

STATE OF MISSOURI



Information Technology Advisory Board

March 25, 2009 ITAB Meeting Minutes

Attendees:

Doug Young, ITAB Chair, MDC

Bill Bryan, CIO

Adams, Steve ITSD-DSS	Jobe, Elena ITSD-DNR	Renick, Cindy SAO
Bradley, Mark ADJ GENERAL	Larivee, Todd MDC	Robyn, Tim ITSD-OA
Buechter, August ITSD-DSS	Leigers, Scott ADJ GENERAL	Roggero, Jim OSCA
Bullock, Joshua MDC	Mertens, Chris ITSD-OA	Rowe-Pearson, Virginia ITSD-DMH
Carter, Howard ITSD-OA	Miller, Mike MODOT	Siegler, Steve ITSD-OA
Clapper, James ITSD-OA	Moeller, Daniel STO	Sprenger, DeWayne ITSD-Public Safety
Dwyer, Tim ITSD-DIFP	Monda, Paul ITSD-DHSS	Thomas, Ron ITSD-OA
Eggen, Gary OA-DPMM	Morff, Brick SOS	Volkart, Jason ITSD-DOLIR/DED
Fischer, Cory AGO	Pahl, Eric ITSD-MDA	Wieberg, Pete ITSD-OA
Garr, Jim MDC	Peterson, Rex MOREnet	Wilkerson, Chris ITSD-OA
Gronauer, Cliff MSHP	Porter, R.D. ITSD-OA	Wright, Paul ITSD-DESE/DHE
Haithcoat, Tim ITSD-OA GIO	Raymer, Tim MDC	
Jenkins, Tyler ITSD-DSS	Reed, Phil ITSD-DOR	

Doug Young called the meeting to order at 8:30 a.m.

PRESENTATIONS

1. Unified Communications Implementation (Conservation Staff)

ACTION ITEMS

1. ITAB February, 2009 meeting minutes were presented for approval. Motion made by Jim Roggero to approve and seconded by Paul Wright. The minutes were approved.

GENERAL BUSINESS

1. ITAB Chair Items (Doug Young, MDC)

- Need to update the ITAB members' bios on the website; send information to Doug by end of April
- Will be updating our committees; the ITAB committees and what they do are all listed on the website; let Doug or the vice-chair, Cliff Gronauer, know if you are interested in serving on any of the committees as we move forward; will be discussing at the May ITAB meeting

2. CIO Discussion (Bill Bryan)

- Appreciate the presentation on Unified Communications; Conservation did something new for us and they are showing us the way; Unified Communication is very powerful and a great collaborative tool that can make the people we support more productive; there is a reasonable argument that an instant message/chat may not be the type of record required to be retained under the state records retention laws because of the content of the communication; these issues are important and right now each Agency is a little bit on their own, but we intend to have some guidance as we sort through the issues
- Thanked Doug for hosting ITAB at Conservation; we have a lot of partners outside of the consolidation; Conservation is doing a great project here; Mike at MODOT is also utilizing a unified communication approach as well as the Guard

- The House approved the supplemental budget last night which included transfer of funds of \$5 million from one fund to another for ITSD; they began debating this morning on the other House budget bills; we did experience a significant level of cuts; from the general revenue budget of \$10.7 million, the House budget committee cut \$10.2 million; we have been working with the House budget chairman & several members of the House in the past 1 ½ weeks since this happened; meetings with Senate Appropriations committee and key Senate staff are going very well; hopefully, we will get some funding restored that will enable us to continue what we're doing & to make some advances as appropriate
- CIO appreciates the support from everyone trying to show where a lost dollar in IT converts to a loss in services for Missourians; Tyler Jenkins/DSS was able to show that food stamps are currently processed in 9 days and under the kind of changes we would have to implement under the core cuts, it would instead take 15 days to process requests for food stamps; encouraged everyone in the room to look at how we can better show that the dollar invested in IT is a sound investment and has a return to the services we provide to the taxpayers
- The question was asked if we are contemplating in moving in the direction of Unified Communications as an Enterprise. Live Meetings & better communication is the trend and that is the type of direction we need to be going in; it is a question of time & money; trying to figure those things out now

