



# Technology Investment Council



State of Delaware  
Technology Investment Council Meeting Minutes  
June 15, 2010

## Technology Investment Council Attendees

Name	Organization	Attendance	Represented by
James Sills	DTI	Present	
Russ Larson	Controller General	Present	
Dr. Lillian Lowery	DOE	Represented	Amelia Hodges
Myron Steele	Chief Justice	Represented	Pat Griffin
James Canalichio	Dixon Valve & Coupling Company	Present	
Dan Grim	University of Delaware	Present	
Carlos Vieira	Bank of America	Not Present	
Kris Younger	82 North LLC	Not Present	
Glenn Tascione	Barclay's Bank	Present	

### **Call to Order:**

Secretary Jim Sills called the meeting to order at approximately 9:02 am.

### **Welcome:**

Jim Sills welcomed everyone and introductions were given at each of the two teleconference locations: Dover and Wilmington. TIC members attendance was noted as shown in the above table. Others in attendance included DTI Senior Staff, DTI Team Leaders, IRM Council representative, Courts, and DTI's Legislative Analyst.

### **Old Business:**

Jim Sills asked if all the members received and reviewed the March 16, 2010 TIC meeting minutes and requested for a motion to approve them. With no comments or questions, Glenn Tascione made a motion to approve the minutes as written, and Dan Grim seconded the motion. With no opposition the motion was carried.

### **Information Security Program Update ~ Elayne Starkey:**

There is a new certification program for all Information Security Officers (ISO's) called Delaware Certified Information Security Program (DCISO). This certification is now required in 2010 for all ISO's. There are approximately 230 ISO's across the state within each organization, state agency, and school district. Within the last five years, ISO's responsibilities have been increasing. Their key responsibilities include: inventory, track, and classify department's information assets; identify authorized users for each document type, file, and report; conduct regular risk assessments of sensitive data; investigate and report security violations; conduct periodic reviews to ensure compliance with security standards and policies; and prepare and submit security reports to the organization head and to the Department of Technology and Information (DTI). The ISO's are seeking TIC support and endorsement for the new certification and its requirements and are requesting a letter of support from the TIC and State CIO to provide to the Agency Heads and State Superintendents. Not all agencies are on board with the new requirements, therefore the ISO's feel with TIC support it would validate the need and give them the credibility to pursue moving forward.

*Pat Griffin ~ What does the certification process entail? How involved is it?*

*Elayne Starkey ~ There are three core requirements. Over a course of two years, they have to attend six out of eight bi-monthly ISO meetings which are done by WebEx, provide information awareness training to 75% of their employees, perform desktop inspections, and pursue 20 credits of other types of training.*

*Russ Larson ~ Who would this letter go to?*

*Elayne Starkey ~ To the organization heads themselves; Cabinet Secretaries and School Superintendents.*

*Russ Larson ~ Do all the state agencies have the manpower to devote someone full time?*

*Elayne Starkey~ For the majority of the ISO's it is not a full time responsibility. The important thing is, as the risk continues to grow there needs to be extra attention on a lot of these issues.*

*Deb Lindell ~ I have a question about the training requirements for end users and the desktop inspections; for the larger organizations this is a inconvenience, especially to do it every two years. We have 2,500 employees that get trained all the time; to add this to their requirements will entail overtime, because they can't attend the training while they're on the job. Has there been any thought given to that?*

*Elayne Starkey ~ The training requirement in those cases will be filled by the online CBT [computer based training] which requires a one hour commitment in 24 months.*

*Deb Lindell ~ What about desktop inspections?*

*Elayne Starkey ~ That is more labor intensive. We recognize that not all employees have access to confidential information. Over a 24 month period we want validation that those employees that do have access are handling that information appropriately. The desktop inspection requirement is 75% of those employees that have access to sensitive information.*

*Jim Canalichio ~ Is the objective to certify all the 230 ISO's or the primary ones first?*

