



Technology Investment Council



State of Delaware
Technology Investment Council Meeting Minutes
March 12, 2020

Technology Investment Council Attendees

Name	Title Organization	Attendance	Represented by
James Collins	Chief Information Officer Dept. of Technology and Information	Present	
Mike Morton	Controller General State of Delaware	Present	
Michael Jackson	Director Office of Management & Budget	Excused	Amy Bonner
Jennifer Cohen	Secretary Department of Transportation	Present	
Collins Seitz	Chief Justice State of Delaware	Present	Gale Lafferty
Rick Geisenberger	Secretary Department of Finance	Present	
Jeff Bullock	Secretary Department of State	Present	
Kara Odom Walker	Secretary Department of Health & Social Services	Present	
Kimberly Chandler	Acting Secretary Department of Safety & Homeland Security	Present	



Call to Order

Chief Information Officer (CIO), James Collins called the March 12, 2020 TIC meeting to order at approximately 9:37 am.

Welcome

TIC members' attendance was noted, as shown in the above table. Others in attendance included Department of Technology & Information (DTI) Senior Staff and Directors, Jon Sheehan (Office of the Governor), Carolyn VanDeusen (PayIt). Joining via Skype were Mike Wons (PayIt), Neil Graham (PayIt), Doug Robinson (NASCIO), Frank Gump (Excipio), and Aleine Cohen (Attorney General's Office).

CIO Update ~ James Collins

Introduction and welcome were given by James Collins. There is a plan to leverage technology in the future for these meetings but the first couple of meetings would be in person. The initial meetings will be about getting everyone acclimated with the technology landscape with major initiatives that are going on across the state, and also getting a good understanding of where the agencies are heading, and the technology needs involved.

Members of the Council introduced themselves.

CIO Collins gave some context for the Council. In reconstituting the Council, the leaders of organizations were asked to come to the table and share and be a part of the technology direction for the state. There certainly will be subcommittees that delve into deep technical matters and they'll report out to this council, but it will be kept at a high level.

CIO Collins introduced Justin Day, Chief of Partner Services. His role is to oversee all of the areas in DTI that directly provide service to the agencies, like the service desk, desktop support and the customer engagement team, and also a major part of his role is to understand the agencies and make sure we're aligned as a partner to deliver services.

SB153 Legislation ~Aleine Cohen (Attorney General)

Aleine Cohen walked through the statutory responsibilities of the TIC. The role of the council, primarily, is to adopt policies and procedures to allow the creation of a statewide technology plan that will be provided once a year to the Governor and the Director of the Office of Management and Budget with recommendations regarding funding of the technology. Additionally, more of the routine activity that the Council is going to be doing is the active project management - review the progress of current projects, make recommendations, see if they are meeting milestones, if they are on budget, and, as an extreme, possibly recommend termination of a project.

Trends in State Government ~Doug Robinson (NASCIO)

Doug Robinson, Executive Director of the National Association of State CIOs, provided an overview of the national technology landscape. He reviewed the State CIO Top 10 Priorities.

1. Cybersecurity and Risk Management (#1 for 7 consecutive years)
2. Digital Government
3. Cloud Services
4. Consolidation/Optimization
5. Customer Relationship Management
6. Budget, Cost Control, Fiscal Management
7. Legacy Modernization
8. Data Management and Analytics
9. Broadband/Wireless Connectivity
10. Innovation and Transformation through Technology

Data was collected by survey in 2019 to compile this list for 2020.

He also provided a list of trends to watch:

1. Whole-of-state cybersecurity collaboration
2. Future of the state data center and mainframe
3. Expansion of CIO as broker model
4. Governance of emerging technologies
5. Data privacy and the role of the Chief Privacy Officer
6. Growing use of Technology Business Management

Delaware Technology Overview ~ Frank Gump (Excipio)

Frank Gump gave an overview of Delaware's IT Landscape and some of the things going on specifically around assessments and centralization. Working towards having one team for each of the following – End User Support, Mainframe Services, Data Center Services, Security and Disaster Recovery, Professional Services, Consulting, Licensing and Subscriptions, and Print and Mailroom Services. The main pieces currently being worked on are the Service Catalog (web portal), Partner Service Agreements (previously SLAs), and Chargeback Model. Driving towards a completion date of July 1st. Some items will be in the upcoming budget.

James Collins reviewed the progress of IT Centralization with a list broken down by agency and percentage of centralization completed. He also presented graphs of the status of current assessments.

Delaware Courts ~Gale Lafferty (DE Courts)

Gale Lafferty gave an overview of the projects at Courts. They are undertaking a 3-5-year project to implement a unified e-filing, case management, and document management system. The idea with this project is to have everybody on the same system, which will give them the opportunity to maximize the sharing of resources with their state partners in the system. Currently they have gone through the vendor proposals and will be viewing presentations and doing site visits in April and May with the vendors still in the process.

Digital Government ~CTO Greg Lane (DTI) & Caroline VanDeusen (PayIt)

Greg Lane, Chief Technology Officer, provided an overview of the purpose of the Digital Government project. The goal is to create a presence for citizens to interact with government from any device in one application. Amazon is providing guidance on how to bring the project to market through workshops with DTI and other partners.

Caroline VanDeusen provided a demo of other platforms they have developed for other states that could be adapted for Delaware. They look to develop a communication tool and engagement tool that provides an intuitive and intelligent experience for the citizen with a single sign on. Some of the services that can be provided are finding things, interacting with government, simplifying the experience, transacting, and sending push notifications to citizens. As a result of a previous workshop, they are looking to do some proof of concepts with a few agencies. They provide marketing for the platform, free of charge. The question was raised regarding authentication and they stated that authentication could be customized.

Major Projects Overview ~ Stephanie Wingert (DTI)

Stephanie Wingert, Director of Project Management, gave a sense of the major projects landscape. DNREC, DelDOT, and DHSS represent the majority of projects. Projects originate from a business case and are scored to determine their status as a major project. She provided examples of some current projects with a description and status. In future meetings the Council will be presented with a chart showing the project name, description and color for status (red, green, yellow) and they can choose which ones to discuss.

COVID-19 ~ Justin Day (DTI)

Justin Day, Chief of Partner Services, gave a quick review of DTI's efforts around the COVID-19 response.

- Telecommuting is being supported and offered to employees based on prioritization. DTI is finalizing a solution to roll out, for each branch of government, along with K12, that will enable users to connect from home without having to go through the traditional SSLVPN request route as part of an emergency connection. We are ensuring that staff have the needed bandwidth on their home connections. DTI received a commitment from DELL to have devices within 10 days.
- DTI is working together with partners to enable each agency, to be able to support their mission critical lines of business remotely. The Engagement Team at DTI is actively involved and working with each of the agency teams to ensure that, if there is a gap between the existing continuity plan, versus the needs, as part of the coronavirus preparedness, that DTI has those detailed requirements to make sure that solutions are developed that meet agency needs.
- A dashboard is being created for real-time information sharing.
- A SharePoint site is being created for collaboration and document sharing.
- DTI is working with PHRST/ERP to address policy changes around leave.

Public Comment

There were no comments from the public.

The Next Meeting Date is June 2, 2020

Adjournment

The meeting was adjourned at approximately 11:29 am.

Respectfully submitted,
Shannon Keenan