments, challenges and next steps were also discussed.</p> <p>Activities in progress are focused on the implementation of a consistent project management framework and overarching policies and governing practices that will help the Department of Information Technology (DoIT) improve its ability to work in collaboration with its agency partners on the high volume of projects requested. The intent is to promote current strategic principles targeted to improve enterprise partnerships, enhance performance measurements, increase the usage of value added technology tools and improve demand/supply management of projects and associated staffing resources.</p> <p>Efforts have been progressing as planned:</p> <ol style="list-style-type: none"> 1) A draft project management guide has been created for future review with the IT Council, agency partners and within DoIT. 2) A training plan and material preparation are in progress and are anticipated to be socialized and exercised within DoIT in preparation for future agency involvement. 3) Projects are being gathered and analyzed. 4) Governing processes are being planned and will align with the defined framework. 5) Resource tracking techniques are being created and piloted for internal DoIT shared resources to gauge effective utilization. <p>DoIT will continue to follow the defined roadmap and will work with its agency partners and the IT Council to review and formalize governance and policy as detailed procedures and training exercises are piloted. In closing, Mr. Kelleher emphasized that the activities discussed will take time to normalize in a complex and diverse state environment and the process of continuous improvement in the project management discipline will be an ongoing effort.</p> |

Roadmap (High-Level)

Project Management Maturity - Simple Roadmap

| Programs | Status | 2018 | | | | | | | | | | 2019 |
|------------------------------|-------------------------------|-----------|---|------------------------|--|---|--------------------------|---|---|---|--|------|
| | | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | | |
| Project Management Framework | Document Framework & Policy | On target | Draft framework | | Document Policy, Procedure & Processes | | | Update and formalize Policy, Procedures and Processes | | | | |
| | Pilots & Use | On target | Gather Project Information | | | Pilot & Exercise Templates and processes (DoIT/Agencies) Projects and Resources | | | Update and formalize Templates and Processes (DoIT/Agencies) Projects and Resources | | | |
| | Review & Socialize | On target | | | | Review of documentation, policies and artifacts (PIMAC, IT Council, Agencies) | | | | Formalize Framework, templates, process | | |
| | Training | On target | Define training strategy | Identify DoIT Trainees | Train DoIT team members | | Identify Agency Trainees | Train Agency members | | | | |
| | Project Management Tools | On target | Define & Document Requirements for Tools | | | Evaluate/Demo Tools | | | Deploy and Utilize Tools | | | |
| | Project Reporting & Oversight | On target | Define Oversight Plan (DoIT and Agencies) | | | Exercise Oversight Plan | | | Ongoing oversight and monitoring | | | |
| | | | | | | | | | | | | |

4. **Cybersecurity Update – Dan Dister, CISO – DoIT**

Slide presentation posted on website.

Dan Dister, Chief Information Security Officer, presented an update on the Cyber Incident Response Exercise Program. In highlighting the project status chart, he noted that only two project milestones remain: 1) Update and Enhance the Cyber Disruption Plan and 2) Project Closeout. The Cyber Exercise Program will be completed as of the end of June 2018.

The Functional Exercise, which took place on May 9th, had a total of 96 participants from State and Local Government as well as the Private sector. Twenty-four state agencies were represented, and private sector participants came from the financial, healthcare, energy, insurance, communication, and academia sectors. The Functional Exercise was considered a successful event, however it did point out some gaps and missing processes in the handling of major cyber incidents. An assessment scorecard was presented which showed that the most successful aspect of the exercise was Activation and Alert, while the least successful aspect of the exercise was engagement of the Private Sector members. The assessment information will be used as part of an improvement plan as well as factored into revisions to the Cyber Disruption Plan.