*Elayne Starkey ~ The requirement is every organization has to have at least one certified ISO. It could be primary or the alternate, but we want one certified ISO in every organization.*

*Pat Griffin ~ What happens if an ISO does not meet their requirements?*

*Elayne Starkey ~ We would first need to have a conversation with the ISO in terms of why they were unable to meet them, and secondly it may be a staffing or resource issue. It may be that it's not the right person that has been designated as the ISO, and someone else may be more appropriate.*

*Amelia Hodges ~ Can an ISO designate someone to help them carry out the desk top inspections?*

*Elayne Starkey ~ Yes, the requirement is not that they physically conduct the inspections; it is that it gets done in the organization. It is one time over a 24 month period.*

*Russ Larson ~ Do you want to prepare something for us to endorse?*

*Elayne Starkey ~ Yes, I am happy to do that if the consensus of the council is to endorse it. Can we get an official motion and I will get a draft memo for your review?*

*Secretary Sills ~ We are looking for a motion for developing a formal endorsement letter to go out to all Cabinet Secretaries and Agency heads.*

Russ Larson made the motion to approve the request. Glenn Tascione seconded the motion. With no opposition the motion was carried.

**IT Consolidation Update ~ Bill Hickox:**

The Governor's recommended budget has a line item within DTI which removes \$1 million from the budget in anticipation of the cost savings associated with the IT Consolidation effort. DTI continues to move forward preparing for the implementation of this initiative. The first five agencies in the initial wave of the consolidation are: Department of State (DOS), Department of Finance (DOF), Department of Transportation (DelDOT), Department of Education (DOE), and Department of Labor (DOL). DTI met with the first agency, DOS, several times, and developed a MOU which was signed off by Secretary Bullock and Secretary Sills. Currently there is an equipment inventory in progress to account for all DOS equipment. There is also a skill assessment underway to ensure that as the pooling of employees and staff begins, skills have been identified so they are successfully matched with responsibilities. Cost saving opportunities have been identified which include: consolidation of phone systems; virtualization of servers that are up for replacement; and data center consolidation. DOS will be used as the model as DTI moves forward with the remaining agencies. The process has begun with the next agency, DOF. DTI has submitted the draft MOU to Secretary Cook and will be working with them to discuss their concerns and how a consolidation will affect their organization. Overall, there is some agency trepidation and concerns revolving around the IT Consolidation; however DTI is consistently communicating the message of what is going to happen to their employees, how organizations will be impacted, and ensuring this will not be a "big bang" approach. As DTI moves forward and is able to show success; the trepidation from the agencies will diminish. For efficiency sake this consolidation has to progress.

*Russ Larson ~ In some cases you would be consolidating people and other cases you wouldn't; in some cases you are consolidating hardware and other cases you wouldn't. You are doing this on a case to case basis...is that correct?*

*Bill Hickox ~ That's correct. Rather than saying consolidating people, it's consolidating function. People are obviously part of the function, but it's not just the case of people. We are looking at it on a functional basis.*

*Russ Larson ~ I am quite aware of the trepidation among the agencies. I think there is a fear...how would you consolidate my office, for example?*

*Bill Hickox ~ There are three categories when we talk about consolidation; equipment, people, and applications. From an equipment standpoint; it makes sense to consolidate data centers from many into one. From a people perspective; if you have people performing common functions throughout the agencies, then we can centralize them and establish them geographically. That is an area where a significant amount of savings will occur, because in a lot of organizations those functions are supported by contractual resources that will now be able to be released, because we will be more efficient.*

*Russ Larson ~ I understand that from a hardware standpoint. What if it was an application problem, and someone showed up and said they couldn't fix it because they're not familiar with the application?*

