

# IT COUNCIL MEETING





## INFORMATION

<b>DATE:</b>	11/8/2021	<b>START TIME:</b>	1:00pm	<b>END TIME</b>	2:30pm	<b>LOCATION:</b>	DOT, room 114
<b>SUBJECT/PROJECT:</b>	New Hampshire Information Technology Council (IT Council)						
<b>PURPOSE:</b>	Scheduled Public Meeting						
<b>FACILITATOR:</b>	Denis C. Goulet, Commissioner/CIO, Dept. of Information Technology						
<b>ATTENDEES:</b>	<p>IT Council Members:</p> <ul style="list-style-type: none"> <li>• Denis C. Goulet, Acting Chairman, CIO, DoIT</li> <li>• David Wieters, designee, DHHS</li> <li>• Alexander Stone, Director, DAS Financial Data Management</li> <li>• Mary Ann Dempsey, designee, Administrative Office of the Courts</li> <li>• Representative Karen Ebel, NH House of Representatives, Merrimack-District 5</li> <li>• Joseph Mollica, Chairman, NH State Liquor Commission (NHLC)</li> <li>• David Scanlan, Deputy Secretary of State of New Hampshire</li> <li>• Victoria Sheehan, Commissioner, Department of Transportation</li> <li>• Roger Marchand, designee, Department of Revenue Administration</li> <li>• Thomas Trumble, NH Association of Counties</li> <li>• Ron Reed, designee, NH Department of Safety</li> <li>• Caitlin Davis, Director, NH Department of Education</li> </ul> <p>Guests:</p> <ul style="list-style-type: none"> <li>• Roger Marchand, designee, Department of Revenue Administration</li> <li>• Kenneth Dunn, Deputy Commissioner, DoIT</li> <li>• Steven Kelleher, Director, DoIT Governance and Strategic Planning</li> <li>• Robert (Trey) Caryl III, Deputy CISO, DoIT</li> <li>• Michael O'Neil, Director, DoIT ASD</li> <li>• Amy Shambo, Red River</li> <li>• Jodi Grimbilas, JG Strategies</li> <li>• Matt Seaton, NH Judicial Board</li> </ul>						
<b>ABSENTEES:</b>	<ul style="list-style-type: none"> <li>• Richard C. Bailey Jr., Assistant Commissioner, Department of Safety</li> <li>• Representative Steven Smith, House of Representatives</li> <li>• Sonja Gonzalez, CIO, City of Rochester</li> <li>• Bill Poirier, Information Tech CIO/AVP, CIO, University of NH</li> <li>• Michael Bourbeau, VP Information Systems, NE Delta Dental</li> </ul>						

ITEM #	AGENDA
1.	<p>Welcome: Denis C. Goulet, Acting Chairman, Commissioner/CIO</p> <ul style="list-style-type: none"> <li>• Welcome everyone to the 1<sup>st</sup> in person IT Council meeting since the start of COVID</li> <li>• I would like to personally thank Commissioner Sheehan for hosting this meeting.</li> </ul>
	<p>Introductions:</p> <ul style="list-style-type: none"> <li>• I would like to introduce Maeve Dion, Assistant Professor of Security Studies for the University of New Hampshire. Maeve has accepted nomination as Chairman of the IT Council.</li> <li>• Mary Ann Dempsey is sitting in as Acting Director for Chris Keating. Dianne Martin is being nominated to hold the position of Representative for the Administrative Office of the Courts on the IT Council.</li> </ul>

