



Technology Investment Council



State of Delaware
Technology Investment Council Meeting Minutes
March 11, 2014

Technology Investment Council Attendees

Name	Organization	Attendance	Represented by
James Sills	DTI	Present	
Mike Morton	Controller General	Represented	Jackie Griffith
Ann Visalli	OMB Director	Present (Excused)	
Mark Murphy	DOE	Represented	Karen Field Rogers
Myron Steele	Chief Justice	Represented	Pat Griffin
James Canalichio	Dixon Valve & Coupling Co.	Present	
Dan Grim	University of Delaware	Present	
Carlos Vieira	Bank of America	Present	
Glenn Tascione	PNC Bank	Present (Excused)	

Call to Order

Secretary Sills called the March 11, 2014 TIC meeting to order at approximately 9:02 am.

Welcome

Secretary Sills welcomed everyone, and introductions were made at the Dover and Wilmington Video Teleconference (VTC) locations. TIC members' attendance was noted, as shown in the above table. Others in attendance included DTI Senior Staff, and DTI Managers.

Approval of Minutes

Secretary Sills asked if all the members received and reviewed the September, 2013 TIC meeting minutes and requested a motion to approve them. Dan Grim made a motion to approve the minutes, and Pat Griffin seconded the motion. With no opposition, the motion was carried.

IT Consolidation (ITC) Update ~ Matt Payne

One of the goals of ITC is to leverage the same solution across the state, and one of the many successful projects that are a direct result of ITC is Pro-Watch. Multiple agencies are using this system which allows the use of one badge to get into a building such as the Carvel office building in Wilmington. The solution will cut down on the number of badges issued, and make it more efficient for the State. This is managed by capital police for Carvel, but is leveraged by different agencies. This is a good example of leveraging the same solution across different agencies in the state within ITC.

DNREC – We have been working with DNREC for 9 months. They have a large application portfolio, with 6 or 7 divisions. We are close to having our SLA signed, and it will be a full ITC consolidation, and everyone will be within DTI. There is also a GIS component, and we are starting to consolidate the environments for the Geospatial as well as the applications. They are getting involved in other initiatives related to ECM, storing and scanning items, and using workflows.

DelDOT –It is going very well, and some employees have moved to DTI, though many are still at DelDOT. We've been very pleased with the work we have been able to do so far, and our partnership with them. The Data center has been a challenging area. DTI is focused on a virtual environment, which is one of our goals and objectives.

DOC – DTI is still in discussions with DOC.

OMB and Kids are the next agencies DTI will be working with on consolidation.

There are a couple of agencies that originally asked for items to be exempt from ITC, a partial consolidation, but now they have come back for support. If an agency comes back for support, we will migrate those areas that were once excluded. When DTI only provides part of the support, and then the agency comes back for initiatives, there are issues such as, who pays for it, what should be funded, etc. so the decision is to then consolidate.

Business Case Process Update ~ Matt Payne

The old system used by DTI for Business Cases was TIMS, which asked for all your project information up front. It was hard to use, so when we needed a new system, we changed the process.

With our new system we have gone to a workflow system, you start with a little information, and build the business case as you find out more and more. The new system is PPS (Project Portfolio System). DTI has been using it for about 10 months, and we are getting feedback from agencies using it. We are still getting complaints that the business case process takes too long.

DTI has been tracking all the steps and how long they take, and tracking how long each step takes with DTI or the agency, and we are going to look for areas to expedite the process. This will be continuous process improvement. Some of the agencies don't like the process, and don't want to, or are not able to provide diagrams. Other agencies have the right scale of people, and they are able to provide all the deliverables. The agencies that struggle to provide the information increases the time it takes, which creates more meetings. The vendors also give a lot of pushback; they don't like all the requirements we have as a State.

DTI has broken the groups into 2 sections, consolidated or not consolidated. For the consolidated group, DTI is providing their IT support, so DTI needs to hold ourselves more accountable. DTI needs to make sure we are providing the information as it flows through the process, is provided correctly, and is able to be approved when it gets to the Architecture Review Board (ARB). DTI will have a team within our portfolio team, to make sure all the templates are done, and following up during the process, it will be a type of concierge service.

For the agencies that are not consolidated, the IRM is going to need to do more and more. Some IRM's handle all this for the agencies now, but they will be fully accountable for all the deliverables for their agencies. Since they are not consolidated, DTI will assist them, but we will not do the work for them.

Any questions - no

Customer Survey Results, Themes, and Next Steps ~ Mike Hojnicky

DTI conducts a customer satisfaction survey each year; the purpose is to determine what our customers think about our processes, what we are doing, and how we can improve. We sent out 174 surveys to key users, IRMs, different levels of management, and technology technicians. We received 98 responses which is an increase of 6% from 2012. The overall satisfaction rating with DTI had a slight decrease.

