Meeting Summary

INFORMATION							
DATE:	09/13/2018	**START TIME:**	1:00 pm	**END TIME:**	2:30 pm	**LOCATION:**	DOT 1st Flr. Conference Room 7 Hazen Dr. 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. Lindsey Stepp, Commissioner, Department of Revenue Administration (DRA) 3. Joe Mollica, Chairman, NH State Liquor Commission (NHLC) 4. Victoria Sheehan, Commissioner, Department of Transportation (DOT) 5. Thomas Pristow, Deputy Commissioner, Department of Health and Human Services (DHHS) 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. Christopher Keating, Director, Administrative Offices of the Courts And: Denis Goulet, CIO, Dept. of Information Technology (DoIT)
ABSENTEES:	Clark Freise, Assistant Commissioner, Dept. of Environmental Services (DES) Representative Daniel Eaton, NH House of Representatives, Cheshire - District 03 Rick Bailey, Assistant Commissioner, Department of Safety (DOS) Caitlin Davis, Director, Program Support Division, Department of Education (DOE) Representative Lynne Ober, NH House of Representatives, Hillsborough - District 37 Dave Scanlan, Deputy Secretary of State

ITEM #	MINUTES
1.	**Welcome – Commissioner Victoria Sheehan, DOT**
2.	**Motion to accept minutes from 06/14/2018 meeting minutes:** Lt. Col. Groton asked for a motion to accept the 06/14/2018 minutes. A motion was made, seconded and all approved, none opposed. The 06/14/2018 minutes are posted.
3.	**Introduction of new members – Chair Lt. Col. Barry Groton, NH National Guard** Welcome to Commissioner Lindsey Stepp who is now taking the seat for DRA, thank you to Roger Marchand who has been her designee. Welcome to David Scanlan and Christopher Keating our newest members from the new Legislation, HB1622 (approved May 25, 2018) that added two new members as follows: *HB 1622 – Final Version-effective May25, 2018, RSA 21-R:6, II by inserting after subparagraph (m) the following new subparagraphs:* *(n) The secretary of state, or designee.* *(o) One representative of the administrative office of the courts, appointed by the chief justice of the supreme court*

4.	**Reappointment and Appointment terms ending October 30, 2018 - Denis Goulet – DoIT** Commissioner Goulet announced that Lt. Col. Barry Groton has been reappointed by the Governor for a 3 year term ending July 1st.2021, as the Chair of the IT Council. **Appointments ending October 30, 2018:** Commissioner Goulet reported that 4 member appointments will end this October 30th. They have all agreed tocontinue another 3 year term, pending the reappoinment by the Governor. Commissioner Goulet thanked them for their service. The members are as follows: • Two heads of other agencies, appointed by the Governor for a 3 year term: *Joe Mollica, Chair NH Liquor Commission.* • One representative of municipal government, appointed by the Governor for a 3 year term: *Jennie Angell, Director of Informational Services, City of Manchester.* • One representative of academia, appointed by the Governor for a 3 year term: *Stan Waddell, CIO and Associate Vice President of IT, UNH.* • One representative of the business community, appointed by the Governor for a 3 year term. *Mike Bourbeau, Vice President Information Systems, Northeast Delta Dental*. •

5.	**IT Organizational Update:**
	Changes to RSA 21-R per HB 1622 – Denis Goulet, Commissioner – DoIT
	HB 1622 – Final Version effective – May 25, 2018 – RSA 21-R:5 Divisions Established. The commissioner shall establish 4 divisions, which shall be in alignment with the department's statewide strategic plan. Each division shall be under the supervision of a division director appointed pursuant to RSA 21-R:3.
	
	RSA 21-R:3 is the statue that defines the Department of Information Technology and HB 1622 was introduced in this legislative term to update terminology defining the departments within DoIT. By stating that there are 4 departments but leaving the description open allows growth within DoIT without legislative changes in the future.
	
	General Fund Appropriations in the DoIT Budget – Denis Goulet, Commissioner – DoIT
	Commissioner Goulet presented that historically General Fund appropriations for small agencies and boards helped facilitate DoIT centralization. During the LBA Audit it was found that there is no longer any need for agency funds to be in DoIT's budget. General fund appropriations that were previously budgeted to DoIT in FY 18-19 are being moved into the agencies with matching Class 027 appropriations. This will effectively close finding number 15 in the LBA Audit Report.
	