*Bill Hickox ~ That is why we would specifically have application centric support. You may have five people doing application support where really each of them is doing 75% of application support and 25% of other common stuff. The help desk will do the initial trouble shooting and will identify what it is. If it is an application issue, they will get the primary application support person that will not be tied up with all the other ancillary stuff; just the application centric issue. It will be much more efficient because all the other issues will be dealt with.*

*Matt Payne ~ The other issue is the other applications aren't all written in the same languages, and in some areas you have very little depth of knowledge of particular code. By doing something with your application folks you have a better opportunity of leveraging someone's level of expertise should someone be out on vacation. Those folks will still be allocated to their particular application, but sitting together in one team.*

*Deb Lindell ~ Is there an opportunity to move toward a single platform of remote support to assist these people in getting their job done?*

*Bill Hickox ~ Yes, there is, and with the help of DNREC who have secured funding for enterprise licensing of SCCM, a Microsoft tool that will be the remote support platform that we will be using; we will be rolling it out to all agencies free of charge. The support costs and everything are being paid up front for the first five years.*

*Pat Griffin ~ Is it open to everybody? When will that happen?*

*Bill Hickox ~ We just received the sub grant recipient paperwork from DNREC which we are reviewing. The funding is through the stimulus grant. As soon as it is approved, we will sign off and begin to roll it out.*

*Secretary Sills ~ Let me re-emphasize a couple of points; we are not doing a “big bang” approach. Our strategy is to take five departments at a time and make sure we are documenting all the service level agreements, all the metrics, and savings. We feel by doing it this way people will buy into this concept a little easier rather than forcing it down their throats. We have more work to do, but I feel good about where we are today. We are working with Rick Geisenberger’s team every week and the employees are very receptive to what we are proposing. We will come back in September with an update on DOS. This makes sense and really ties into what the Governor is pushing; “smaller more efficient government”.*

**Data Center Initiative ~ Bill Hickox:**

Early this year Secretary Sills and Bill Hickox met with the Governor and explained our data center situation; the William Penn Building has reached its space capacity. DTI recognized the desire to experience cost savings through the consolidation of data centers and as such needed to come up with a solution. A few years ago, a scenario was put together to enter into a private partnership to design and construct a facility to be leased long term from the entity. Not only would this facility allow the consolidation of state agencies, but it would also provide the opportunity to consolidate other entities. We received letters of interest from University of Delaware, Delaware State University, and New Castle County to co-locate their data centers to a newly constructed facility. DTI was directed by the Governor to pursue any and all options before settling on one single option. During the last couple of months the Secretary and Bill Hickox have specifically reviewed a myriad of options associated with gaining additional data center space. They have visited various available data centers in Millsboro, Red Lion, Newark, and Wilmington which did not meet the necessary requirements. With the requirements both technical, financial, and in some cases political, DTI has reached a solution and a direction that was provided by the Governor. DTI will be moving forward and developing a RFP which will allow them to secure additional data center space within the Kent County area. DTI is currently in the process of preparing epilogue language to potentially be included in the bond bill. Since the co-location of DTI’s Output Management, there is now the ability to make modifications to the current facility which would include adding approximately 70 additional racks. By moving forward with the modifications, it will allow for the consolidation of the first five agencies; however, in order to bring in the balance of the agencies more space will be required. This is the purpose behind the building of a new data center in Kent County. By taking the opportunity to consolidate data centers within a single location, it will provide a better and more stable data center that will drastically reduce the operating expenses as well as the associated capital expenditures. DTI and the TIC believe this initiative is the right direction.

