

Meeting Summary



INFORMATION

DATE:	11/18/2011	START TIME:	2:00 P.M.	END TIME	3:47 P.M.	LOCATION:	Department of Information Technology, 27 Hazen Dr., Room 148
SUBJECT/PROJECT:	New Hampshire Information Technology Council (IT Council)						
PURPOSE:	Scheduled Meeting						
CHAIRPERSON:	Colonel David Routhier, Director of Information Management, New Hampshire National Guard						
ATTENDEES:	<p><u>IT Council Members:</u></p> <ol style="list-style-type: none"> 1. Art Durette, NH Association of Counties Representative, Deputy Sherriff Hillsborough County; <p><u>IT Council Designees</u></p> <ol style="list-style-type: none"> 1. Sid Russell, Dept. of Administrative Services, Financial Data Manager; 2. Michael Pillsbury, Dept. of Transportation, Deputy Commissioner 3. Steve Hamilton, Dept of Revenue Administration <p><u>Guest Attendees:</u></p> <ol style="list-style-type: none"> 4. Rick Bailey, Dept. of Safety, Division of Motor Vehicles, Director; 5. Rep. Sean Cox, General Court; 6. Rep. Timothy Twombly, General Court; 7. Brian Shepperd, UNH Network NH Now, Program Director; 8. Sean Goodwin, Dept. of Safety, E-911, Engineering Technician; 9. Bruce Cheney, Dept. of Safety, Emergency Services, Director; 10. Kevin Connor, Dept. of Safety, Emergency Services, Administrator <p><u>Department of Information Technology Staff:</u></p> <ol style="list-style-type: none"> 1. Bill Rogers, CIO/Commissioner; Col. Routhier asked him to lead the meeting in his absence; 2. Rebecca Bolton, IT Manager, Agency Software Division; 3. Theresa Pare Curtis, Director, Web Services Division; 4. Wendy Pouliot, Director, Operations Division; 5. Sally Gallerani, Director, Technical Support Services Division; 6. Frank Catanese, IT Manager, Dept. of Information Technology 						

ABSENTEES:	<ol style="list-style-type: none"> 1. Dave Routhier, Colonel, Director of Information Management, New Hampshire National Guard; 2. Kevin P. O'Brien, Dept. of Safety, Chief of Policy & Planning; 3. Christopher Clement, Dept. of Transportation, Commissioner; 4. Representative Brian Chiriciello, Rockingham County; 5. Kevin Clougherty, Dept. of Revenue Administration, Commissioner; 4. Senator James Forsythe, District 4; 5. Thomas B. Getz, Public Utilities Commission, Chairman; 6. Rebecca Landry (Keene IT Lead); 7. Nicholas Toumpas, Dept. of Health and Human Services, Commissioner; 8. Nina Gardner, Judicial Council; 9. Linda Hodgdon, Dept. of Administrative Services, Commissioner;
ITEM #	AGENDA
Public Session	
1.	Welcome, Introduction of Meeting Attendees, Attendance and Approval of August Minutes - David Routhier
2.	DoIT Strategic Plan
3.	Geospatial Information Systems - NHVIEW
4.	New England Chef information Officer Collaboration
5.	Dept. of Safety VoIP
6.	Mobile Device Pilot
7.	Granite & Exchange Consolidation
8.	NHSafeNet/BTPO Grant
Non-Public Session	
ITEM #	MINUTES
1.	<p>Welcome, Introduction of Meeting Attendees, Attendance and Approval of August Minutes - David Routhier</p> <p>Commissioner Rogers facilitated the meeting at the request of Colonel David Routhier (in his absence) and welcomed the IT Council Members, Representatives and Guests, and meeting attendees introduced themselves.</p> <ul style="list-style-type: none"> • A quorum was not present. Therefore, Colonel Routhier will approve the minutes of the August 25, 2011 meeting through e-mail. • A meeting was held this week with Rep. Twombly, Chairman of the Joint Legislative Information Technology Oversight Committee. It went well. • Rep. Cox is representing DoIT on a legislative initiative. • We will skip the approval of minutes because we don't have a quorum. • The agenda items were mentioned.
2.	<p>DoIT Strategic Plan</p> <p>Commissioner Rogers' discussion points:</p> <ul style="list-style-type: none"> • The Strategic Plan (RSA 9:4-b and RSA 21-R:4 III and IV helps to define DoIT's responsibilities. • He and Rebecca Bolton have been meeting with agencies regarding: <ul style="list-style-type: none"> ○ What risks and challenges they have. ○ What IT priorities they have. ○ What resources they need. • We decided to use a bottoms up approach – finding commonalities among State agencies in Strategic Issues and initiatives. • The Strategic target date is the first quarter of 2012. • Where is there a need in an agency? • What agencies are already doing these things?

