

STATE OF MISSOURI



*Information Technology Advisory Board*

June 30, 2010 ITAB Meeting Minutes

**Attendees:**

**Doug Young, CIO**

**Cliff Gronauer, ITAB Chair, MSHP**

Alexander, Dan ITSD-DHSS  
Burris, Kathy ITSD DOC  
Byers, Chip MOREnet  
Dwyer, Tim ITSD-DIFP  
Eggen, Gary OA-DPMM  
Falter, Jeff ITSD-DOR  
Frahm, Tom ITSD-DOR

Holmes, Arlan ITSD OA  
Kleckner, Lori ITSD-DMH  
Miller, Mike MODOT  
Monda, Paul ITSD-DHSS  
Pahl, Eric ITSD OA MDA  
Renick, Cindy SAO  
Roggero, Jim OSCA

Thomas, Ron ITSD OA  
Volkart, Jason ITSD-DOLIR/DED  
Wilkerson, Chris ITSD-DSS  
Wright, Paul ITSD-DESE/DHE

Cliff Gronauer called the meeting to order at 8:30 a.m.

**PRESENTATIONS:**

1. Centurion: Mr. Larry Hamrick, from Centurion, made a presentation on How to Provide Excellent Customer Service Efficiently using IVR systems.
2. MOTEC CAP Presentation: Jeff Falter presented a breakdown of FY10 Goals and (Results), along with the FY11 Operation Budget showing the cuts. (Presentation is at the end of this document). The intention is that all agencies will pay the same (or less) as last year.

**ACTION ITEMS**

1. ITAB May 2010 meeting minutes were presented for approval. Lori Kleckner asked for a correction to be made in the May minutes; Reports #5, change PMP's to MPM's. Correction was approved and will be made and reposted. Motion made by Jim Roggero to approve and seconded by Paul Wright. The minutes were approved.

**GENERAL BUSINESS (CIO Doug Young)**

1. **Digital Summit:** Doug stated there was a good turnout at the Digital Summit, which was held June 16. He wanted to thank the vendors for participating, noting this could not happen without them. He heard many positive comments from staff about the vendors following the meeting. Another event during the meeting was a special outreach to cities and counties, and how these entities and the State can move forward together with information sharing and sharing of services. In cooperation with the MO Municipal League and the Association of the County Commissioners'; a survey is being sent out to follow-up with the city and county municipalities, and to reach out to those who did not attend. Staff is currently working on finalizing this survey, and hopes to be mailed out within the next couple of weeks. We would like to identify the top 5 concerns in these municipalities.
2. **Digital Government Survey:** The Government Technology survey has been completed. Thank you for participating.
3. **Budget:** Out of the \$6 million we had to cut from the budget, we are still short \$1.2 million.

#### **4. Visit to Correctional Facilities/**

- Doug visited some of the Correctional facilities, specifically looking at broadband over power lines. This is a pilot that IBM has put in for us, and it seems to be working well.

#### **5. Broadband:**

- We have 5 of our partners in the due diligence phase. We have completed a draft copy of the broadband mapping of the State. We are now beginning the field verification of the information, which includes random sampling to verify the speeds and feeds of the locations that we have. We then go back out to the provider community and issue another data call to update this information. Doug was asked if this map will be available to view. Doug stated they have not discussed the publication, but would think once the draft is complete it will be posted on the broadband website.
  - Broadband Summit: Plans are in the making for hosting a Broadband Summit to be held this October. We would like to target vendors, providers, and the public to gather and formulate a plan on how we are going to get better broadband penetration out there for Missourians. We are forming an advisory board for this, and they will define the agenda/outcome for this meeting. More information will be forthcoming.
  - We have also submitted a Broadband application to the Federal Government. They have come back and said it's time to apply for years 3 - 5 for the mapping effort, so we are applying for those funds. In addition, they have added additional *funded* categories, so we are also applying for dollars to do some administrative work on broadband. We also have asked for additional funds for the regional planning teams. We have 19 economic regional planning teams around the state and we are trying to add a technology planning component to those, again, specifically working with broadband for that particular region. We should have determination on all this by September.
  - Tim Haithcoat attended a meeting in Washington last week, talking about some of the issues surrounding Broadband. It seems that a big challenge to overcome will be right of way issues. As people are starting implementation, this is a problem they are running into. So the challenge will be getting everyone to work together to get broadband in the ground.
  - Cliff asked Doug if there has been any talk of the wireless broadband concept and how it may fit into the big picture. Doug stated in northern Missouri, vendors are proposing wireless and he has heard one vendor even mention satellite.
- 6. MOTEC:** See attached document for the presentation of the MOTEC CAP Document. Jim Roggero offered a motion to accept the MOTEC budget, with periodic reviews throughout the year, seconded by Kathy Burris. Motion was approved.

