Technology Investment Council

State Of Delaware
Technology Investment Council Meeting Minutes
28 April 2006

Technology Investment Council Attendees			
Name	**Organization**	**Attendance**	**Represented By**
Tom Jarrett	DTI	Present	
Russ Larson	Controller General	Present	
Valerie Woodruff	Dept. of Education	Absent	
Myron Steele	Chief Justice	Represented	Pat Griffin
Jack Markell	State Treasurer	Present	
Ron Coupe	Bank One	Absent	
Justin Kershaw	WL Gore	Present	
Susan Foster	University of Delaware	Absent	
Kris Younger	82 North, LLC	Present	

Secretary Jarrett called the meeting to order 9:10 am

Welcome:

Attendance was noted as shown in the above table. Members of the DTI Senior Team and their Team Leaders were present. Also in attendance were members of the IRM Council, Judicial Branch and the Budget Office.

Technology Investment in Delaware present by Jeff Savin, DTI:

Overview of changes recently made to the iTIC. We view the iTIC as really a technology investment in Delaware its how we are going to invest your hours on the various IT projects. One area identified for improvement in 2005 per a customer survey was the need to simplify the process in which agencies applied for funds for IT projects. In response to those requests we solicited improvements from our stakeholders that included the State agencies, the IRM council, other IT committees within the state. With the goal to improve the success of IT projects that the State does choose to invest in. The challenge is to simplify the process and shorten the business case form while reducing the overall evaluation time.

Jack Markell: What is an e-recommendation?

Jeff Savin: As opposed to coming together in a live committee meeting their able to make the recommendations online. There tallied online and agencies are notified of their recommendations.

It is in that the business cases are sent out that way, there reviewed and then emails are sent back. In a new application that we are developing in Lotus Notes that's all done through electronic workflow and we post it on the iTICs website so that any of our customers or the Customer Care team or any of the iTIC members can go to that website and see exactly where in the Phase and either the Project Management or the approval stage there project is done.

Jeff Savin: Goal 3 – to improve the speed and efficiency. The process we just discussed we're up to about 60% of the business cases are now being approved electronically before any State employees have to go to a sit down, face-to-face meeting. We're able to review and make those recommendations online.

Jack Markell: That's interesting that it's that easy. You think you can really get enough information without sitting across from somebody and asking the tough questions and be sufficiently straightforward online that you could do that.

Jeff Savin: The business case questions have been revised a couple times. In addition to having more specific questions on the business case, customers too have become more educated over the last couple of years. In part through the work of our Customer Care team. So that they know the information that the iTIC is going to look for. They know the important features to announce and to their credit they are providing the information that we need.

Tom Jarrett: The Customer Care members are charged to help those customers write that business case. The idea is to get it right the first time so that were not having that …

Bill Hickox: And a lot of this too is also driven around the fact that you know if it's a huge, major project financials you won't expect to see that e-recommended. There is going to be face-to-face discussion but there is a simple case management dealing with one case management system that's pretty simple and pretty straightforward for something minor. Then it's easier to e-recommend becoming certainly more efficient for all the folks involved.

Pat Griffin: Is it tagged to the amount of money? Is there any analysis being done if this project is under $100,000 it's easier to e-recommend it. Is that tagged that way or does it roll out that way?

Jeff Savin: Not necessarily, the questions that get answered in part are based on the amount of funding that's required more often than not a case of the architecture behind it. If agencies wanted to use standard architecture then it's pretty straightforward. If they want to introduce new architectures or new applications or more complex projects they would require...

Jeff Savin: Goal 3 to improve the speed and efficiency, in which projects are evaluated, business case forms being revised and modularized. For example the form for smaller projects has now been reduced to approximately 1 to 2 pages of questions.

Tom Jarrett: That's significant because when we made the original change from to the easy form we thought we had done a great job and we went from like 11 pages to 8. And we kind of when we did our customer survey of course the customer said geesh big whoop. So we've now gone from 8 pages for the easy form to 1.

Jack Markell: What's the most important piece of information that you're not collecting anymore that you were collecting before?

Jeff Savin: The architectural review board took a look at there 2-3 pages on the previous form and said the information were collecting is not really meaningful to us. This isn't what we want to know. Here's the 5-6 things that we really need to know. And when you place those 5 or 6 items that eliminates a couple pages there. Were collecting more meaningful information for an architectural….