*Russ Larson ~ If you in fact added in U of D, DSU and NCC, how do you work out the financing?*

*Bill Hickox ~ Take the total amount of space that is there (there is a lease associated with the space) and divide it by the number of racks and get a per rack cost of being located in that data center. By locating in that center, there is a per rack cost associated.*

*Ann Visalli ~ Do you already have a formal plan approved for a data center?*

*Bill Hickox ~ We have a facility design that was conducted with 2007 bond bill money.*

*Ann Visalli ~ There is language in the bond bill that says you need a plan that needs to be approved. Was your 2007 plan designed before that language went in the bond bill?*

*Bill Hickox ~ Yes, we had a financial plan that outlined the savings associated with consolidation, the cost associated with leasing a new facility, the per rack cost, the people that would be on board, and yes, that plan did get approved.*

*Ann Visalli ~ Clearly that landscape has changed. So are you planning to revise your plan and put together a new plan? Because as long as that language is in the bond bill plan which it is now, I would not be comfortable with you moving forward with any initiative unless you have an updated plan. Including what agencies and what your proposal is, because we are also spending an enormous amount of time trying to reduce the state footprint. Many state agencies are spending a lot of time looking for savings, and this is contrary to that initiative. I think it would need to be completely justified. You also mention the budget; this language is in the bond bill so my guess is that this dialogue has occurred previously with the bond committee, more so than with JFC. I would like to see what that plan looks like, and also get a complete update on what commitments you have outstanding now, where you are, and what your plan is going forward.*

*Bill Hickox ~ We did complete an update of the 2007 plan and we can certainly provide that. You make a very good point that servers now take up less space. The challenge associated with that is you have five racks of blade servers that now take up the space of one, however it requires the electricity of ten and it requires the cooling of ten. Because they are so consolidated now, they are putting out a tremendous amount of heat and drawing huge amounts of electricity. A lot of what we are doing is not just about an issue of space it is about infrastructure and capacity.*

*Ann Visalli ~ That's an excellent point that would make a plan for 2007 obsolete. I don't think DTI should be in a position of being a landlord, although it might make some economic sense to have a facility identified that was bigger than your needs to be able to sublet it. I don't feel that should be a primary driver in your business model. We have had separate discussions on your IT Consolidation and I know there has been some resistance from Cabinet agencies to relocate their servers to DTI let alone a new data center. I would want a comfort level and an update on where those agencies stand. It would have to fit into your plan; otherwise you wouldn't have any idea how much space you need.*

*Bill Hickox ~ Understood. When we first went down this path we sat down with the big agencies that own the majority of the data centers. We got direction and commitment from Department of Transportation, Department of State, and Department of Education to co-locate.*

*Secretary Sills ~ I want to stress that DTI will not be a landlord; we want to enter into a public/private partnership with a private developer that would actually own the facility, and the State would make lease payments.*

*Bill Hickox ~ This is a scenario where someone else would own the facility and we would lease it. The issue becomes we are trying to bring a synergy of others together, so we want to make sure the facility is big enough for potential growth for the State. Also to have it big enough so that others would want to be there too, which creates the opportunity for that sizing. If that synergy is not there then we would look for potentially a smaller footprint. One thing is going to be critical; not every agency is going to be happy with every concept. I imagine there will be agencies that won't necessarily be happy that their equipment is not located in their unsecured closet but instead now their equipment is located in a central data center. From a technology leadership perspective, that is the right direction to go whether an agency is happy about it or not, unless there is a specific business reason that prevents that from happening. Remote capabilities today allow things to be done from a distance. DTI would be locating our main equipment in a remote location and it is as critical as any other that is out there.*

*Jim Canalichio ~ In all these discussions about this data center I think there has been an overemphasis on physical size and footprint. When you are talking about a data center, you are talking about the infrastructure that can support all the activities that go on in that building. When you talk about the potential need for growth, it is not floor space; floor space is commodity, it is the infrastructure that supports all those activities that go in there.*

*Bill Hickox ~ The perfect example is right now we have a rack in the William Penn Data Center that draws on average about two kilowatts per rack; the anticipation on where technology is going is that racks will be drawing between 12*

to 15 kilowatts per rack. This means if we are two to three [kilowatts] now and we are going to 12 to 15 we have to have five times the electrical infrastructure in order to support that. It also means if you have five times the electrical infrastructure, you need five times the generation power and five times the UPS power in order to keep those things up in the event of a power failure. It is not a square footage argument, it is an infrastructure one.