### **REPORTS**

#### **1. Architecture Review Committee (Ron Thomas)**

- No report.

#### **2. Digital Media Developers Committee (Josh Bullock)**

- No report.

#### **3. MOTEC Update (Jeff Falter)**

- See attachment below.

#### **4. Personnel Committee (Phil Reed)**

- No report.

#### **5. Project Management Standing Committee (Paul Monda)**

- No report.

#### **6. Security Committee (Jill Drennen)**

- No report.

## 7. User Group Coordination (Jeff Falter)

- No report.

## 8. Internet/MOREnet Update (Chip Byers)

- Nothing unusual to report. Graphs and reports are online to view.
- It should be noted that MOREnet was for the most part wiped out in the budget cuts. Doug said rate structures are being reviewed, which will be passed on to the User.

## 9. ITSD

### a. Infrastructure/Operations (Steve Siegler):

- No report.

### b. Web presence (Tim Robyn):

- Governor's office likes the new State website redesign. Individual sites are also being redesigned. DOR is waiting final approval for their new site to go live. Usage seems to be increasing, as the new design is user friendly.

### d. Administration (Arlan Holmes):

- We meet next Wednesday to discuss the future budget, which is looking grim for next year.

## 10. Statewide Purchasing Update (Gary Eggen)

- We are currently working on finishing FY11 contracts and renewals, which go into effect tomorrow (July 1, 2010). We are very busy in the cost reduction areas.
- Gary would like to thank all of the ITAB members, and their agencies for their patience and cooperation at the fiscal year end in helping us get our goals and objectives accomplished.

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

- Report given by Doug

## OPEN DISCUSSION

- Status of state email on personal devices: Doug said we have an agreement worked out with Legal that still needs to be formalized and sent to the Agencies. To sum it up, you will be required to sign an agreement before access is given. Your personal device will be subject to remote data wipe; you will use a screen lockup, and a password reset. This agreement will also require your agencies permission, and a sign off from the CIO office.
- Doug also noted a few changes in personnel: Eric Pahl is now the ITSD Director for DNR & Agriculture, Phil Reed is the new ITSD Director for SDC and DOR; and Jill Drennen has also been assigned Director of End User Support, in addition to her duties as ITSD of Public Safety.

Cliff asked for a motion to adjourn. Mike Miller motioned, Kathy Burris seconded, it was voted on and the meeting was adjourned.