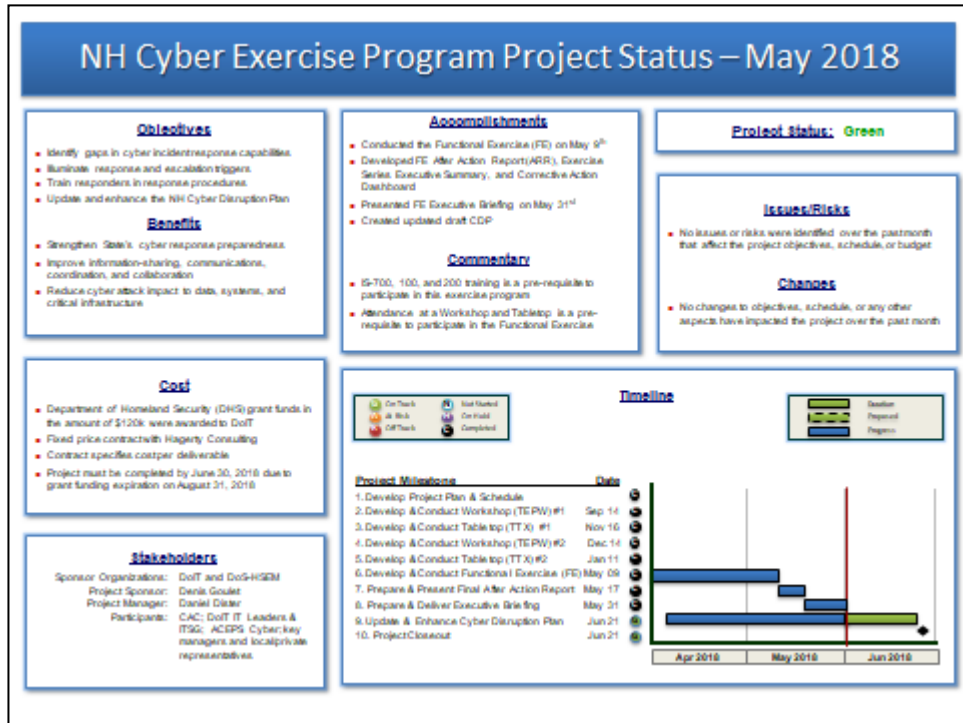
Mr. Dister described areas of the Cyber Disruption Plan which were informed by the Exercise Program lessons learned, and would show major updates from the January 2014 version:

- Membership Structures and Roles
- Incorporation of Emergency Support Function 19 (ESF-19)
- Response Operations and Reporting
- Communication Flows and Processes
- Private Sector Engagement

In response to a question about next steps, Mr. Dister outlined the four major actions going forward: 1) an updated Cyber Disruption Plan; 2) an Incident Response Improvement Plan; 3) an initiative to hold at least one cyber incident exercise annually; 4) re-starting the ACEPS Cyber Subcommittee. Re-starting the ACEPS Cyber Subcommittee will establish a regular dialog and cyber information sharing process with private sector companies.

In closing, Mr. Dister mentioned that the State's Cybersecurity Strategy is in the process of being updated, and that

the Council will be presented with a draft Cybersecurity Strategy at the next meeting.



5. **Performance Audit update – Ken Dunn, Deputy Commissioner – DoIT**
Slide presentation posted on website.

Ken Dunn, Deputy Commissioner, Department of Information Technology (DoIT), presented an update on the recently conducted Office of Legislative Budget Assistant (LBA) Performance Audit of DoIT. The audit covered State Fiscal Years 2016-2017, with 24 Observations cited, covering Service Delivery, Financial Operations and Administration.

Overall, DoIT is delivering satisfactory services to agencies, but needs to focus on driving statewide efficiencies through consistency in our policies, processes and tools, replacing outdated methodologies, setting agency expectations, and measuring outcomes to ensure DoIT is delivering as expected.

The auditors did see promising signs in motion:

- Increased collaboration with customer agencies through reconvening the IT Council
- Creation of an IT strategic plan
- Seeking legislative assistance with restructuring the organization

DoIT concurs with the audit findings and sees the audit as an opportunity to drive priorities on improvements.

Activities currently in progress:

- Owners have been assigned to each observation
- High level actions & plans are being defined
- 15 Activities are in motion, with 2 observations sufficiently completed
- Phased approach is being used for several large activities (i.e., Financial Operations)
- Report Out dashboard has been created and will be posted by DAS every 6 months until all activities have been completed, per Executive Order 2014-3.

In closing, Mr. Dunn emphasized that the activities discussed will be tracked to closure, updates will continue to be provided to the IT Council, and continuous improvement processes will be an ongoing effort.

| 6. | Motion to Adjourn | | |
|---|--|--------------|------------|
| | <ul style="list-style-type: none"> Lt. Col. Groton asked for a motion to adjourn; motion was made and seconded; meeting was adjourned at 2:22pm | | |
| ACTION ITEMS | | | |
| ITEM # | DESCRIPTION | Assigned To | Due Date |
| 1. | Post approved March 9, 2018 minutes and draft of June 14, 2018 meeting minutes on the IT Council website . | Lois Monette | 06/21/2018 |
| 2. | Schedule September meeting | Lois Monette | |
| NEXT MEETINGS: | | | |
| Meeting time and date to be determined, | | | |

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