



Technology Investment Council



State of Delaware
Technology Investment Council Meeting Minutes
June 9, 2015

Technology Investment Council Attendees

Name	Organization	Attendance	Represented by
James Collins	DTI	Present	
Mike Morton	Controller General	Present	Jackie Griffith
Ann Visalli	OMB Director	Present	Andrea Godfrey
Mark Murphy	DOE	Excused	None
Leo E. Strine, Jr.	Chief Justice	Present	Pat Griffin
James Canalichio	Dixon Valve & Coupling Co.	Present	
Dan Grim	University of Delaware	Present	
Carlos Vieira	Bank of America	Excused	
Glenn Tascione	PNC Bank	Present	

Call to Order

Chief Information Officer (CIO), James Collins called the March 10, 2015 TIC meeting to order at approximately 9:06 am.

Welcome

CIO James Collins 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

CIO James Collins asked if all the members received and reviewed the March 10, 2015 TIC meeting minutes and requested a motion to approve them. Pat Griffin made a motion to approve the minutes, and Jackie Griffith seconded the motion. With no opposition, the motion was carried.

CIO Update ~ James Collins

There have been changes to leadership staff at DTI with the resignations of Matt Payne, Bill Hickox and Li Wen Lin. They gave enough advance notice to enable James to work through the transition. We have filled the senior team positions. The new COO is Parthiban Jayaraman; he has 13 years' experience and a strong technical and operation background with broad finance and business experience. The new is CTO Bob Rhodes; he's new to state government, but has IT operations background for vendor and global companies. He's been a liaison between IT and other lines of business, and has a strong technical background, and is known for the support he gives to customers.

We will be working with the Governor's office on a replacement to fill the vacancy on the TIC. We anticipate a new member by the September meeting.

James, Elayne Starkey along with representatives from the Delaware National Guard and Delaware State Police attended a Nation Governor's Association (NGA) cyber security summit, which was the 1st ever briefing of its kind. It included attendees from the National Homeland Security, FBI, and CIA about threats around the world, here and abroad. We have a lot of talented people working on the cyber security at DTI. Our charge was to craft recommendations to our governor for our state. We do a good job as a state being prepared for emergencies, and cyber security shouldn't have a separate track. The relationships are there, but we need work on pulling a public/private group to work through cyber security threats. We need to work with small businesses and they need to be sensitive on the importance of this issue. We are currently working with the Chamber of Commerce.

We are working with Delaware State University (DSU) and partnering with the Department of State (DOS) to get summer interns for programmers. We think it's a win/win to have the students get experience and get them interested in state government. We are also participating in the TechHire initiative to start coding schools. They launched a coding school in Wilmington; ZipCode Wilmington <http://www.zipcodewilmington.com/> and they already have commitments from major employers.

During the NASCIO midyear DC Fly-in James was able to thank the federal delegation for the federal funding we receive. Secretary Schiliro also provides funding to us because he sees it as a priority, but we are asking the federal delegation to designate funds to us.

Highlight of our teams:

ERP Team – The behind the scenes team that run some extremely important systems for state employees.

- Expanded employee self-service for the 2015 Open Enrollment
 - Spousal Coordination of Benefits online renewal
 - Minnesota life insurance enrollment leveraged Delaware Single Sign-On DE-SSO (DE-SSO).
- ERP team completed two major upgrades
 - Pensions System
 - Delaware Transit Corporation Financials
- DTI is now supporting all State ERP systems

Open Data Initiative

- Evaluating what tools other States have implemented
- Our goal is to provide a central open data portal
- Leverage existing data sources that are already published by agencies

Rick Geisenberger- many states have a lot of success for providing data available to its citizens. It might not be a model that will work in a small state, but GIC is interested in working with it. We need DTI to be the lead on it, and DOS is thrilled we are doing this.

One Stop business

- Develop detailed business requirements
 - The state has a website now
 - Want to see business be able to log into a site and see all licenses
 - Want businesses to be able to make payments
 - Want to make Government simple for business
- Executive Level support from key stakeholders
 - DOL, DOF, DOS & DTI
- Establish a foundation for the next generation business portal

Broadband

- Governor Markel announced that FiberTech was the recipient of \$1M Grant
- New fiber infrastructure will be installed from Lewes to Seaford
- Connect with existing Fiber that runs from Georgetown to Wilmington
- FiberTech currently operates 300 miles of Fiber in Delaware
- The project is scheduled to be completed by the Fall of 2015

Server 2003 ~ Parthiban Jayaraman

- July 14, 2015 support deadline is fast approaching
- Primary focus is to reduce vulnerabilities for servers accessible via the public-facing Internet
- Secondary focus is on those connected to the State network in such a way, that if they were compromised, they could allow the vulnerability to spread to other agencies
- Individual projects requested (by agency and priority) have been submitted to migrate each of the Priority 1, 2, 3, and 4 servers off of Server 2003
- Those not meeting the deadline will be handled on a case by case basis
- Priority 1 and 2 should be completed by July 14th
- Microsoft is offering extended support but it is really expensive
- A benefit is that we have been able to decommission a lot of servers
- We have made good progress

Security Program~Elayne Starkey

COOP - Bring state agencies together to test their COOP plan for an all-day event