## NEXT MEETING

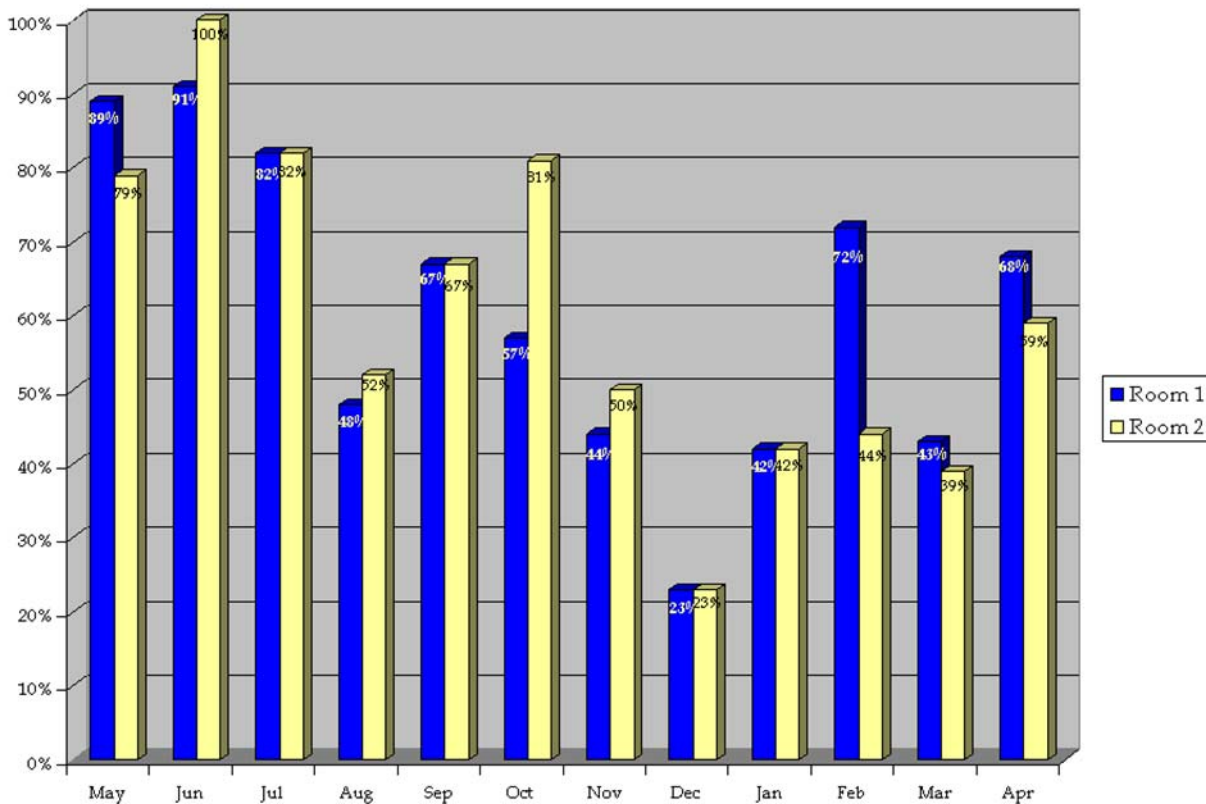
The next ITAB meeting is scheduled for **Wednesday, July 28, 2010 at 8:30 a.m. at the Kirkpatrick State Information Center, Interpretive Center, 600 West Main Street, Jefferson City, MO.**

MOTEC PRESENTATION:

