



# Technology Investment Council



State of Delaware  
Technology Investment Council Meeting Minutes  
December 9, 2014

## Technology Investment Council Attendees

Name	Organization	Attendance	Represented by
James Collins	DTI	Present	
Mike Morton	Controller General	Represented	Jackie Griffith
Ann Visalli	OMB Director	Present	
Mark Murphy	DOE	Represented	Karen Field Rogers
Leo E. Strine, Jr.	Chief Justice	Represented	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 December 9, 2014 TIC meeting to order at approximately 9:06 am.

### **Welcome**

New 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 September 9, 2014 TIC meeting minutes and requested a motion to approve them. Ann Visalli made a motion to approve the minutes, and Pat Griffin seconded the motion. With no opposition, the motion was carried.

### **CIO Update ~ James Collins**

James Collins assumed the role of Chief Information Officer (CIO) on October 8<sup>th</sup>. James stated he's impressed by the staff, their technical skills and scope of DTI services. James noted that DTI is a critical central support organization, and DTI's success has a direct impact on the agencies we serve. As the new State CIO, James feels it is his duty to provide the TIC regular updates about the work performed by the DTI team.

James introduced Mike Hojnicky as Chief of Policy and Communications on the senior team and Li Wen Lin as Project Management & Customer Engagement Team Leader.

James gave an overview of DTI's services including

Overview of DTI's Services:

- Service desk creates over 7,800 incident/service tickets per month
- Systems Engineering & Administration
- Manages over 1200 virtual & 200 physical servers
- Process over 4 million emails per day
- Telecom team designs & supports the state network infrastructure for all branches of government
- Application Development maintains over 600+ applications and 100+ websites
- ERP Team Supports FSF, PHRST & IAM for all Branches of Government

- Project Management Office supports Enterprise & agency initiatives
- Enterprise Architecture provides guidance for Planning and provision of IT solutions
- Security Office manages statewide Information Security & COOP initiatives for all branches of Government

#### Challenges & Opportunities

- Demand for DTI's assistance is greater than the resources we have available
- Working with OMB to develop short and long term plans on how to fund IT
- Improved project and vendor management can increase cost avoidance
- Support can improve by leveraging more enterprise shared solutions
- Provide an increased awareness of the status of IT in the State to the TIC
- Developing new PPS workflow with GSS to include the Procurement process

#### **Project Portfolio System (PPS) Upgrade ~ Li Wen Lin**

Li Wen Lin gave an update on the PPS upgrade including that it will include leveraging a single tool for business cases with procurement and that it will reduce redundant requests/contracts. It will also reduce similar tools and software, and provide transparency throughout the process.

#### **ITC Update ~ Matt Payne**

Matt Payne gave an update on ITC. He reviewed the DOS and Fire Services recommendations as well as DNREC Data Center Migrations. An update was also given on DelDOT's application modernization discovery project.

#### **CyberSecurity Update ~ Elayne Starkey**

There were two security exercises held recently. Maximum Mayhem Exercise was the 10<sup>th</sup> annual cyber exercise and it included cyber and physical attack exercises. This simulated attack was against the electrical grid in Delaware and was adapted from a real attack in California. There were over 100 participants from 14 State agencies. The lessons learned and action plans are under development.

The COOP/Disaster Recovery Exercise simulation scenario was that a monster F3 tornado pummeled a 2 mile stretch in Kent County and there was a complete loss of the William Penn Data Center. Critical State systems that are managed by DTI were restored within 48 hours, an alternate work location established in 30 minutes.

Simulations of a major IT outages improves our ability to respond and recover from an actual event.

#### **Broadband Grant Update~ Bill Hickox**

Grant proposals were received from four vendors: Conxx Inc, Broad Valley Inc., Fiber Tech LLC, and Chesapeake Fiber LLC. The committee was made up of DTI, OMB, DEDO, DelDOT. They have completed a preliminary review and assessment. The final proposal presentation will be made by all submitters on December 16<sup>th</sup>.

#### **Overall Projects update**

*Major Projects: ICIS - Replace existing DOS/DOC systems with one integrated application solution.*

The current status is Red for the project, the targeted date is currently March 2015. The regression testing continues, and 25 defects still remain. The testing is expected to conclude in January 2015. The peak filing performance test is close to standard, while the peak tax payment test is below standards.

The project issues and risks are that the technical staffing model and begin date for on boarding for post go live support needs to finalized by January 2014. The code modified by state personnel is being reviewed by the vendor. The original hardware/software estimates for the entire system were under estimated, and the disaster recovery solution is not fully budgeted.

*Major Projects: Motor Vehicle Automated Licensing System (MVALS)*

There are quality issues related to software modifications. There are challenges related to 3M's inability to implement in a tightly secure network environment, and three out of five 3M project leads have been let go or quit. There are also contract disputes over maintenance and support and there are issues with 3M resources. The next step is to determine a path forward for the next projects.

*Major Projects: FACTS II – DSCYF's Family and Child Tracking System II*

The objective for the project is to create a standardized framework for integrated case management across DSCYF service division. It will create an expanded web-based infrastructure for provider and staff access, along with system flexibility for maintenance and modification.

The current status is that there are an inordinate amount of defects in UAT causing a halt to testing. The DD&I vendor is currently conducting a regression test to ensure stability. DSCYF has begun a gap analysis between business process & FACTS II to determine how its future business will be supported, and Deloitte is conducting Expanded Regression Testing to assure system stability.

In December 2014, the vendor DD&I needs to complete Enhanced Regression testing, and complete Use Case Development for test scripts. The next step is to begin the Gap analysis between Use Cases and FACTS II system, develop Test Scripts based on Use Cases, conduct a code review of FACTS II, and develop a budget for the remainder of the project.

**Open Discussion ~**

No additional items discussed.

**Conclusion ~ James Collins:**

James Collins informed the Council that the next scheduled TIC Meeting will be on March 10, 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 James Canalichio seconded the motion. With no opposition, the motion was carried. The meeting was adjourned at approximately 11:06 am.

Respectfully submitted,  
Ronda Ramsburg