Jack Markell: But I'm asking a different question. Presumably by going from 8 pages to 1 you're losing something of value. I mean if your not, your not and that's good to know but…

Tom Jarrett: I don't believe that we are and I think that the important factor in this again is that even with all of these forms that customer relationship, Customer Care team people are on the front end so we are even before the paperwork hits we are intimately involved in that process. So the objective is to have all the questions answered and that when it comes and hits the iTIC that a majority of that should have already been worked through.

Bill Hickox: See a lot of the information that was being collected before tended to be a bit irrelevant because if you have a small project which should be used in a business case easy form it was dealing with one agency there the only ones impacted, there the only ones impacted, it's a real small impact and a lot of the questions were driven around; impact on other agencies, what are the e-recommendations and it really wasn't applicable so people were spending a lot of time trying to put together things that were really irrelevant from our perspective.

DR/BC Lisa Wragg, DTI:

Disaster recovery for DTI and the business continuity project that DTI has embarked upon. It started in January with the kick-off. The purpose of the business continuity project that we have started was to produce business continuity plans or disaster recovery plans in a single toolset.

Lisa Wragg: With the business impact analysis what we did there was we asked everyone in DTI what their critical business processes are. In other words what do they do every day that they don't really think about on a day to day basis they just do it. We asked them to write it down and we asked them to assign a level of importance to it and I'll show you the levels in the next slide. People always said why do we have to go through this business impact analysis some of you probably already know is basically the way you gather requirements for developing a BC plan or developing a disaster recovery plan.

Jack Markell: Is there a difference between those 2 things?

LisaWragg: Disaster recovery plan is basically IT related, system related. Business continuity plan deals with the overall view of the business and how IT supports the business.

Justin Kershaw: What I was trying to get at earlier or set you up for was the distinction between that phase disaster recovery aggregation and a BIA one would be by business process. So I was looking for a slide or a maybe it's the next one and its payroll it's you know you mentioned boat registration which wouldn't even be on the slide right. But you'd have payroll, you'd have peer to peer communication over Telecommunication, electronic digital communication over email, these are the ones that the State would just shut down if you couldn't recover them within some time frame. And then you have to put a dollar figure by process over the length of time the State could operate without that service.

Lisa Wragg: Exactly you're talking about RTO and RPO, right. RTO is your recovery time objective its acronym's people love acronym's.

Justin Kershaw: But it's a really important one because there's dollars associated with it.

Lisa Wragg: RPO is recovery point objective and basically it's a business unit that tells you there process is so critical that it can't go down within a certain amount of time or they can't lose a certain amount of data. Then it becomes very expensive to recover. Likewise if you chose a long period of time to recover or if you say I can afford to lose this amount of data then the recovery process is a little cheaper.

Jack Markell: At this moment in time what is the greatest area of vulnerability for the State?

Tom Jarrett: My greatest concern is individually yes we can deal with them but if we have something like a Katrina then we are in a world of hurt because those systems; there's been no kind of enterprise view on looking at disaster recovery and the whole business continuity piece except individually.

Justin Kershaw: Who drives the ambulance truck to the information technology disaster, the hurricane thing that took out the building or that type of thing?

Tom Jarrett: An example I use is if you were in Dover a week ago when the truck hit south of Dover it took almost the entire city of Dover out. We were one of the few facilities; we were up; we were walking around like going what's wrong.

Jack Markell: You guys have that type of power?

Tom Jarrett: Huge, we run the entire facility. And we sit around and say well gee that's great that's what we want but the problem is none of our users had any power. If they don't have any access to the systems that I'm providing then what good is what I have. We look at a Blackberry system, we had an email system except that they can't get to it because there systems are down well now we're looking at you know Blackberry has a system by which we're internally we're using it so *that if an email system dies we can, my team can email each other using pin to pin communication on the Blackberries. So we bypass the email system and we can talk to one another. If we haven't paid enough attention to look at that on a global basis then it concerns me.*

DTI Strategic Goal: Enhanced Project Management Lynn Hersey-Miller, DTI:
We've taken a closer look at the people, processes and technology/tools to enhance project management. Review Enterprise Architecture, COTS and the 800MHz program.

Adjournment:
Tom presented proposed modifications to the TIC roles and responsibilities. With no further business to be conducted, Tom Jarrett made a motion and Russ Larson seconded the motion to adjourn. With no opposition, the motion was carried. Secretary Jarrett adjourned the meeting at 10:52 pm

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