## FY'10 Goals and (-Results)

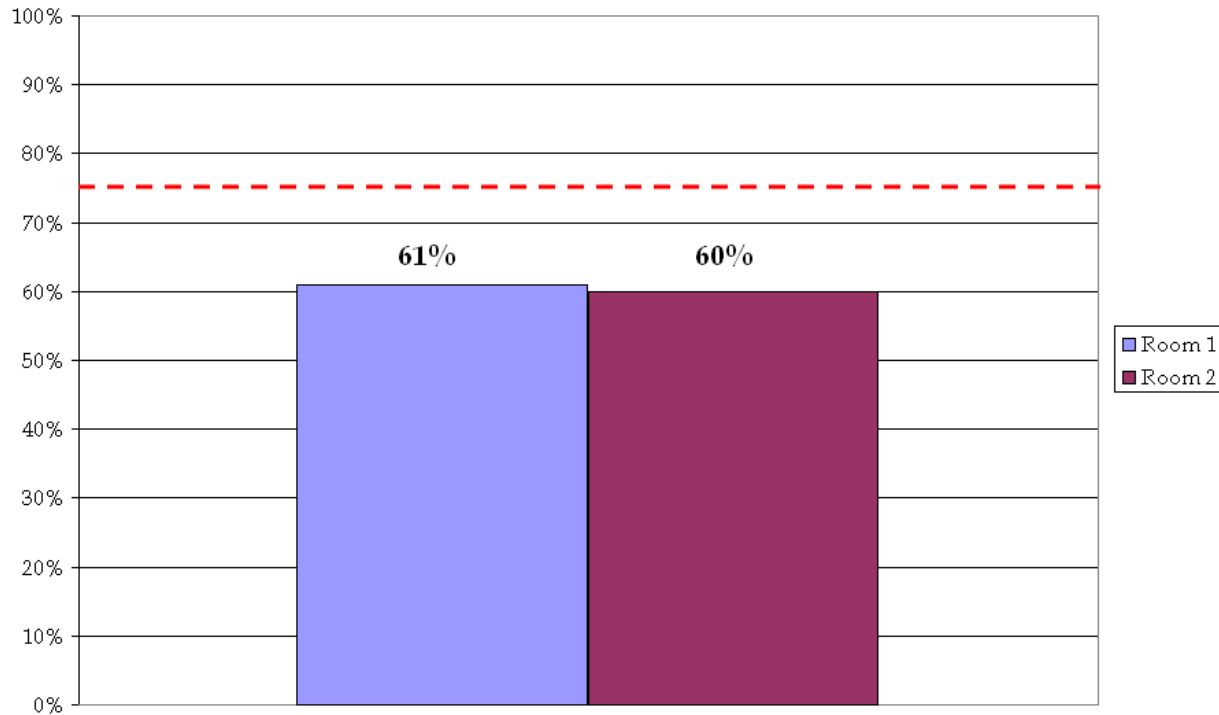
- **Increase Awareness of MOTEC**
  - Local government enrollments
  - Digital Summit Conference June 16, 2010
- **Facility Usage/Evaluation**
  - 59 Billable classes scheduled
  - 99 Agency classes scheduled
  - 7 Classes cancelled (1-MOTEC cancelled; 6 Agency)
  - 100% Accommodating – 98% Recommend Class
- **Free Classes**
- **Savings**

### Monthly Room Usage



# Average Monthly Room Usage FY10

Goal for both rooms--75%



## Free Classes FY10

(Price for Non State --\$49.00)

	Savings to State	\$16,464.00	
Agency	Total Tech Ed Clinics	Total Vouchers	Totals
Students in Class	336	7	343
Class Days	20	11	31
Number of classes	13	3	16
AGO	1	1	2
Consv.	36		36
DOA	1		1
DED	8	3	11
DESE	2		2
DMH	36		36
DNR	8		8
DHSS	31		31
DOLIR	6		6
DOR	40		40
DSS	15	3	18
Lot.	1		1
MoDOT	109		109
OA	9		9
OSCA	18		18
PDO	2	0	2
Pub S.	3		3
SAO	1		1
GOV/LEG	4		4
MOSERS	2	0	2
Local Gov't	3		3