Jim Canalichio ~ The discussion seems to revolve around the actual size and in fact size really has little or nothing to do with it. The infrastructure is what the real problem is when it comes down to supporting these kinds of things.

Ann Visalli ~ That is why you need to have a plan that describes your needs, because I have to believe that DOE may or may not fully be on board. If they can't sustain their operation the way it is today you are not going to have a choice but to find an alternate place to protect servers and their data. As long as this epilogue is in the bond bill there needs to be a plan that is approved. What are you RFPing, a builder, or a private company that manages data?

Bill Hickox ~ We would be RFPing data center capacity, and again this was not a case of we're going to put together a plan and not give it to OMB. It was a direct request from the Governor's office.

Ann Visalli ~ You are aware of bond bill language, right? I just want to make sure you are in compliance.

Secretary Sills ~ We need to get Ann an updated plan, and get on her calendar to walk her through all the options. Isabella will set that up this week.

Ann Visalli ~ If you are issuing an RFP for data center capacity and are planning on making a payment to a third party, what funding are you going to use, have you identified it?

Bill Hickox ~ Savings associated with data center consolidation will be the funding source associated with the lease, and the plan we developed has outlined what the savings are and what the potential lease will be.

Secretary Sills ~ We will follow up separately with Ann. We also want to mention that this data center is about two to three years out.

Bill Hickox ~ It depends on the results of the RFP and looking at all potential options. This could be a new build for someone, or if someone has existing data center space that meet our specifications then it may be a little quicker.

#### **ARRA Grant Update ~ Mike Hojnicky**

The Broadband Mapping Initiative is progressing very well. The first NTIA deliverable was completed on May 31, 2010. We are tracking better and are ahead of schedule compared to most states. The NTIA is now offering the opportunity for additional funding for the Broadband Mapping grant states, which includes semi-annual updates for year's three to five, website maintenance and support, and additional outreach programs. This supplemental funding opportunity is due July 1, 2010. DTI reached out to NTIA and expressed our interest in securing the additional funds.

In the Second Round of NOFA, the following three grants were submitted from Delaware: \$3.4 million DTI Delaware Digital Connection which focuses on leveraging our video technology and is currently in the due diligence phase, \$1.9 million Delaware Library Job/Learning Labs, and \$3.5 million doKall direct marketing from Vel Micro, a local vendor.

#### **iTIC/Business Case Update ~ Mike Hojnicky:**

iTIC is an internal group which reviews all technology projects and meets bi-weekly. Agencies submit their requests through an online system called Technology Investment Management Systems (TIMS) that allows them to enter their information for iTIC review. This is a two step process: First it goes through the Architecture Review Board (ARB) which looks for compliance of State standards, and second it goes to the iTIC which looks at the overall project management of the request. This process is difficult because DTI currently does not have full IT Governance over the agencies. Since January 2010, 38 business cases were recommended. DTI is currently working to streamline the current business case process to make it easier for agencies to comply and enter their data. Ultimately, DTI's goal is to

implement a new enterprise portfolio management solution in order to see a project from initiation through production and to track its success.

*Ann Visalli ~ Do you feel like you have enough of a net to catch agencies that are advancing on a technology front? My concern is that agencies should have an approved purchase order before they move forward on any spending initiative, including a data center. If someone were redesigning their website or interested in purchasing software that was relatively significant; if there is something I can do to help in that area, because I am concerned that we have Cabinet and others that have forgotten what the rules are.*

*Mike Hojnicky ~ No, we don't have the oversight in place that we need. We have caught P.O.'s through your staff or the procurement side has reached out. If we had a centralized funding model that included participation from OMB along with iTIC, we could really look to ensure we have the right oversight endeavors. We would like to include an OMB representative as part of the iTIC.*

