

OAGITM Summer '04 Conference Minutes

Wednesday, August 4, 2004

Welcome and Kickoff – John Margaronis/Ken Sigesmund

John - Introduced new members. Reviewed conference agenda and discussed vendor participation.

Ken – Talked about the food, facilities, and jet boat excursion.

State CIO's Enterprise Update – Don Fleming

eGovernment – Currently migrating content to Oregon.gov. There are two new enterprise applications in the planning process – central business license registration and enhanced budget information tracking system for state agencies.

Business Continuity Planning – moving into the design phase to include scope, framework and methodology. Discussed increased risk associated with data center consolidation. Governor looking for four to eight most important processes needing to be restored first.

Cyber Security – Performing a comprehensive vulnerability assessment. Includes physical security and policy issues under the State Chief Information Security Officer. One of the subject matter teams is the Cyber Security Task Force. Don talked about impact on partners and the State's inability to control origination systems.

Data center and network infrastructure consolidation project - Endorsed by the Governor. Discussed CIO Council role in enterprise initiatives and their importance in the datacenter consolidation. Implementation planning for the 12 participating agencies is the next step.

Enterprise IT Transformations – Paradigm Shift

Goals – reduce costs and reallocate savings.

Strategy – Provide new capabilities through shared services while reducing the base through efficiencies. Then reinvest some of the savings.

Shared services – doing the same things in the same way. Enterprise services include infrastructure, HR, finance, payroll, etc.

Discussed setting strategies, gathering data (metrics), and benchmarking.

Continuous improvement applied to ongoing operations. Stated there is a lack of metrics associated with the base. Intends to tie the strategic plan to the operating plan and that the agency directors are the owners of the strategic plan.

Keynote – Bobby Green, Lane County Commissioner (Chair)

Discussed having common goals across the organization. Stated that IT needed to align with Commissioner goals. Talked about communicating clearly and overcoming the language barriers. Stated ROI is very important, even though the money questions will always be first. Talked about Lane County's streaming video. Advocated for video conferencing and hand-helds. Mentioned fighting SPAM. Final point was for CIO's not to be shy and don't hold back.

Linux/Open Systems in Government Environments – IBM (Randy Kalmeta)

What is Linux? An "open source" system. Started in 1990's. Developed cooperatively across the Internet. IBM works with Linux developer groups worldwide.

Open source means community-developed, high performance, high quality, highly secure. Examples include Apache web server, Eclipse application development, Gnome desktop environment, Mozilla browser, Star Office, Perl language, Samba file and print, SendMail mail server, and Tomcat application server.

Discussed Open Source Software (OSS) development model and the development lab. OSDL is in Beaverton working toward Linux rollout in government and education.

Two primary distributors – Red Hat and SuSE (Novell).

IBM started the Linux Technology Center in 1998. They are the primary development group for IBM for all eServer platforms, all eServer software, and other key initiatives. The center's mission was to make Linux better, expand the Linux reach, and to leverage it across IBM's products.

Linux value proposition in government

- TCO
- Improved government services to citizens
- National Security
- Economic development
- System capabilities

Not IBM's intent to take over Linux or to become a distributor.

Many government agencies and countries have adopted Linux. (ODOT is currently using Linux.)

Described kernel enhancements from 2.2 to 2.4 to 2.6.

County Roundtable

Rick Jacobsen/Stam Johnson (Multnomah County) – Between CIO's. Interim CIO from business side of house is Becky Porter. Working on the HIPAA Security Rule. Working to reduce remote sites and data centers. Rolling out thin client solutions.

Diane Killian (Lincoln County) – Hosted DACMS implementation soon. Implementing ADP's eTime for time reporting. Utilizes ADP for payroll as well. Eliminating DAS as an ISP. Opted for a local provider for savings and SPAM filtering (Baracuda).

Dave Cummings (Clackamas County) – Discussed implementation of their thin-client solution. Provided technology for a new building. Testing wireless solutions. Planning network segment redundancy.