## Class Cost Savings

Class Title	Date	Number of Sessions	# Days	Original Cost Per Day	Total Original Cost	New Cost Per Person	Per Person Savings	Average Class Price per Person	Total Savings per Person	Total Savings for Class
MS 5115	04/20/2009	6	3	\$1,812.02	\$5,436.06	\$906.01	\$1,167	\$260.99	\$1,565.94	
MS 5119	04/23/2009	7	2	\$1,812.02	\$3,624.04	\$517.72	\$778	\$260.28	\$1,821.96	
Intro to Linux Sysetems	04/27/2009	9	5	\$1,772.02	\$8,860.10	\$984.46	\$1,945	\$960.54	\$8,644.90	
Lotus Notes 8 Basic	04/27/2009	11	1	\$876.54	\$876.54	\$79.69	\$189	\$109.31	\$1,202.46	
Adobe Acrobat 9 Basic	04/30/2009	18	1	\$876.54	\$876.54	\$48.70	\$189	\$140.30	\$2,525.46	
Visio 2007 Intro	05/04/2009	18	1	\$876.54	\$876.54	\$48.70	\$189	\$140.30	\$2,525.46	
HIPPA Security	05/06/2009	9	2	\$1,772.02	\$3,544.04	\$393.78	\$778	\$384.22	\$3,457.96	
50196	05/06/2009	20	2	\$1,812.02	\$3,624.04	\$181.20	\$778	\$596.80	\$11,935.96	
SharePoint DAD	05/11/2009	15	5	\$1,812.02	\$9,060.10	\$604.01	\$1,945	\$1,340.99	\$20,114.90	
SharePoint Governance	05/21/2009	14	2	\$1,812.02	\$3,624.04	\$258.86	\$778	\$519.14	\$7,267.96	
MS 5118	05/27/2009	12	2	\$1,812.02	\$3,624.04	\$302.00	\$778	\$476.00	\$5,717.96	
MS 6232	06/01/2009	6	5	\$1,812.02	\$9,060.10	\$1,510.02	\$1,945	\$434.98	\$2,609.90	
Java Fundamentals	06/08/2009	17	5	\$1,812.02	\$9,060.10	\$532.95	\$1,945	\$1,412.05	\$24,004.90	
MS 6231	06/08/2009	5	5	\$1,812.02	\$9,060.10	\$1,812.02	\$1,945	\$132.98	\$664.90	
Network + 2009	06/15/2009	20	5	\$1,812.02	\$9,060.10	\$453.01	\$1,945	\$1,492.00	\$29,839.90	
MS 6158	06/17/2009	15	3	\$1,812.02	\$5,436.06	\$362.40	\$1,167	\$304.60	\$12,068.94	
InfoPath 2007 Fundamentals	06/26/2009	14	1	\$1,772.02	\$1,772.02	\$126.57	\$399	\$274.43	\$3,813.98	
Photoshop CS2 Intro	06/29/2009	11	1	\$876.54	\$876.54	\$79.69	\$189	\$109.31	\$1,202.46	
MS 6416	07/06/2009	10	5	\$1,812.02	\$9,060.10	\$906.01	\$1,945	\$1,038.99	\$10,389.90	
Adobe Acrobat 9 Advanced	07/09/2009	9	1	\$876.54	\$876.54	\$97.39	\$189	\$91.61	\$824.46	
TSOL 2005 (App Dev)	07/14/2009	11	3	\$1,812.02	\$5,436.06	\$494.19	\$1,167	\$672.81	\$7,400.94	
Adobe Acrobat 9 Advanced	07/14/2009	19	1	\$876.54	\$876.54	\$46.13	\$189	\$142.87	\$2,714.46	
CR XI Basic	07/23/2009	9	2	\$876.54	\$1,753.08	\$194.79	\$399	\$204.21	\$1,837.92	
MS 50025	07/29/2009	14	3	\$1,812.02	\$5,436.06	\$388.29	\$1,167	\$778.71	\$10,901.94	
MS 6419	08/03/2009	9	5	\$1,812.02	\$9,060.10	\$1,006.68	\$1,945	\$938.32	\$8,444.90	
CR 2008 Basic	08/13/2009	12	2	\$876.54	\$1,753.08	\$146.09	\$399	\$252.91	\$3,034.92	
CR 2008 Advanced	08/17/2009	20	2	\$876.54	\$1,753.08	\$87.65	\$399	\$311.35	\$6,226.92	
SQL Reporting Services (App Dev)	08/19/2009	20	3	\$1,812.02	\$5,436.06	\$271.80	\$1,167	\$895.20	\$17,903.94	
InDesign CS4 Intro	09/09/2009	19	1	\$876.54	\$876.54	\$46.13	\$189	\$142.87	\$2,714.46	
SharePoint End User	10/15/2009	20	1	\$876.54	\$876.54	\$43.83	\$189	\$145.17	\$2,903.46	
MS 2071	11/12/2009	5	2	\$1,812.02	\$3,624.04	\$724.81	\$778	\$53.19	\$265.96	
MS 50196	11/16/2009	20	2	\$1,812.02	\$3,624.04	\$181.20	\$778	\$596.80	\$11,935.96	
MS 6427	11/30/2009	11	3	\$1,812.02	\$5,436.06	\$494.19	\$1,167	\$672.81	\$7,400.94	
Windows 7 New Features	12/09/2009	20	1	\$876.54	\$876.54	\$43.83	\$189	\$145.17	\$2,903.46	
InDesign CS2 Intro	12/11/2009	6	1	\$876.54	\$876.54	\$146.09	\$189	\$42.91	\$257.46	
SQL Fundamentals (2005 version)	12/21/2009	18	1	\$1,812.02	\$1,812.02	\$100.67	\$399	\$298.33	\$5,369.98	
Illustrator 9 Basic	12/21/2009	6	1	\$876.54	\$876.54	\$146.09	\$189	\$42.91	\$257.46	
MS 6427	04/08/2009	7	3	\$1,812.02	\$5,436.06	\$776.58	\$1,167	\$390.42	\$2,732.94	
Indesign CS 4 Intro	01/05/2010	19	1	\$876.54	\$876.54	\$46.13	\$189	\$142.87	\$2,714.46	
Network +	01/25/2010	20	5	\$1,812.02	\$9,060.10	\$453.01	\$1,945	\$1,492.00	\$29,839.90	
MS 6292	01/27/2010	5	3	\$1,812.02	\$5,436.06	\$1,087.21	\$1,167	\$79.79	\$98.94	
MS 6236	02/08/2010	20	3	\$1,821.02	\$5,463.06	\$273.15	\$1,167	\$993.85	\$17,876.94	
MS 6294	02/22/2010	7	5	\$1,821.02	\$9,105.10	\$1,300.73	\$1,945	\$644.27	\$4,509.90	
PHP Introduction	03/10/2010	20	1	\$1,754.02	\$1,754.02	\$87.70	\$1,495	\$1,407.30	\$28,145.98	
Tech Ed Windows 7	03/29/2010	40	0.5	\$0.00	\$0.00	\$0.00	\$49	\$49.00	\$1,960.00	
MS 2792	04/07/2010	10	3	\$1,812.02	\$5,436.06	\$543.61	\$1,197	\$653.39	\$6,533.94	
Crystal Reports 2008	04/15/2010	20	2	\$885.52	\$1,771.04	\$88.55	\$598	\$509.45	\$10,188.96	
Photoshop CS4 Intro	04/28/2010	8	1	\$885.52	\$885.52	\$110.69	\$199	\$88.31	\$706.48	
Photoshop CS4 Advanced	04/29/2010	10	1	\$885.52	\$885.52	\$88.55	\$199	\$110.45	\$1,104.48	
Tech Ed Word/Excel	04/30/2010	40	0.5	\$0.00	\$0.00	\$0.00	\$49	\$49.00	\$1,960.00	