	Overview of Anticipated Changes – Denis Goulet, Commissioner and Ken Dunn, Deputy Commissioner, DoIT
	Commissioner Goulet provided background on the current DoIT division structure which has been in existence for more than 10 years, and the need to revisit the organization to better align services to solution and deliver technology that meets agency business needs. The commissioner summarized the approach DoIT is taking, which includes
	- No big bang approach. We will implement the organizational change in a well-controlled and communicated manner, focusing on key skill sets and roles we need to evolve
	- Implement organizational change with no additional headcount (one exception, DoIT has included 1 unfunded position as Additional Prioritized Need in the FY20-21 Budget)
	
	Deputy Commissioner Dunn provided a draft organization chart of key functions/roles and discussed the primary focus areas for change. These included:
	  o "Enterprise Technology Division", which would consist of:
	    ▪ Infrastructure & Data Architecture, Applications Governance, Audit Compliance, Policies & Standards
	    ▪ Utilize vacant positions, existing teams and Standing Committees as a starting point to evolve the new Division
	  o Portfolio Governance
	    ▪ Have established a Portfolio Oversight Committee, initially focusing onevaluating & prioritizing DoIT driven projects;

	o Project Management Office (PMO)
	    ■ DoIT will start with a "Virtual" PMO, initially using contractor resources, plus open positions to build staff;
	    ■ Project Management basic overview training for all DoIT staff will begin shortly. Training modules based on the PMI framework are being developed for staff interested in pursuing additional project management knowledge.
	
	It was discussed that a training program is being developed to help promote project management maturity within DoIT. A question was raised regarding the availability of the training sessions and materials and whether municipalities would be able to utilize or participate. It is anticipated that others may be able to utilize some of the standard PMI concepts that are outlined within the materials since they were compiled by a senior member of the Manchester PMI chapter. However, the intent of these materials and sessions is currently geared toward educating Department of Information Technology resources as a primary goal and could include DoIT specific governance direction or content. It was also noted that BET (The Bureau of Education and Training) currently provides project management training (which is accessible to municipalities). DoIT did not work with BET to develop project training materials. The two efforts are separate and have different intentions. DoIT will reach out to BET to compare the training offerings to gauge possible future alignment opportunities.

6.	**IT Strategic Planning and Policy Activity – Denis Goulet, Commissioner – DoIT** • Software – Buy vs. Build Policy? As the state begins to replace the existing legacy technology solutions, we need to create strategic planning and policy concerning the pros and cons of Buy vs. Build for technology solutions for our agency partners. Commissioner Goulet presented the following sample of Buy vs. Build concepts. **Buy** <table><tr><th>Pros</th><th>Cons</th></tr><tr><td>Covers most of the requirements</td><td>Less flexibility and control</td></tr><tr><td>Vendor provides enhancements/upgrades</td><td>Dependence on vendor delivery</td></tr><tr><td>Lower total cost of ownership</td><td>Locked in on cost and interoperability</td></tr><tr><td>Opportunity to change business process</td><td></td></tr><tr><td>Shorter time to value for core functionality</td><td></td></tr></table> **Build** <table><tr><th>Pros</th><th>Cons</th></tr><tr><td>Can address requirements more completely</td><td>Dependent on internal expertise/effort</td></tr><tr><td>Full control and flexibility</td><td>Complexity associated with running an internal software development effort</td></tr><tr><td>Cost not locked in</td><td>No economies of scale, higher cost</td></tr><tr><td></td><td>Longer time to value for core functionality</td></tr></table>

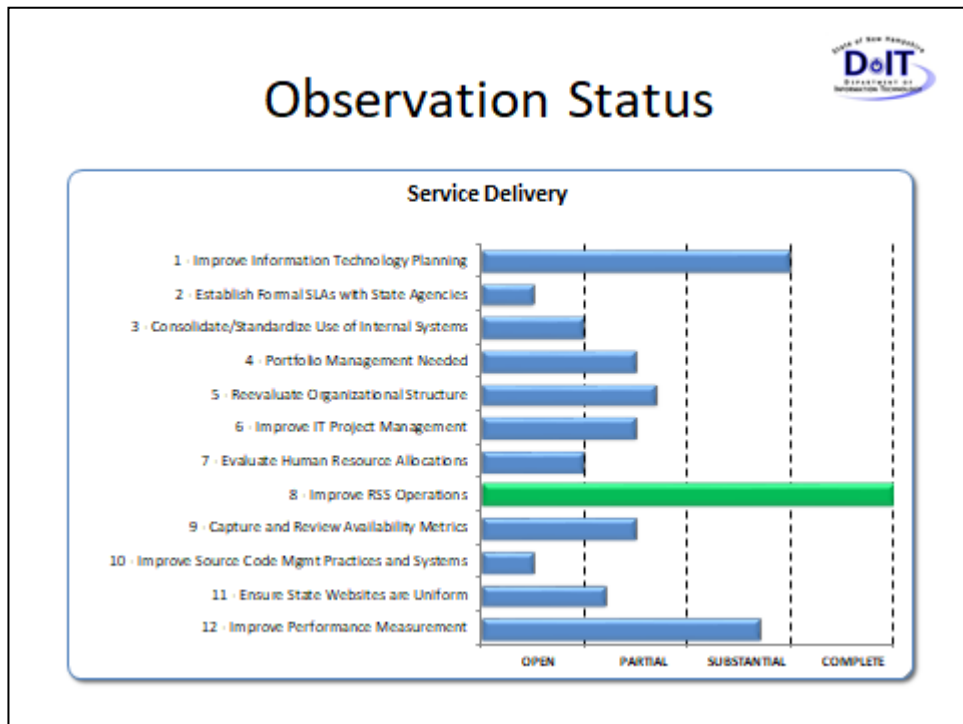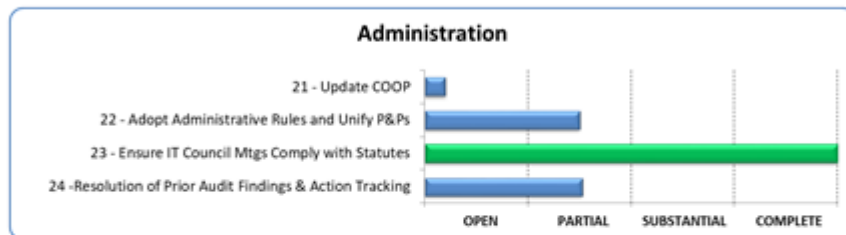| 7. | **LBA Performance Audit update – Ken Dunn, Deputy Commissioner – DoIT**
Handout to be posted