Kevin Potter/Tom Fallon (Douglas County) – CAD, Jail, DA, and RMS systems awarded to Tiburon with a March '05 implementation schedule. Oracle 11i Financials implemented recently. Smooth upgrade. Large voice-radio system replacement in planning phase. Outfitting cars with mobile radio gear and laptops. Trying to get partners into law enforcement system. New animal control system from Helion. Cash receipting from Helion also. Deploying Exchange 2003. Deployed DocuWare imaging. Returned the P&P function to the state. Will be updating health systems after the first of the year.

John Warsinske (Benton County) – Providing DACMS hosted service. Check with John on hosted services or the OJIN interface. Working to put food handlers permits on the web to compete with the Oregon Restaurant Association (ORA).

Dave Peterson/Joe Sodony (Deschutes County) – Moved into new building. Two new buildings in the County (40,000 & 80,000 square feet). Has thin client solution implemented. Looking for field solutions for inspectors, etc. Fortress Systems Limited has products and services for SPAM filtering. (<http://www.fsl.com>)

Craig Schwink/Michael Soots (Tillamook County) – Given SO and fire radio systems maintenance and upkeep. Working on security and redundancy. BCC not interested in eGovernment. Working hard on GIS base maps, to be completed this year and online. Fiber optics being brought in under Tillamook Light Wave. Implementing XP on the desktops. Bid out for fiber to the court house.

Tony Black (Lane County) – Currently working to merge the Information Services Department with the Regional Information Services Department. Implemented an actuals-based, real-time billing system. Recently formalized project management and portfolio management. Went live with Motorola CAD/Mobile solutions. Rolling out eGovernment next month. Currently implementing server virtualization and SAN storage solution.

Larry Harker (Association of Oregon Counties AOC) – Director retired. Deputy director getting ready to. Moved from VB6 to Virtual Studio.

Randy Harkness (Wasco County) – Combined multiple phone systems into one system. One consolidated voice and data network. Planning implementation of email server. Will be working security issues from HAN audit after.

Ken Sigesmund (Washington County) – Working on disaster recovery solutions. Have approval for an alternate site. Developed “Use of Force” database for SO to track incidents involving use of force. Developing a wireless environment with homeland security grant funds. Described a hacker attempt in which a wireless network was setup on their LAN. Working on eGovernment efforts.

Mark Christensen (Jackson County) – Went live on Peoplesoft Financials July 1, 2004. Planning HR/Payroll go-live the first of the year. Leasing fiber. ERP RFP in early August.

Tyler Wilhelm/Ken Clever (Josephine County) – Implementing fiber and reducing infrastructure. Beta site for Oregon Voter Registration System. Enterprise GIS system now in place. Evaluating SAN storage and PERS reporting issues.

Murray Polo (Yamhill County) – Working requirements gathering for a new law enforcement system. Property tax appraisers are working wirelessly. Building inspectors are next. Described a lightning strike that damaged some of the communications systems. Had disaster recovery plan that helped immensely. Working on GIS and imaging. Discussed recent legislation around mandating governments to review open source software.

John Margaronis/Paul Meyer/Eric White/Maury Volkov/Tom Frey (Marion County) – Completed business continuity plan, and have updated inventory of hardware and software. Struggling with email retention policy, utilizing Nexic (for GroupWise) to capture all incoming email into an Oracle database, and recall/list/summarize when necessary. Working toward embracing Microsoft as their server OS. Web team implemented ISA server in DMZ for securing public access to systems through reverse-proxy. Currently working content management solutions. Going live with DACMS on 9/20. Assessing whether to take on dispatch responsibilities. Built a partnership with their SO around computer forensics.

Dan Deboi (Wallowa County) – Contracting IT with the local ESD. Still working normal County technology issues. Just finishing GIS base maps and layers. New database apps to integrate GIS and other apps.

Phil Lind (Linn County) – DACMS implementation this weekend. Working server upgrades to Win2K3. Installing firewall. Completing PERS reporting.

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State Roundtable

Leonard Higgins (Secretary of State) – Concerns about network security and availability after centralizing voter registration. Discussed vulnerability through counties as well as through State. Identified a few key slides in HAVA handout. Saber Consulting will provide network design analysis. Stated that central voter registration is a federal mandate but that State will not dictate County's network design.