- 80 participants from 17 Departments/Divisions in State Government tested their Continuity of Operations Plan during the exercise

Scenario: Pandemic event along with pockets of civil unrest

- The mock scenario escalated to 9500 confirmed influenza cases in Delaware and 570 deaths
- Employee absentee rates approached 20%, which prompted the State Planners to come up with creative alternatives to implement their COOP Plan
- The exercise atmosphere was high energy and allowed for cross discipline communication and discussion of dependencies

Preliminary Lessons Learned:

- Need to prioritize essential functions
- Know how to ramp up and ramp down essential operations
- Accountability – communication to employees; Family Preparedness Plans
- Each agency was encouraged to create their own take-aways to be included in the report

DigiGirlz –This is the 5th year for the event which is for 8th and 9th graders

- Expel myths about technology
- To have girls give technology careers a chance
- At this age, social influences steer them in other directions
- There were 4 tracks
 - robotics
 - mobile device forensics
- DelDOT Sec. Cohan and Mrs. Markell were the keynote speakers
- Partner with Microsoft- DCAP –University of Wilmington
- It a statewide program

The Delaware Cyber Information Sharing and Analysis Center (DE-ISAC)

- A statewide, cross-sector, multi-disciplinary group focused on limiting the impact of cyber disruptions in the state, effective communication and dialogue, and maintaining critical services for our citizens
- The DE-ISAC will focus on achieving a high level of cyber resiliency across all sectors in Delaware

Recent Federal Government Breach (OPM)

- Reached out for a briefing but they aren't able to give that yet
- They will do an all-state call to give us information to help us better prepare
- We do look at other breaches, and most start with someone clicking on a phish
- The more we phish, the more the numbers come down, until the last one there was a click rate of 13%

IT Optimization Update– Mike Hojnicky

Department of Services for Children, Youth and their Families (DSCYF)

- ServiceNow conversion targeted for June 30, 2015 to leverage statewide solution
- Avoids \$7,500.00 in additional half year ServiceNow contract for DSCYF
- Avoids another \$10,000.00 in estimated upgrade costs (upgrade was required 4/24/2015)
- Help Desk analysis underway to define skillsets within the team
- Goal is to leverage DTI Service Desk standards and policies and apply them to DSCYF Help Desk
- Remaining divisions to be incorporated in overall assessment

Office of Management & Budget

- PHRST Desktop Support being evaluated

Delaware State Police

- Network administration proposals being discussed, but assessment of full complement is required

Department of Correction

- In the process of supplementing network support

Department of State

- Working on migrating the State portal to DTI a Managed environment

Delaware Department of Transportation

- Continue to Migrate Servers to DTI manage environment
- Implemented ServiceNow

Major Projects update

FACTS II – Mike Hojnicky

- Project is currently suspended per Secretary Ranji and CIO Collins
- Agreement in place with the vendor to complete a 90 day gap analysis and technical assessment
- The effort is scheduled to be completed by June 30th
- Early indications from the code review identified:
 - Several security concerns
 - Transfer system includes many lines of unused code
- Analysis has gone well, and we need to determine the next steps

ICIS

- July 2015 is the target date for Go-Live Final performance testing has concluded
- Production environment was rebuilt and completed
- Agent connectivity testing is in progress Preparation for July 22, 2015 is main focus
- Had a meeting with our agent community to prep them:
 - We let them know that we will create a 4 day weekend
 - July and August is a very slow time
 - We will be allowing emergency filing
 - We wanted to give enough warning
 - When other states have gone from mainframe to web based systems there have been problems, so we need to have as much time as possible to ensure it will be working when we reopen
- Risks
 - Late findings during the Business certification of the Production environment
 - Final integration of external agents
 - Updating of core user training materials from May 20
 - The cost of the project is closer to 25 million for all in cost
 - They process over 2.1 million per year, especially around tax time it is busy, but July and August are the slower time. It is 1,000's a day that are filed, with peaks of 50,000
 - The next peak time is when the quarterly taxes are due on Sept. 1st
 - Sept. 30th is the end of the quarter
 - The main benefit will be to the agent community

Business Case ~ James Collins

- Internal Technology Investment Council (iTIC) reviews and approves business on an ongoing basis
 - Attempt to leverage existing solutions
 - Request that agencies develop detailed business requirements
 - Submit proposed designs before implementation
- Since January - 97 business cases have been reviewed
- Gave the TIC an update on all current business case activity summary
- It is part of the budget process now
- DTI works closely with the agencies on the business cases

Open Discussion ~

Pat Griffin – Are there any big budget items coming up for DTI?

- We are required to identify where to cut, and we expect to have the first level cut. We don't have any new projects expected, but we don't expect any current projects to have to be cut

There were not any public comments.

Conclusion ~ James Collins:

James Collins informed the Council that the next scheduled TIC Meeting will be a week later, on September 15, 2015. It will be held in two video teleconference locations in Dover and Wilmington.

Adjournment – James Collins:

With no further business to be conducted, Pat Griffin made the motion to adjourn, and Jackie Griffith seconded the motion. With no opposition, the motion was carried. The meeting was adjourned at approximately 10:40 am.

Respectfully submitted,
Ronda Ramsburg