REPORTS

1. Architecture Review Committee (Ron Thomas)

- No meeting in March; the next scheduled meeting is April 14

2. Digital Media Developers Committee (Josh Bullock)

- Continued discussion on social media last month; at this point, we have 3 agencies that have started Twitter feeds; one is the state accountability portal; Josh is excited to hear about the CIO blog; also discussed micro formats and RDFa; trying to move forward with some XML tagging with our data
- Will be discussing Drupal (open source content management) and RSS at the next meeting on Thursday, April 2 at 1:30 pm; working with the Governor's office & Tim Robyn to do some standardization across all the different agency websites
- Will be discussing online video at the May meeting

3. Legacy Planning Committee (Steve Siegler)

- Determined legacy systems are a positive or they wouldn't have become a legacy system; the systems we support and continue to support have provided vital services to taxpayers and our consumers; if it has proven to be good for 20-25 years, why would we not want to modernize those systems; determining some of the obstacles in modernizing a system; need a list of all applications so we can quickly identify and use the newer applications to build business cases; want to accomplish a plan for continuing to support the systems that are in place now while also coming up with a plan of attack to modernize them
- ITAB Chair encouraged everyone (both consolidated & non-consolidated) that wants to participate to provide their application list to Steve so the CIO can use for discussions for future funding; there is a spreadsheet that is being used for the consolidated agencies and anyone outside would be more than welcome to request a copy from Steve or Michelle

4. MOTEC Update (Jeff Falter/Laura Mertens)

- The ITAB Chair reported that they are finalizing the MOTEC CAP; will be presented at the May ITAB Meeting

5. Personnel Committee (Phil Reed)

- Approved the non-competitive hiring process for the CIT II & III positions; will send information out on this process
- The next Personnel Committee meeting is scheduled for April 3; will be working on refining the specialty codes
- CIT Manager II position has been designated for deputy directors only; will require the CIO's approval for anyone to be moved into that category
- Will be working on the IT career website; they have received some comments that there are inconsistencies on how some of the agencies were posting information in terms of salary, job titles, etc.; will be working on doing enhancements to that & trying to create consistencies so that all agencies post information in the same format

6. Project Management Standing Committee (Rich Beckwith/Tom Stokes)

- Met last week; will be sending out the Project Management Standing Committee charter to the ITAB group to review and then will entertain any changes; the committee decided they are going to come up with criteria for putting together a training schedule and determining what criteria is needed to determine who needs to attend the 3 week class; the committee is going to work to try & justify and come up with a plan; currently no Project Management 3-week course is available, but the course should be added to the schedule sometime later this year

7. User Group Coordination (Jeff Falter)

- No report

8. Internet/MOREnet Update (Chip Byers)

- Rex reported the Next Gen Network was implemented a couple weeks ago; moved the routers from the Jeff City facility; now the State, Jeff City, and other Jeff City members are connected directly into our optical equipment carried over a separate wave to Columbia; it is protected at a layer 1 so if there is an outage between here & Columbia, the traffic will automatically re-route south towards Lebanon, then northeast towards St. Louis, and then west towards Columbia; users shouldn't even notice a difference
- Moved UP facility from University of Mo-Kansas City campus to a carrier hotel at 1102 Grand last week; less expensive, greater bandwidth; peer with other internet providers more easily; increased the internet access for Kansas City from 2.1 gig to 3 gig with the capacity to raise that to 10 gig when we need it; will be doing the same thing in St. Louis on April 5
- Increased our backbone by about ten-fold; increased total internet capacity from about 4.2 gig to 5.5 gig with the capacity to go to 20 gig if/when needed
- Have been experimenting with high definition video conferencing, but they haven't had any requests for it yet; if there is a need, let them know

9. ITSD

a. Infrastructure (Chris Wilkerson)

- Cybersecurity (RD Porter) – nothing to report
- Data Center (Howard Carter) – signed a contract extension for CA
- Network (Pete Wieberg) – completed wireless upgrade at the Capitol; now have coverage on both sides of the building; still have some Adobe Connect licenses & training available; have had a couple requests both from the Legislature and OA for information on video conferencing; will work on the logistics and get information out on this; looking at unified communications challenges from the service provider standpoint with 30 different customers & figuring out how we can make it work

b. Operations (Steve Siegler)