John Koreski/Clint Branum (Department of Corrections) – Discussed participation in OASIS. Recently completed new firewall implementation and moving all County users into a single domain. Completed final removal of token ring systems. Planning for upgrade of Corrections Management System (CMS). Planning for new buildings over the next few years. Planning an inmate network with no connection to the DOC network. It will utilize open source software. DOC staff recently took on inmate telephones as well as the DOC phones they already managed.

Chuck Lang (LEDS) – Moved under the State Police in '96. Lost 7 of 26 staff in the last budget. NCIC 2000 will be implemented late this fall. Chuck described a statewide issue surrounding background checks and fingerprinting in relation to periodic checks to determine a change in security status. He stated that it would be better to flag arrests and notify agencies rather than periodic checks. Counties are to contact Chuck to participate. LEDS will provide a code to each agency. Participating agencies write this code on the fingerprint cards to get the agency staff into the system.

Bill Crowell (Department of Human Services) – DHS had a \$10.2B budget & 9500 employees in the 2005-2007 biennium. ~50% of the state budget without education (~25% with education). Looking at more cuts. Policy Option Packages (POPs) are on Internet. Been with DHS for 1 year. Established an IT governance structure. Realigning services with business needs. Dealing with antiquated systems and applications. Detailed IT analysis in progress. Planning for more self-service solutions.

Business Continuity Planning – Northwest Information Services (NIS)

Discussion opened around recognizing the need for BCP and identifying potential disasters to network infrastructures. Also discussed internal and external cyber attacks.

Described need to inventory network hardware and software. Then define critical systems, essential systems, and other systems (routine and non-essential). Include seasonal changes.

Evaluate what is currently in place and determine the gap. Create a vendor matrix for hardware, software, and expendable supplies.

Identify a Business Continuity Manager who reports to the CIO to develop and execute the plan. Collaborates with functional departments and rehearses the BCP. Create a Business Continuity Work Team to include key stakeholders, executive sponsors, functional users, and outside consultants.

Described Business Continuity Data Centers (BCDC) as “hot” sites, “warm” sites, and “cold” sites.

Business Meeting

- *Treasurer’s Report* – Tony provided revenue and expense information for the period January 1, 2004 through June 30, 2004.
- *Name Change and tax exempt status* – Tony provided information on actions taken and pending to change the organization name, obtaining a tax ID number, and file for tax exempt status as a Business League.
- *Membership report* – Kevin passed out the current member status including current members, unrenewed members, and non-members. Also discussed the listserv and web site.
- *Awards program* – John and Kevin provided handout on program. John described the purpose and function of the program as well as awards specific to the program. He also discussed the nomination and selection process. Second vice president will publish forms and process. Members voted to adopt the program as presented with one revision to correct identification of the First Vice President (vice intended Second Vice President) in section 2.d.
- *State CIO Council Update* – John Koreski. Working on performance measures implementation, particularly in HR, Finance, and IT. Described the subgroup tasked with identifying relatively generic metrics to share across State IT departments. Described new professional development contracting process. (John Margaronis described Marion County process and that their contract was written such that other counties can utilize for referenced services.) Described the Oregon SmartBuy Program. Implementation will commence with desktops and laptops. Network and Telco equipment will be next. John updated the group on the CNIC network consolidation project. State has group working on an IT asset management policy.
- *Sponsoring new or small counties* – Ken described a new concept of sponsoring small counties who are unable to attend the conference for financial reasons. Goals of the program were questioned and discussed. Ken stated that if there is interest, he will continue research and analysis. John Warsinske made a motion including a recommended budget figure (\$3,000), that sponsored counties are OAGITM members, and that sponsored counties not have attended a conference for three years. There was discussion and clarification around the motion. The motion was tabled pending further analysis by the first vice president that will be publicized to the listserv for further discussion, motion, and a vote.
- *Vendor Participation* – Ken confirmed that the membership was okay with the vendor participation.

- *2005 Oregon CIO Summit* – John mentioned the upcoming summit and provided a handout.
- *Winter conference* – John asked for discussion or agreement on having the winter conference on the coast. There was general consensus so conference planning will commence in the coastal region.