*Pat Griffin ~ For the business cases, what are the average costs associated...are they significant projects?*

*Mike Hojnicky ~ It ranges, some are significant, for example Children and Family Services are working on a new Case Management system which is \$26 million.*

*Pat Griffin ~ What would be the smallest amount?*

*Mike Hojnicky ~ Server replacements. When agencies are procuring, there are criteria for exemptions in place. If it is a larger purchase, in excess of \$50,000 we recommend a business case and take a look at it. It is also required for acquiring federal funds.*

*Secretary Sills ~ In an ideal world, if the agencies were able to submit their idea/concept through our business case process we could catch a lot of these initiatives, so we would stop building all these one-off solutions. I agree with Mike's point that we need to involve someone from OMB, so Ann we need to work on that together.*

*Ann Visalli ~ I believe it is a joint effort.*

### **DACSES Replacement Project ~ Matt Payne:**

The Delaware Automated Child Support Enforcement System (DACSES) was implemented in 1987. The system is required to support every aspect of child support enforcement from case initiation through the complexities of financial management. The Federal Child Support program is complex and ever changing, and states without modern systems face greater challenges in meeting the needs of their customers. In achieving the goals of the program DACSES does not adequately support the Delaware Child Support Enforcement's (DCSE) current business processes. The system's antiquated functionality and technical core serves to prevent DCSE from meeting or even pursuing many of its program goals. The following elements of the DACSES Replacement have been completed: Database conversion from IMS to DB2, federally mandated Feasibility Study, State Disbursement Unit (SDU) was implemented, Business Process Reengineering Study (BPR), and a PMO vendor, ACS, was hired. The State will fund about a third of the initiative, and the Federal Government will fund the remaining two-thirds. The issues and concerns with DACSES are as follows: It is necessary to obtain sufficient qualified State staff (13 Full Time Employee's - FTE's) to support project development and maintenance of solution after implementation; the State will need to augment technical infrastructure to support the solution; and the Federal Government requires separate independent validation to help them manage risks. The State must be prepared to respond to the Feds' concerns to mitigate risks or 66% matching funding may be withdrawn. The budget estimate for the three year development is \$59 million, of which the State's share is \$21 million. The \$59 million does not include costs to the general fund personnel line for the new 13 FTE's or costs for any vendor provided staff augmentation. ACS will have all their resources at the project site located in Delaware. The next steps for DACSES include: A Legacy system overview for vendor staff, boot camp training session on ARCSIS transfer system for project staff, State project staff hired for project roles, development and SIT hardware and software delivery, and have project site ready for occupancy.

*Glenn Tascione ~ ACS, are they a vendor we have had experience with in the past?*

*Matt Payne ~ We have had experience with them in the past. There are two vendors but both of them are providing the over arching piece. They both have sub contracted with smaller companies that are really doing the majority share of the work. In this case, I am familiar with ACS from the Courts which is supported by a different part of the company. When we went through the RFP process with them we were very specific as to the names that would be on the contract from the sub company. There selection was really about the sub-company rather than ACS.*

*Glenn Tascione ~ At an almost \$60 million dollar expenditure, does that raise the question about whether DHSS should be reconsidered as one of the top five for the Consolidation effort given the potential of the hardware and infrastructure investment?*

*Secretary Sills ~ We have given thought to it, but we are locked in terms of the first five agencies. We have had discussions with the Secretary of DHSS and she wants to move forward with IT Consolidation, but we have to get through these first five, document the savings, and get people comfortable with what we are trying to do. As Matt pointed out, they have under their IRM about 150 IT resources in their organization. They have a strong/broad IT organization, and if you compare that number to some of the other departments that do not have that many resources what you said makes sense; to look at consolidating them sooner versus later. Again, they have about 150 people that are knowledgeable of what they do.*

*Matt Payne ~ They were very eager in the beginning for DTI to take ownership of those 13 resources and have DTI be the technical person for the State on it. However there were some reasons why those positions couldn't be hired by DTI, so they are going to be hired within the existing DHSS technical team.*