2. (cont.)	<p>DoIT Strategic Plan</p> <ul style="list-style-type: none"> • About five agencies have Document Management systems. <ul style="list-style-type: none"> ○ Revenue is implementing iTIMS. ○ Revenue expects to have document scanning and remittance processing capacity that other agencies will eventually be able to utilize.
3.	<p>Geospatial Information Systems - NHVIEW</p> <p>Sean Goodwin's discussion points:</p> <ul style="list-style-type: none"> • Safety has been developing a web-based road closure application that has been designed around the working data that they have. • This will be introduced on November 28th. • The roads can be located by selecting: <ul style="list-style-type: none"> ○ Road – highlighted in blue. ○ Mile marker. ○ Town. <ul style="list-style-type: none"> ▪ When you select the town it shows all the roads in that town. • Appropriate staff can close the entire road or a segment or a portion of a road. • You can type up to 160 characters describing the incident. • We have made accommodations so people can recognize these by route names because this may be an easier way to identify them. • These can also be identified by cross streets. • You can get a general report for DOT Districts 1-6. <ul style="list-style-type: none"> ○ You can bring this into an Excel spreadsheet to utilize it. ○ Because the data is now more detailed, the reporting will be very different than what it was. ○ There may be some messaging challenges with this. • The application allows us to bring information into a mapping work space. • We can classify by severity of closure, and you can run a query on the data. • We can pass along information to Public Utilities of road closures due to lines being down. <p>Commissioner Rogers:</p> <ul style="list-style-type: none"> • This is a great example of a GIS application. It is not a project; it is a technology. • Better information makes better decisions. • There is no agency that wouldn't benefit from GIS. • Each agency that is participating now has different data/information. • We will do as much as we can to share information. • We really saw this come to fruition during Hurricane Irene. Sean brought up a map where there was no power, etc. so FEMA knew where to send people. <p>Sean:</p> <ul style="list-style-type: none"> • The configuration is done, and we will be moving soon to a deployment. The National Guard could use layers that are important to them. <p>Additional discussion:</p> <p>Director Cheney:</p> <ul style="list-style-type: none"> • This will be set up for the public to view a lot of it. Citizens can go there and use it for any purpose. We have a really extensive database that will put NH at the top of the list of states with this functionality.
4.	<p>New England Chief information Officer Collaboration</p> <p>Commissioner Rogers' discussion points:</p> <ul style="list-style-type: none"> • I called the CIO of Vermont (after Hurricane Irene). Their data center took in water and mud, and they had to evacuate EOC and move to a FEMA facility. Would it not be good to know about each others' issues and work collaboratively? • The New England state CIO's will be here for an all-day meeting on Monday (11/21) on how we can work collaboratively together as a region.

4. (cont.)	<p>New England Chief information Officer Collaboration</p> <ul style="list-style-type: none"> • Agenda items: <ul style="list-style-type: none"> ○ The Information Technology Organization by state and how it is funded. ○ Cloud Computing. ○ IT Consolidation/Enterprise Architecture Strategy so we can work more closely with municipalities. ○ Use of Mobile and Personally Owned Devices. ○ Cyber Security. • For additional information, please contact Rebecca Bolton.
5.	<p>Department of Safety VoIP</p> <p>Director Cheney’s discussion points:</p> <ul style="list-style-type: none"> • We are heading towards bringing VoIP on board for all State agencies. • We are tasked with trying to roll out to other Agencies as has been done at Safety and a few other places. • Kevin Connor and Rick Bailey will walk us through a presentation on the VoIP project. <p>Director Bailey talked about the history, including:</p> <ul style="list-style-type: none"> • We never addressed what NH SUN was funding, etc. • We have about 100 BW today and never adjusted this. • The charge back method used did not really charge the right people for the appropriate costs. • Current data networks are not interconnected and some key pieces have equipment over ten years old. • How do we fix the underpinnings? • We call this VoIP, but it is more important to bring the efficiencies to the core state network. Let’s get a mechanism in place so we understand what this is and look at it periodically to make sure things mesh together. <p>Administrator Connor’s remarks:</p> <ul style="list-style-type: none"> • We are working on setting expectations. What do we want to do? Redefine services and funding. • We want to build a base and then the enhanced services so we understand what is in the funding. • We will create a multi-agency steering committee to formalize the cost model. • Goals: <ul style="list-style-type: none"> ○ We need a funding model that is fair for the agencies. ○ We need to be sure whatever we are building we can support. ○ Our expectations and business needs have changed. ○ We are beginning to define what’s there. ○ As we start to connect groups we will save money.
6.	<p>Mobile Device Pilot</p> <p>Director Gallerani’s discussion points:</p> <ul style="list-style-type: none"> • This has been the crux of my existence for the last five to ten years. • There are three phases to this project: <ul style="list-style-type: none"> ○ Phase I –Blackberry Enterprise Server Express (BESE) & Microsoft Active Sync 2010 in the Granite Domain. <ul style="list-style-type: none"> ▪ We have implemented Blackberry because it is free. ▪ If you are not in the Granite Domain, we do not have the funding or the resources to set up this service in other domains. ○ Phase II – GOOD Technology Server. <ul style="list-style-type: none"> ▪ We are piloting this now.