Microsoft Presentation – Directions of Windows Platform, Management Platform, Security Strategy and Database Strategy (Allen Abrahamson – email: aabraham@microsoft.com)

Windows server release cycle is set for every two years. Major revisions every other cycle.

Described seamless anywhere access in the R2 release of Windows server. Also Identity Federation which extends AD to enable cross-organization single sign-on is part of R2. No need for IT staff to manage external accounts. Network Defense is another feature for health checkup, network access control, and health maintenance.

Described Windows Server “Longhorn.” Scheduled for 2007. Enhanced security, Windows File System, more processing, etc. Talked about core fundamentals.

Longhorn Desktop – Building in reliability, security and privacy, and performance. Incorporates some of the current enhancement products, like sharepoint services. Looking for an installation time of 5 minutes utilizing imaging technologies. Many of the security features being built into Longhorn will appear in XP Service Pack 2. Updates and patching will default to automatic mode.

WinXP Service Pack 2 will allow global reconfiguration of PC’s to disable public instant messengers.

Discussed systems management. Started with SMS. Strong support for mobile clients. Provides inventory information and application deployment. System Center will incorporate data warehousing. Reporting will be enhanced.

Microsoft Operations Manager 2000, SP1 (MOM) – Rules-based event and applications management solution. MOM 2005 will be released next year.

Yukon reporting being incorporated into products in 2005.

System Center (2005) and System Center Suite (2007) will combine back office databases and reporting.

Dynamic Systems Initiative (DSI) – To develop operationally aware applications by capturing IT standards in software. Automatically deploys applications and resources. Then manages the entire system dynamically. Some already exists. Some will be

available with Yukon. System Definition Model for Visual Studio.NET programmers will be included to incorporate operating environment variables. It is a basis for process control.

Security is biggest Microsoft initiative right now. Programmers are all being security trained.

Software Update Service is available right now. No reporting services currently available. Beware of IIS lockdown. (See page 53 of the update service deployment manual for words of caution.) Will be known as Windows Update Service with next release (v2) this calendar year. It will update all Windows products.

Handheld Wireless Devices (Eric White & Stan Johnson)

Discussion around different technologies available and various service provider programs and coverage areas. Multnomah County utilizes Blackberry because of the interaction with Exchange. Palm didn't integrate. Marion County utilizes Nextel Blackberry and Sprint Treo technologies depending on coverage area. NotifyLink provides GroupWise email and calendar integration.

IT Portfolio Management – Joe Brady (ProSight)

Portfolio management is an integrated set of key business processes that consistently applied, enables your business to choose and execute investments that return optimum value.

Prosight has patented Portfolio Management software. Top-down approach. (Includes change management.)

{Note: Port of Portland is utilizing the Project Portfolio Management configuration.}

Management and governance objectives:

- Ensure IS project alignment with business objectives.
- Establish formal approval process for IS projects.
- Establish clear project prioritization.
- Balance capacity and demand.
- Establish clear accountability.
- Create common pipeline management processes.
- Improve internal customer satisfaction.

Portfolio Management TCO reflects that project portfolio management is only 25% of cost. Other 75% is operations, infrastructure, and application portfolio management.

Process: clarify objectives; prioritize investments; select investments; communicate status; review portfolio; adjust course.

System capable of displaying summary data but can drill down to the details. (ie. Program overview to project data.)

Described application rationalization and legacy system transformation.

ADA and Web Accessibility – Nathan White (OHSU)

<http://www.nwada.org> (800) 949-4232

Described the principles and benefits of universal design. Good information provided in handouts.

Title II of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act require that “State and local governments provide qualified individuals with disabilities equal access to their programs, services, or activities unless doing so would impose an undue burden.

Common online barriers:

- Images without alternative text.
- Insufficient contrast.
- Elements requiring a timed response.
- Content requiring JavaScript or other client-side technologies.
- Multimedia files without captioning or audio description.
- Poor usability.

Section 508 – Rehabilitation Act became enforceable on June 25, 2001.