Deputy Commissioner, Ken Dunn, presented an update on the status of actions being worked from the March 2018 LBA Performance Audit.

Our first semi-annual report out is due this month, and will be posted to the TransparentNH website.

To date, we have closed three (3) findings:
      #8 – Improves RSS Ops
      #15 – Agencies /Discounted Services
      #23 – P&P's for IT Council Compliance

Three (3) others are substantially completed.
      #1 – Improve IT Planning (AITP process)
      #12 – Improve Performance Management
      #16 – Ensure Cost Allocation Plan Reflects Current Allocation Practices

A phased approach is being used for several of the larger activities

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8.	**Capital Project Update, Workflow and Document Management:**
	Contract Life Cycle Management - Steve Kelleher, Governance and Strategic Planning
	Enterprise SharePoint Implementation - Alex Stone, Director – Financial Data Management
	It was explained that the Workflow and Document management capital project was initiated with a main objective of improving targeted large scale document intensive business processes through the use of workflow and document management tools. The prime focus discussed at the time was on the State's contracting process which has varied internal and external document flows that go through extensive revisions. There is no standardized process throughout the state that allows for a smooth flow of contracts and workflow between state agencies. It is a high volume and complicated manual process without a single repository to store information.
	Director Stone provided a summary of Infor modules that would provide a solution within the existing ERP system. *Infor* is the states ERP provider and has a robust contracts module that integrates with the state's already licensed Strategic Sourcing module.
	- *Contracts Management: **Infor Contract** Lifecycle **Management** (CLM) improves the creation, negotiation, execution, and **management** of **contracts** throughout their development.*
	- *Strategic Sourcing is used to set up, maintain, and analyze complex bidding events. In addition, Strategic Sourcing provides a robust system for requesting bids and quotes, awarding events, and analyzing spending patterns and supplier use.*
	Standardization through the Infor platform will promote the use of standard best practices and compliance with laws/regulations and uses a central statewide repository and facilitates cradle to grave execution of the entire procurement process including vendor submittal of invoices and subsequent payment to respective vendors.
	The three main components of the effort entail:
	a.) an Enterprise SharePoint component which is targeted to handle simple workflow and document functions (based on strategic agency needs),
	b.) Procurement request workflows (Strategic Sourcing) which manage the creation of RFPs and RFB (Requests for proposals and bids) and
	c.) Contracting process workflows that manage the overall contracting process.
	In summation, it was explained that planning for the document management effort (i.e. Enterprise SharePoint) is progressing. Meetings are being held with agency partners that outlined document management and workflow needs as part of the AITP (agency IT planning) process. The meetings are focused on refining enterprise needs and requirements and implementing a flexible architecture that would allow valid uniqueness where necessary. A team will be compiled, which will include agency staff and dedicated vendor project management, architecture and BSA leads that would be needed to assist the state in defining a SharePoint architecture that can support enterprise and agency needs and be operationally managed in an incremental and sustainable manner.
	It was also explained that strategic sourcing and contract management efforts were progressing and that the project will officially kick off in October in partnership with several state agencies and the Infor vendor to work on a solution that can eventually be used across state agencies.
8.	**Motion to Adjourn**
	Lt. Col. Groton asked for a motion to adjourn; motion was made and seconded; meeting was adjourned at 2:21pm

ACTION ITEMS			
ITEM #	**DESCRIPTION**	**Assigned To**	**Due Date**
1.	Post approved June 14, 2018 minutes and draft of September 13, 2018 meeting minutes on the IT Council website.	Lois Monette	9/20/2018
2.	Schedule meeting	Lois Monette	

NEXT MEETINGS:
Meeting time and date to be determined,