

Chief Information Officer Council – Meeting Minutes

April 29, 2008

approved 06/05/2008

The Chief Information Officer Council met at 2 p.m. at the Department of Forestry, Tillamook Room, 2600 State St, Salem.

Council members present: John Margaronis, Kathryn Naugle, Ben Berry, Bud Borja, Bob DeVyldere, Sandy Jefferson, Doug Juergensen, Trygve Larson, Lloyd Lowry, Jeff Marecic, Dorothy Oliver, Julie Pearson, Jim Corbett (for Curt Pederson), Scott Smith (for Dugan Petty), Baron Rodriguez, Bret West, David Yandell and Mark Reyer

EISPD staff present: Scott Riordan, Darren Wellington, John Ritchie and Charlene Wood

Others present: Dennis Wells and Jack Doyle (DHS)

Scheduled Agenda Items:

Agenda Review – John Margaronis

John Margaronis reviewed the agenda for the meeting.

1. Approval of Minutes and Action Item Follow Up – John Margaronis

The April 1, 2008 minutes were approved as revised.

2. Enterprise Architecture Program – Scott Riordan

Scott Riordan sought approval from the CIO Council to extend the Enterprise Architecture (EA) Program Charter from April 1, 2008 through July 1, 2009. The EA Core Team will update the charter. Work is being completed to define the roles and responsibilities of the staff that was outlined in the POP. It is important that we need to keep the synergy going between the ABSD and the CIOC. A collaboration site has been created for the team to share information. The EA Core Team will present the concepts to the ABSD in the next few weeks. The question would be how we represent the initiative to that group.

Ben asked if we could tease out some of the ERP like information from the EA. Bob DeVyldere expressed concern that the value of the EA is not being provided. Bob would like to see how the EA practices are applied at the agency level.

Kathryn asked if there was a way we can hold off on the charter extension decision for another month. Kathryn felt it was important to come to consensus on where the agencies' priorities lie. Kathryn suggested holding off on a decision until the CIOC survey is completed. John asked if this would hold anything up for the workgroup. John pointed out that it would be appropriate to vote if Rick Howard (DHS CIO) were in attendance today.

Members came to consensus that the EA workgroup should continue to work on EA but the CIOs would require more information before approving the charter.

Additional EA information is located at:

http://oregon.gov/DAS/EISPD/ITIP/pol_Arch_Overview.shtml

3. IT Service Management – Bret West

Bret West reported on the IT Service Management Pilot. Remedy - helpdesk is a common tool for agencies to use. In March 2008, BMC gave a presentation to the CIOs. Last week the outcome of the CIOMC meeting was to take this forward to the SDC/CIO Advisory Committee. DHS, DAS Operations and Revenue will go forward using Remedy as a helpdesk solution. The CIOs questioned whether this solution would work at the enterprise level. Members expressed their concern that this may not be the right time or solution for the enterprise. One of the

compelling reasons to use Remedy at the SDC would be to eliminate double entry and duplication of effort at the agency level.

Action: ITSM Business case will be sent to the CIOs by Charlene

Action: Bring the history of the CIOC deliberations to the advisory group.

4. SDC Update – Mark Reyer

Mark Reyer provided the members with an overview of the consolidation of the data center. The data center consolidation had a three phase approach. Mark distributed three handouts to the members. The SDC uses the ITSM process maturity model. Mark shared a chart about utility computing.

Vendors often tell the SDC how many servers are needed to run their software and because of the budget cycle we need to project what our needs will be in 2 or more years. This is difficult to do. We have data that has not been accessed for five plus years. We are measuring the components and capacity of the applications on the servers. Mark spoke about the power at the SDC. A decision needed to be made to move from 55 watts per square foot to 110 watts per square foot. The decision was made not to take this approach but to move to IBM Power 6 Technology. The SDC has moved the DCBS servers back to DCBS in order to save power. The next step taken will be the consolidation of the two mainframes onto an IBM z10 which will give us a 45 percent reduction in mainframe power.

Action: Mark Reyer will provide the handouts in soft copy to the CIOs.

5. Roundtable – All

Bud Borja reported Judicial is moving forward with E-courts. Judicial is working with public safety partners on how to safely share information.

Dorothy Oliver reported DCBS is negotiating a contract for E-permitting.

Julie Pearson reported SOS is getting ready for the upcoming elections.

Ben Berry reported that ODOT has six people assigned to work on the ERP project.

Doug Juergensen provided an update on ODFW's Point of Sale system.

Kathryn Naugle reported that Employment is adapting to the new IMatch system. The first job listing was received today.

John Margaronis reported that Lottery was contacted by the SOS audits division in regards to Lottery's wireless users.

Baron Rodriguez pointed out that the auditor(s) will walk around your building to see if they can sniff out your wireless network. The SOS is also looking to make sure that the agencies have a justification for all cell phone assignments.

Dorothy Oliver announced that the OAGITM Summer Conference will be held in August at Eagle Crest. More details will be provided at a later date.

6. Security Incident – John Ritchie

John reported on a security incident that happened to Agency X. Agency X was notified by the SDC that trojan activity had been detected. The trojans were capturing PII. John said the users were browsing the normal web sites of which half were work related and half were personal.

The user was doing on line banking from their work computer. The ESO identified and requested global block of traffic to the malicious sites. Upon discovery, ESO detected several different variations of the trojan. The presence of the files was found on four other machines that were cleaned up before but were infected again with a mutation of the trojan. ESO stepped up the monitoring of the agencies and found one more infected machine.

ESO computer forensic investigations attempted to determine the scope and type of infection. ESO analyzed the network captures to better understand the Trojan capabilities and to determine the scope of the stolen data. ESO discovered that the agency was behind in the update of their patches.

Data theft has become big business. The criminals are investing a lot of money into tools to steal your information. John reported that there are thousands of mainstream sites that are being compromised.

John recommends knowing where your PII is. The work station patching has to take on third party patching also. The agencies need to stay up to date on their work station management.

7. CIOC Survey – Kathryn Naugle

Kathryn and John met with selected CIOs to discuss what is important to them. The results of those meetings helped determine what questions to ask in the survey. Kathryn vetted the survey with a number of people and she is ready to send it out. Kathryn will forward the survey to Charlene later this week.

Action: Kathryn Naugle will forward the survey to Charlene Wood for distribution to the CIOs.

8. Resetting the CIOC Charter – John Margaronis

John said one of the areas that the charter doesn't cover is how well we are doing. The survey is going to ask about these issues. Could we as the CIO Council be doing more?

Kathryn pointed out that the SDC/CIO Advisory Board charter is a good example to follow. We should create a charter that feeds into the engagement. A meeting will be held with Dugan Petty, Kathryn Naugle, Kris Kautz and John Margaronis. Kathryn suggested moving forward by forming a workgroup. Kathryn volunteered Dugan to participate in the workgroup and will contact with him upon his return.

Action: Kathryn will discuss with Dugan the forming of a workgroup.

John adjourned the meeting at 4:00 p.m.