Some of the common themes from the survey:

- DTI had positive results about increased engagement from the Customer Engagement Team.
- Customers are pleased with DTI's response and production issues.
- DTI needs to become more knowledgeable about their customer needs and their business.
- Agencies need to know more about DTI, and what we can do for them.
- IT Governance is still a challenge, with agencies preferring to select their own solution, rather than leverage an existing State solution. DTI hopes to show the benefits of leveraging existing solutions with the business case process.

Going forward:

- The Customer Engagement Team has followed up with all agencies on questions where we scored low so they are aware that we read the survey and are responding to their issues.

- The CES team meets with each agency quarterly, along with their management, to walk through what DTI has done for them, check in on areas: DTI's billing, any incidents, any standard changes, any major projects they have.
- We are going to evaluate how we can improve the survey, the survey tool, and questions to ensure we are getting a good scale of feedback from the agencies.

Matt Payne~ DTI is making an improved effort to meet with the business people along with the IRM's. We want to find out what the needs are from both the business people along with the IT people.

Security Program Update ~ Elayne Starkey

Phishing Exercise –

- Jan 23, 2014: First statewide “universal” phish
- All State and K12 mailboxes; all 3 branches (41,650 recipients)
- Lowest “click rate” to date (4.5%)
- Agencies who had been phished previously had the lowest click rate

Jim Sills~ What was the attachment in the phish email?

Elayne Starkey~ It was a free gift certificate.

Pat Griffin~ I know it is working because I sent out a legitimate email recently, and received responses questioning if it was a phishing email.

Elayne Starkey~ We are seeing that as well, and we are encouraging people to include in emails a validity statement “If you question the validity of this email please contact _____ email@state.de.us or 302-111-1111.” It should include a valid name, and multiple ways to contact the person, to ensure employees that know it's a valid email. We have been doing these since October 2011, and have completed about 9 phishes, including the largest in January.

Two Upcoming Events for Security Team:

1. Cyber Aces Championship is going to be held on March 29, 2014. It is a nationwide competition that started as an online competition in the fall. About 500 Delaware residents registered and participated in the training and competition, and the top 50 performers in that competition have been invited to a face to face event. We had the most per capita registrations in the nation. We have a special student that has done very well, and is currently tied for 3rd place in the nation. There will be scholarships and internships available for the top performers in the Governors competition.
2. There is a daylong Cyber Conference on May 6th in Wilmington. There are 3 keynote speakers, and about 12 breakout speakers following 3 different topic tracks. More information will be sent out.

Windows XP Update ~ Bill Hickox

Windows XP is a 14 year old operating system and Microsoft has announced that April 8, 2014 will be the date it will no longer be supported. This means there will no longer be patches or updates. Hackers are very aware of this and experts feel the hackers have been preparing for the vulnerabilities that will exist, and that there will be a large increase in hacking once it's no longer supported. DTI has been communicating this for over 2 years to state agencies, and DTI has worked with OMB to identify agencies that wouldn't have budgets for PC replacements and we were able to get them replaced this year.

Currently, over 90% of state computers have been upgraded or replaced. Plans are in place for the remaining PC's to be upgraded. On the state side 450 have been upgraded and 2300 remain, and a plan is in place to have the majority replaced by April 8. Courts are doing an admirable job and are down to 116 left to replace. Many agencies have worked very hard to meet this deadline. All the ITC agencies will be completed by the deadline. K12 has replaced 2000 machines in the last 2 weeks, however they have 8500 left to do, and it appears that won't be able to be accomplished.

On the K12 side, we have more issues, and will partition off the districts, so that if they become infected they only infect themselves. We are going to take every step possible to mitigate the risk, there is still risk that could impact the state network.

The only way to fully mitigate the risk is to eliminate the ability for any XP machine to authenticate onto the state network. We recognize if we eliminate the DMV to conduct business if we shut of the XP machines, and that cannot happen.

Karen Field Rodgers – We have been communicating to the schools and to the districts and the charters, though it sounds like you won't be cutting them off, you will just be mitigating the risk.

Bill Hickox - Our expectation is that we will be cutting off all the XP machines, but when there is a district with over 50% of their PC's still on XP it will be difficult to totally eliminate those machines, so it will be up to Secretary Sills, Secretary Murphy, and Governor Markell. However, on April 9, anyone that utilizes SSL VPN to connect to the state network will be cut off, for some of the districts, they use SSL VPN for PHRST State financial, but that will absolutely be shut off.

Jim Sills ~ DTI has sent emails to the K12 Superintendents and contacted Secretary Murphy.

Karen Field Rodgers– We have also been sending information out weekly, and it's been part of the TechMac meeting.

Bill – DTI's position from a security position is that it needs to be shut it off, but we can't shut off 8000 machines, and stop kids from taking DCAS tests. We are trying to mitigate it as best we can before we get to that point.

