



Technology Investment Council



State of Delaware
Technology Investment Council Meeting Minutes
June 10, 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	Excused	Brian Maxwell
Mark Murphy	DOE	Represented	Karen Field Rogers
Myron Steele	Chief Justice	Represented	Dale Matthews
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

Secretary Sills called the June 10, 2014 TIC meeting to order at approximately 9:04 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 March 11, 2014 TIC meeting minutes and requested a motion to approve them. Jim Canalichio made a motion to approve the minutes, and Jackie Griffith seconded the motion. With no opposition, the motion was carried.

IT Consolidation (ITC) Update ~ Matt Payne

DelDOT – They are a large agency and we are currently working on the following initiatives:

- Data Center Consolidation expected to be completed in the fall of 2014 and is a big effort.
- Desktop Standardizing and migrating the help desk to Service Now.
- Application Modernization – we reviewed 2/3 of the portfolio, and will change many apps from a mainframe solution to a 3rd party vendor.
- DTI will go through the applications one by one to estimate what it will take to modernize them over a time period.

Brian Maxwell ~ They are doing a big modernization of the DMV service applications. How is that going?

Matt Payne ~ I am on the committee for that project and it's a 4-5 year project. It's moving them from a mainframe to a client server environment. Currently it's all supported in house, and we are leaving that with DelDOT to manage it and waiting to find out if DTI or a vendor should be involved for the ongoing support. We are waiting until it's closer to completion.

Brian Maxwell ~ Based on the project plans, are they on track?

Matt Payne ~ Yes, they are off to a good start, but it's very early, it's a new solution for the vendor and for Delaware.

DNREC -

- Service Level Agreement (SLA) signed April 2014
- All support disciplines consolidated
 - “All-in” ITC model
 - There is no question who is responsible
 - Shortened implementation timeframe due to model
 - Very interactive and cooperative engagement

Embedded IRM

This allows DTI to have more interaction with the Directors and business leaders in that group. We have found that DTI has more insight into the business and what they need from us. We have had positive feedback on this.

Consolidation Initiatives

- Data Center Consolidation
- Desktop Standardization
- Application Modernization

Department of State

When we started ITC we purposely left out Professional Regulation and the Veterans Home however we are now going back to look and see if we should move them to ITC. The only divisions left would be Libraries and GIC.

Department of Finance

We are still in the process of negotiations to accept our ITC recommendations with the Department of Finance. They have a major need for modernization, the main focus is the Division of Revenue.

Kris Knight~ Have all the risks been identified?

Matt Payne: Yes, some of the biggest risks are the lack of depth in personnel, in terms of subject matter expertise. Also, older technologies in hardware, applications that haven't been addressed in many years, and now they need to be addressed.

Department of Correction

- ITC effort has been put on hold
- IT resource challenges
- New Leadership changes

We have other agencies that have expressed interest including KIDS and OMB in ITC.

Brian Maxwell ~ On the PowerPoint, it has the balance of the project handed over to DOC for completion. Has funding been handing over?

Bill Hickox ~ No, funding has not been handed over, the balance of the project was turned over, but they have been told they need to work with OMB regarding the funding.

Any Questions - No

Data Governance ~ Rhonda Ringer

The Criminal Justice Subcommittee was kicked off in April 2014 in conjunction with Department of Corrections.

- DTI recently kicked off a Criminal Justice Subcommittee at the request of Commissioner Coupe. He felt that some data needed to be shared within the criminal justice community to improve the business processes around the sentencing of offenders. We partnered with the criminal justice community to form a subcommittee. We hope to build and an application that can improve the sentencing process, and put the data in the hands of the Judges while in the courtrooms so they can make decisions.

Data Sharing Challenges

- Utilization of Employee ID for state business purposes
- Revising Data Management Policy and Data Classification Policy to be clearer about the use of business data across the enterprise
- Strengthen the Acceptable Use Policy (AUP) to cover non-disclosure of business data

Any Questions - No

Strategic Plan Update ~ Jim Sills

DTI has created a draft strategic plan, which will align with the Governor's goals and objectives. Also, the individual agencies can leverage the goals DTI has outlined.