*Pat Griffin ~ Has the State already funded the \$21 million needed for this project?*

*Ann Visalli ~ There is money in the bond bill for this year for the upgrades. I don't know if we are fully funded.*

*Matt Payne ~ Each year they have to put in a certain amount that will eventually add up to the dollar figure.*

*Ann Visalli ~ It is multiple year funding.*

*Pat Griffin ~ But the commitment is to complete the project?*

*Ann Visalli ~ Yes.*

#### **ICIS ~ Matt Payne:**

The Integrated Corporations Information System (ICIS) will upgrade and update the legacy mainframe imaging and workflow system responsible for supporting the States Corporations Division that generates approximately \$850 million in annual revenue. The solution will be upgraded to a .Net based web application using an Oracle database. The project was targeting an install of June/ July 2011; currently the project schedule is delayed by nine to 12 months. Since our last meeting there has been a lot of changes; these changes were primarily driven by the vendor Alliance supplying code and functionality back to the business area within the Department of State. When that code was received there was a substantial disconnect between how it was going to look and function versus what was expected of the business line. All work was stopped at that point, and evaluations began to take place to analyze why there was such a large gap between what was expected and what was actually received. The largest issue identified was there was insufficient level of detail being exchanged between Alliance and Division of Corporation's functional team. The recommendation was made to break the function down to a smaller level of detail and to have the vendor's technical team shadow the State's functional team before they are redesigned. This will formalize the approval of the design process. Another decision that has been made by the Department of State is to turn over the Project Management responsibilities over to DTI. DTI will now have a DTI Project Director managing this project going forward. The functional and technical lead as well as the vendor's point person will work with the DTI Project Director.

By the end of June, a more detailed, consolidated project plan will be completed. There will also be focus on the technical skill set needed to support this project on an ongoing basis as well as the type of training and education required to support the new application. Instead of hitting a target date in June 2011, the initial assessment of a more realistic timeframe of completion is the first quarter of 2012.

**COTS: Project Overview ~ Matt Payne:**

During the last TIC meeting the changes in the “hands on” leadership of this project were discussed. Although Chief Justice Steele still remains involved in the leadership of this project, it was handed over to Justice Ridgely. Marianne Kennedy took over a larger role of overseeing and running of the project. Marianne is working with all the Court representatives to define their functional needs and requirements. Ultimately, they will provide a recommendation on how to proceed with the Criminal Phase of this effort.

*Marianne Kennedy ~ We are changing direction and looking at a lot of different alternatives. Justice Ridgely has asked us to make a recommendation within the next four months in August.*

*Pat Griffin ~ That is our goal...it is not a set date.*

**DTI Major Projects Update: ERP ~ Matt Payne**

We are in the process of beginning our PHRST implementation on June 24<sup>th</sup>, and we are on target for the July 19<sup>th</sup> financial system. 92% of individuals have been registered for the training, and a good portion of those have already participated in the training. As of yesterday, the conversion process of PHRST has been moving slightly ahead of schedule. The technical and functional teams have worked very well together; they are working 24/7. We will continue to follow our detailed implementation plan, complete the first wave of training, schedule the next wave of training, and prepare service desk and trainers to handle the call volume.

**Upcoming Meeting Dates:**

Tuesday – September 14, 2010

Tuesday – December 14, 2010

Tuesday – March 8, 2010

Tuesday – June 14, 2010

**Conclusion ~ Secretary Sills:**

Secretary Sills thanked the members for their participation, confirmed the next scheduled TIC Meeting will occur on Tuesday, September 14, 2010, and concluded the meeting.

**Adjournment – Secretary Sills:**

With no further business to be conducted: Glenn Tascione made the motion to adjourn; Pat Griffin seconded the motion. The meeting was adjourned at approximately 10:34 am.

:iik