Jim Sills – What is the University of Delaware doing?

Dan Grimm – We have communicated it, but we don't have the leverage to control it.

Jim Sills – Are you updated Jim Canalichio?

Jim Canalichio – No, we are about 80%, and we will likely not be complete until June. We are also trying to mitigate the risk, and our bigger problem is to figure out the legacy software that is out there that doesn't run. We think we found it all but we aren't sure with 14 locations around the country.

Rick Geisenberger – Bill, when you talk about cutting off access to these machines, if you have an XP machine, and access OWA will you be cut off? Or if you have a laptop that is only used for power point or logging into OWA will you be cut off?

Bill Hickox– As long as you aren't going through SSL VPN, which will be cut off, you will be fine, As long as they are not authenticating to the state network, then it will be fine.

Any other Questions - No

Major Project Update: ICIS ~ Mike Womer

- ICIS is now going in a positive direction.
- 2 years ago, it had 5000 documented issues, now as of February there are zero (0) UAT defects.
- We have collected 28 new requirements for go live, and they are in development for late March-April.
- 5 major agents that are interfacing with ICIS and that is progressing well.
- Performance testing – we have had some issues, and we are running 2-3 per day to get through it.
- We need to redo a refresher training course, 3 months prior to going live.
- The current and first most realistic window for a go live date is July 1, 2014.

Jim Sills - Rick, what do you think?

Rick Geisenberger– With the business blackouts periods, the earliest would be July, and the latest should be by the end of this year. Currently the biggest issue is performance testing issues.

Li Wen Lin – There are issues due to the project being delayed so long. A lot of the current system and software is out of support. We need to decide with the vendor if we are going to get the software up to the support versions, or go live and then update it.

Matt Payne–There will be support time after go live, so it will be able to be worked out to update the software. We have made great progress, and there is now light at the end of the tunnel, but the big variable is when the regression testing takes place, which is a very extensive test. It's a 3 week long test that will likely expose some issues due to the number of changes we have made. The end of the year is achievable, the July date is very optimistic. Rick's team has done a fantastic job doing testing.

Andrea Godfrey ~ When the new system goes live will the old system be gone?

Matt Payne ~ Yes, it will.

Li Wen Lin –We do data migration monthly, and move it into the new system, so we will be current once we change over to the new system.

Rick Geisenberger ~ When we go live, we have communicated to the agent and legal community that we will create an artificial 4 day weekend, just to be sure we have enough time to complete the final migration. The ideal time of the year would be July or August as that is our slowest time.

Any other Questions – No

Delaware Broadband Fund Plan ~ Bill Hickox

HB96 was signed into law in June, 2013, part of this bill created a fund specifically to support and enhance broadband services in states public schools and public libraries. It is also for unserved areas, and broadband initiatives in rural parts of the state. There is estimated revenue of \$2.5 million dollars in this fund over a 3 year period, however it is one-time revenue, it's not reoccurring.

This legislation required DTI to create a plan for deploying the funds. We want to leverage some previous investments the state has already made, such as the infrastructure fund managed by DEDO. They created a carrier hotel in Wilmington, and a requirement was to add dark fiber from Wilmington to Georgetown area. This is under construction now, and once the dark fiber hits the hub in Georgetown, we anticipate leveraging that hub, and building out from there to connect State agencies and Educational facilities, in a radius around that hub. It will allow more options for dark fiber in the area and it will create opportunities for private businesses to leverage the dark fiber that is not available to them today. DTI believes this is a good plan.

Broadband access is another portion of the fund and is to replace PC's and devices in libraries in underserved areas in mostly in Sussex County.

By legislation, it requires the sign off from the Controller General and Director of OMB.

Currently the dark fiber ends in Milford, so we are extending it from Milford to Georgetown. That piece was funded through the infrastructure fund, and it will give direct connection to Wilmington and to Philadelphia. We are building out from the hub in Georgetown. The \$2.5 million is paying for connection into the hub. We have many state offices, along with educational facilities in Georgetown. This will give opportunities for these state offices to access the dark fiber services which will reduce operating costs in those in that area. We can take the savings and redeploying those funds to further build out in the area. We expect over several years to be able to further build out Sussex County. This is needed in the area. This investment will make it so private entities can tap into broadband. It's the biggest broadband infrastructure investment that has taken place in quite a while.

Any Questions- No

Open Discussion ~

No additional items discussed.

Conclusion ~ Secretary Sills:

Secretary Sills informed the Council that the next scheduled TIC Meeting will be on June 10, 2014. It will be held in two video teleconference locations in Dover and Wilmington.

Adjournment – Secretary Sills:

With no further business to be conducted, Pat Griffin made the motion to adjourn, and Jim Canalichio seconded the motion. With no opposition, the motion was carried. The meeting was adjourned at approximately 10:06 am.

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