Governor's 2013 and 2014 State of the State (as they directly relate to DTI)

- Improving our Quality of Life
- Develop a Culture of Innovation
- Improve existing services with new technologies and solutions
- Improve Education opportunities for all
- Continue Cyber Security Investments in job training, tools, employee education

Strategic Goals - 2015 - 2017:

1. Create a model platform for communication and collaboration with the citizens, agencies, and state employees
2. Increase the benefits of our enterprise service offerings by expanding the offerings and their use
3. Use data to drive agency missions forward to provide the right information, to the right people, at the right time
4. Develop a culture of innovation and business process improvement
5. Build on our cyber security leadership position
6. Continue to mitigate business risk through State IT initiatives

Glenn Tascione~ How do you measure the benefits of the enterprise services?

JimSills~ For example, there are a number of software as a service solutions (SAAS), and we measure the number of licenses being utilized, and this metrics would be monitored to ensure agencies are suing the service.

Brian Maxwell~ DTI looked into the scanners the agencies are using, is the enforcement of the process still in place?

JimSills~ DTI has put standards into place that the agencies have adopted. I know for printers we have been very effective statewide to make sure agencies do not have more than they need.

Any other Questions - No

Single Sign On (SSO) ~ Kamlesh Sheth

Single Sign On (SSO) Application – The state has been very effective at deploying SSO capabilities for various self-service apps for employees and the general public.

Current Applications Deployed:

- ERP-PHRST (Pay advice, W-2s, Open Enrollment, e-Profile)
- Motor Carrier Fuel Tax
- Pension

Metrics:

- 35,000 - # of Eligible employees (State Employees)
- 21,000 – # of SSO accounts

- 8,500 - # of Employees that made changes to their Benefits (May 2014)
- 3,800 - # of Employees that Have Not set up an account – Benefit eligible

Any Questions - No

Cyber Security Update ~ Elayne Starkey

Executive Branch Mandate from Director Visalli and Secretary Sills

- Required annually for all employees that have a state email account
- Must be completed by new employees in first 30 days of employment
- Over 17,000 employees complete (96%)
- Last Department will be done by June 30, 2014
- Kudos to those not in the Executive Branch who completed:
 - Judicial Branch
 - Elected Offices
 - Some School Districts

Any Questions - No

Business Case – RFP Process Integration ~ Matt Payne

Purpose:

Enable a central system for tracking and managing, IT requests, that encompasses the RFP process from GSS

Benefits:

Common and centralized request entry, centralized templates and automated workflow in alignment with the business case process

Next Steps:

Commitment from OMB procurement staff, IRMs, and DTI

Any 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 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.

This Broadband Fund will also assist with the replacement of PCs and devices in libraries in underserved areas in mostly in Sussex County. It's the biggest broadband infrastructure investment that has taken place in quite a while.

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

Any 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 are progressing well.
- Performance testing – we have had some issues; 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 Fall 2014.

Current Project Status:

- Delays in performance testing
- Final regression period is expected to yield additional defects

Any other questions – No

Major Project Update: FACTS II ~ Steven Fletcher

Objectives:

- A standardized framework for integrated case management across DSCYF service divisions
- An expanded web-based infrastructure for provider and staff access
- System flexibility for maintenance and modification

Project Issues/Risks:

- User Acceptance Testing (UAT) is taking much longer than originally anticipated
 - original plan 3 months; current plan 8 months (UAT started 12/16/2013)
- Number of defects found during UAT continues to grow
 - 4,200 total defects to date, including 350 P1 and 2,200 P2 defects

Jim Sills ~ We are utilizing CAI to help strengthen the support of the UAT functions. We are still finding new defects and it's very troubling. There will be additional cost to finish this project. We meet with Deloitte weekly. These issues have been escalated to the Senior Executives of Deloitte.

Matt Payne~ Is there an issue if it goes past November?

Steven Fletcher ~ No.

Any other 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 September 9, 2014. It will be held in two video teleconference locations in Dover and Wilmington.

Adjournment – Secretary Sills:

With no further business to be conducted, Karen Field Rogers made the motion to adjourn, and Jim Canalichio seconded the motion. With no opposition, the motion was carried. The meeting was adjourned at approximately 10:38 am.

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