## Cost Avoidance April-March

	Rental Days	Rental Avoidance	Travel Days	Travel/Per Diem Avoidance	Total
Public Safety	3	\$2,400.00	58	\$8,700.00	\$11,100.00
DED	5	\$4,000.00	100	\$15,000.00	\$19,000.00
DESE	1	\$800.00	11	\$1,650.00	\$2,450.00
DHSS	6	\$4,800.00	95	\$14,250.00	\$19,050.00
DNR	18	\$14,400.00	274	\$41,100.00	\$55,500.00
DSS	5	\$4,000.00	83	\$12,450.00	\$16,450.00
MODOT	17	\$13,600.00	343	\$51,450.00	\$65,050.00
OA	10	\$8,000.00	213	\$31,950.00	\$39,950.00
SOS	26	\$20,800.00	470.5	\$70,575.00	\$91,375.00
<b>Totals</b>	<b>91</b>	<b>\$72,800.00</b>	<b>1647.5</b>	<b>\$247,125.00</b>	<b>\$319,925.00</b>

**Room Rental**

\$ 800.00

**Travel Avoidance**

\$ 150.00

Based on Agency Class Attendance

**Rental Avoidance**= Rental days x room rental(\$800)

**Travel Avoidance**=Student days x travel avoidance(\$150)

note: rental days is # of days x # of classes  
Travel days is # of students x # of days