- Eric Pahl and several ITSD staff looked at and renewed the anti-virus maintenance agreement with Symantec

- Eric is still working with the end user group to try to get their arms around all the different Helpdesk applications being used; moving to one application across ITSD could save money and be easier for support
- MOTEC, the CIO has been receiving concerns about the next three years and what we are going to do when a third of our staff (mostly COBOL and RPG programmers) are eligible to retire; looking to find someone in the agencies who can teach COBOL; asking IT Directors to identify those staff that have the business knowledge and can learn the programming skill; young graduates are not learning COBOL
- Working with the IT Directors to identify assets as far as applications, hardware, what we need to upgrade, what our short term “gotcha’s” are that we need to immediately address;
- SharePoint implementation has hit a glitch; site is active and is sitting on a test server; could not migrate from the test server to the live server for some reason; they are currently working on it; will be looking at what we can get set up with MOTEC for end-user training

c. Web Presence (Tim Robyn)

- No report

10. Statewide Purchasing Update (Gary Eggen/Karen Boeger)

- Purchasing reports were sent out and are posted on the Internet
- Gary’s office has not been given any specific guidance on stimulus money

11. MO GIS Advisory Council/GIO Update (Tim Haithcoat)

- Following Senate Bill 384 and some implications with that; still pursuing a common image server; aerial imagery is 96% complete on the northwest side of the state; imagery is ready to be put out there as soon as everything gets lined up

DISCUSSION

Unified Communications – Value for the state?

- The ITAB Chair finds Instant Messaging very valuable; having the ability to sit in a meeting and ping staff to get an answer on something very quickly is of great value
- Started down the road of folks not working in this facility as we look at the price of gas and trying to attract younger workers to state government; having these tools in place allows more flexibility & we’re hoping to attract some talent to MDC
- VOIP gives the ability to work out of one of our other offices for a day and the telephone being capable of finding you at that location; the presence feature is very valuable to be able to look and see someone’s availability at that instant; click-to-call is a very powerful tool & will eliminate reliance on paper phone directories
- The CIO asked if anyone thought Unified Communications was a bad idea and if this is the direction that the State should be moving towards; folks agreed they see value in moving forward with this unified approach; work environments & cultures are becoming a lot more mobile; we should be working on the barriers & moving forward with this

OPEN DISCUSSION

- DHSS is continuing to move forward with the virtual desktop initiative; in the process of testing some different systems including HP, Wyse, & Microsoft; also insuring that we are trying to capture all the licensing costs to make sure any hidden costs that we didn’t anticipate are being captured so that we are able to provide a good response/report back to the CIO; Paul will write up some information on how this initiative is going for the CIO to post on the blog
- DNR has been very busy with budget & stimulus; Elena asked Chris Wilkerson where we are with the broadband expansion throughout the state; DNR has an interest for broadband for the

state parks as many are still on dial up; the CIO said if an agency has something they support that fits in the broadband mold, they should let the CIO know

- MDC staff has been doing some “go green” work; Doug demonstrated a device that can be plugged into the wall & it will tell you how much it costs to run a device. MDC staff has found that it costs \$0.07 a day to run an average PC for an 8 hour work day and \$0.20 a day for those PCs that don’t get turned off when staff go home at night; if folks would turn off their PCs every night, we would save \$54.70 per year per PC; MDC is getting ready to start the education process with staff about the potential savings in energy costs.

REVIEW OF ACTION ITEMS

1. If anyone is interested in one-on-one or small group demonstrations of the Unified Communications, contact Doug Young
2. Streaming videos will be discussed at the May DMD meeting
3. Send application lists to the Legacy task force; everyone is encouraged to participate; anyone outside of the consolidation that would like to be included can request a spreadsheet from Michelle
4. Notify Cliff Gronauer or Doug Young of any committee interests you have
5. Send updated bios to Doug Young by the end of April

Doug asked for a motion to adjourn. Steve Adams motioned, Elena Jobe seconded, it was voted on and the meeting was adjourned.

NEXT MEETING

The next ITAB meeting is scheduled for **Wednesday, April 29, 2009 at 8:30 a.m. at the Kirkpatrick State Information Center, Interpretive Center, 600 West Main Street, Jefferson City, MO.**

DY/sd