	<p>Introductions continued:</p> <ul style="list-style-type: none"> <li>• Thomas Trumbull is being nominate for re-appointment representing the NH Association of Counties</li> </ul>
2.	Motion was made to accept the minutes of 5/14/21 IT Council meeting. Minutes approved as written.
3.	<p>IT Strategic Plan Review and Vote – Steve Kelleher</p> <ul style="list-style-type: none"> <li>• Steve presented the IT Strategic Plan Review to the Council and guests.</li> <li>• Motion was made by Representative Ebel to accept the IT Strategic Plan as written, and seconded by David Wieters. The IT Strategic Plan Review will be posted on the IT Council website in its entirety.</li> </ul>
4.	<p>Monitoring and Messaging the Statewide Strategic IT Plan: Suggested Next Steps – Maeve Dion</p> <ul style="list-style-type: none"> <li>• Review &amp; document achievements, shortfalls, and unexpected events/impacts within a given time period.</li> <li>• Communicate value-add and progress towards goals</li> <li>• Manage alignment with strategy</li> <li>• Identify gaps &amp; changing needs</li> <li>• Provide situational awareness re: early indicators of potential longer-term problems</li> <li>• Ad hoc occurrence, structured process, or a mix of the two</li> <li>• All processes need: effective and feasible methods of measurement (metrics)</li> <li>• Discussed Key Performance Indicators (KPIs) and Key Risk Indicators (KRIs) <ul style="list-style-type: none"> <li>○ Most often applied at tactical &amp; operational levels but can be helpful at strategic level <ul style="list-style-type: none"> <li>- Pursuant to needs of project management and/or legal obligations/liabilities</li> </ul> </li> </ul> </li> <li>• The process of integrating strategy setting and risk assessment provides an ideal opportunity for interaction between executive management and the board.</li> <li>• Continued discussions on Strategy Setting and Risk Assessment</li> <li>• Potential role for IT Council in support</li> <li>• Characteristics adding value to this effort <ul style="list-style-type: none"> <li>○ Advisory board</li> <li>○ Longer-term vision</li> <li>○ Broader exposure to examples and ideas outside of DoIT</li> </ul> </li> <li>• Examples <ul style="list-style-type: none"> <li>○ Review and advise on strategic KPI &amp; KRI development</li> <li>○ Review periodic reports of KPIs &amp; KRIs, compare to prior reports, discuss contribution/innovation, input back into next Strategic Plan</li> <li>○ Increase standardization of advising efforts</li> </ul> </li> </ul>
5.	<p>Cybersecurity Update – Denis Goulet/Trey Caryl III</p> <ul style="list-style-type: none"> <li>• CISO Position Update – Dan Dister has left the position of CISO for DoIT. Until that position is filled Denis Goulet as Interim CISO. Trey Caryl is Deputy CISO.</li> <li>• Discussed the Peterborough BEC Scam – Peteborough was scammed out of \$2.3M by Cyber Criminals. These funds were stolen via email fraud. Deposit account numbers were changed without verifying the requestor’s identity. Two separate payment transactions went to scammers, one month apart. Peterborough successfully recovered \$594K.</li> <li>• Attempted BEC Scam in Lebanon – Lebanon recently received a similar scam attempt trying to change a vendor’s direct deposit banking information. Lebanon didn’t fall for it.</li> <li>• Denis gave an update on Cyber Insurance – premiums and deductibles have increased by orders of magnitude. Discussed self-insurance strategy – incident response service retainers – 3<sup>rd</sup> party negotiations.</li> </ul>

	<p>Cybersecurity Update continued:</p> <ul style="list-style-type: none"> <li>Discussed cyber grants for local government – <ul style="list-style-type: none"> <li>Approved Homeland Security Grant for \$475K.</li> <li>Albert Sensor Pilot for up to 7 municipal entities – turnkey deployment of preconfigured sensors – 2 years of prepaid 24/7/365 monitoring from MS-ISAC.</li> </ul> </li> <li>Incident Response Workshops/TTX and development of Incident Response Template <ul style="list-style-type: none"> <li>Workshops to be held in 4-5 regions across the State</li> <li>Incident Response template will be pre-loaded with state and federal POC information</li> <li>Linkage to State Cyber Disruption Plan</li> </ul> </li> </ul> <p>Tracking of Federal Infrastructure Bill</p> <ul style="list-style-type: none"> <li>Contains authorization and funding for creation of SLTT Cyber Grant Program</li> <li>Passed Senate in August, House passed on 11/5</li> <li>\$1 billion over 4 years with 80% going to local governments</li> <li>Administered by FEMA with DHS CISA coordination</li> <li>Grant fund usage to address cybersecurity threats and risks to IT systems</li> <li>States must submit a cybersecurity plan which must be approved by planning committee and the state CIO/CISO.</li> </ul>
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6.	<p>Other Business:</p> <ul style="list-style-type: none"> <li>Working with Red River on new program</li> </ul> <div style="display: flex; align-items: center; justify-content: center;">   </div> <p>Network Date Storage Data Backup DR - COOP</p>
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7.	Motion to Adjourn was made by David Scanlon, seconded by Caitlin Davis.
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ACTION ITEMS			
ITEM #	DESCRIPTION	Assigned To	Due Date

**NEXT MEETING: TBD**