MOTEC FY 2011				
OPERATIONS				
BUDGET				
BUDGET SUBCLASS	OBJECT	NOTES	FY 2010 BUDGET	NEW PROPOSED FY 2011 BUDGET
100 SALARIES & WAGES	2005	1.00 FTE-CLERICAL	31,401.00	31,401.00
		1.00 FTE -TECHNICAL SUPPORT	40,000.00	40,000.00
		0.67 FTE- TECHNICAL	30,000.00	30,000.00
	<b>TOTAL</b>	<b>100 SALARIES &amp; WAGES</b>	<b>101,401.00</b>	<b>101,401.00</b>
180 FUEL & UTILITIES	2200	ELECTRICITY	4,400.00	-
		NATURAL GAS	-	-
	2203	WATER & SEWER	240.00	-
	<b>TOTAL</b>	<b>180 FUEL &amp; UTILITIES</b>	<b>4,640.00</b>	<b>-</b>
190 SUPPLIES	2250	OFFICE SUPPLIES	900.00	500.00
	2250	TONER	540.00	540.00
	2250	INFOCUS PROJECTOR BULBS	1,000.00	800.00
	<b>TOTAL</b>	<b>190 SUPPLIES</b>	<b>2,440.00</b>	<b>1,840.00</b>
320 PROFESSIONAL DEVELOPMENT	2383	CONFERENCE & TRAINING FEES	2,000.00	500.00
	<b>TOTAL</b>	<b>320 PROFESSIONAL DEVELOPMENT</b>	<b>2,000.00</b>	<b>500.00</b>
340 COMMUNICATION SERV & SUPP	2403	TELECOMMUNICATION CHRGR	2,000.00	2,000.00
	2406	NETWORK CIRCUIT LINE CHARGES	1,150.00	1,150.00
	<b>TOTAL</b>	<b>340 COMMUNICATION SERV &amp; SUPP</b>	<b>3,150.00</b>	<b>3,150.00</b>
400 PROFESSIONAL SERVICES	2460	PRINTING & BINDING SERVICES	500.00	250.00
	2472	SECURITY SERVICES	168.00	168.00
	<b>TOTAL</b>	<b>400 PROFESSIONAL SERVICES</b>	<b>668.00</b>	<b>418.00</b>
420 HOUSEKEEP & JANITOR SERV	2547	HOUSEKEEPING & JANITOR SERVICES	3,984.00	3,984.00
	2556	WASTE REMOVAL SERVICES	108.00	108.00
	<b>TOTAL</b>	<b>420 HOUSEKEEPING &amp; JANITOR SERV</b>	<b>4,092.00</b>	<b>4,092.00</b>
480 COMPUTER EQUIP & SOFTWARE	2706	ADMINISTRATIVE SOFTWARE	-	-
	2706	TRAINING SOFTWARE UPGRADES	1,000.00	-
	<b>TOTAL</b>	<b>480 COMPUTER EQUIP &amp; SOFTWARE</b>	<b>1,000.00</b>	<b>-</b>
120 FRINGE BENEFITS	2099	FRINGES BENEFITS ON WAGES & SALARIES	40,560.00	23,050.00
	2099	ADMIN TRANSFER FUND (RATF)	-	-
	<b>TOTAL</b>	<b>120 FRINGE BENEFITS</b>	<b>40,560.00</b>	<b>23,050.00</b>
		<b>TOTAL OPERATIONS COSTS</b>	<b>159,951.00</b>	<b>134,451.00</b>
		RETAINED EARNINGS REDUCTION	(25,500.00)	-
		<b>NET COST TO RECOVER</b>	<b>134,451.00</b>	<b>134,451.00</b>

## Savings Breakdown

- Class Cost Savings    \$337,581.54
- Cost Avoidance            \$319,925.00
- Tech Ed Savings            \$16,464.00
- Total Savings                \$673,970.54
- MOTEC Budget                **\$134,451.00**
- Net Savings                    **\$539,519.54**