6. (cont.)	<p>Mobile Device Pilot</p> <ul style="list-style-type: none"> ○ Phase III – Use of Personal Owned Devices by SoNH employees <ul style="list-style-type: none"> ▪ This is where we can save a lot of funds. ▪ We need to discuss the implications of e-Discovery. ▪ We need to start maximizing solutions. ▪ We have chosen GOOD Technology to separate personal and business information. <ul style="list-style-type: none"> * As of today this is the leader in its market, and it is the least expensive. * We can set up policies for users and not give them anything that they don't need. * Your personal phone settings will not be impacted. ● Mobile devices are high risk, and you have to pay attention to this. Analyze the risk. It is up to the agency to approve who gets what. ● As much as people want to support this technology, we do not have enough staff with the appropriate skills. <ul style="list-style-type: none"> ○ We have a solution – call the vendor (Verizon) (it is part of the contract) or staff can trouble-shoot it themselves. ○ For example, if your battery keeps running low, call the vendor. ○ Agencies need to set up their own processes and policies on who they are going to allow Smart Phones. <ul style="list-style-type: none"> ▪ Try to pick a model for us to support so that our technicians can get familiar with the technology. ● GOOD software costs \$159 for the first year and \$25 dollars/year after that. <p>Director Curtis' comments:</p> <ul style="list-style-type: none"> ● The Attorney General's office has approved data classifications. Public and non-public falls into the Right to Know. They set the classification level.
7.	<p>Granite & Exchange Consolidation</p> <p>Director Gallerani's discussion points:</p> <ul style="list-style-type: none"> ● This almost runs parallel with projects that Frank Catanese and Wendy Pouliot are working on. ● Consolidation of Domains reduces the management and overall cost of services. ● Regarding Exchange consolidation, we will have full redundancies. The systems will stay up and running. ● In the current exchange, we have brought a lot of agencies into the Granite Domain. <ul style="list-style-type: none"> ○ We will get rid of ten servers, which saves money and power. ○ In FY 2012 we anticipate 3,100 people will be on the new system that will be part of the new solution. <p>Program Director Sheppard's comments:</p> <ul style="list-style-type: none"> ● I just left a meeting at UNH and they have basically the same issues. <p>Director Gallerani's additional comments:</p> <ul style="list-style-type: none"> ● We have not hired any vendors to work on the domain consolidation. We have saved millions of dollars by doing this ourselves. ● We need the IT Council's support for this initiative. It would be most helpful for us. It makes sense.
8.	<p>NHSafeNet/BTOP Grant</p> <p>Program Director Shepperd's discussion points:</p> <ul style="list-style-type: none"> ● Col. Routhier asked me to give a status update on this project. ● Collaborative projects are the way to go. ● This is a \$66 million Federal grant. \$21 million of this is local match. <ul style="list-style-type: none"> ○ There are four projects in this grant. <ul style="list-style-type: none"> ▪ Middle Mile Fiber – NH Optical Systems. <ul style="list-style-type: none"> * The fiber purchase has been completed. ▪ Last Mile Fiber – NH FastRoads. ▪ Middle Mile Fiber – NH DOT. <ul style="list-style-type: none"> * They are working through the bid process. ▪ IBEAM Equipment <ul style="list-style-type: none"> * This connects the education systems in this network. * This will be run by the UNH WAN team.

8. (cont.)	<p>NHSafeNet/BTOP Grant</p> <ul style="list-style-type: none"> ○ Part of this system is a grouped microwave system, which includes: <ul style="list-style-type: none"> ▪ Durham ▪ IPOC ▪ Walpole ▪ Deerfield ▪ And others we are connecting to this fiber. ▪ There are possibilities of what might work for the State of NH in the future. ○ NH Public Radio funded two positions at Safety. ○ The equipment is mostly staged. It was awarded to a company in Pembroke. ○ (He showed the microwave map). ○ Construction started on October 27th at Mt. Kearsarge. Others are scheduled beginning on November 15th and later. ○ The whole project must be done by May 13, 2013. There will be no extensions. • Regarding interoperability between Vermont, Massachusetts and Maine State Police: <ul style="list-style-type: none"> ○ What are we going to put on it? ○ What site are we going to use? <p>As there were no additional questions, Commissioner Rogers closed the meeting.</p>
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ACTION ITEMS			
ITEM #	DESCRIPTION	Assigned To	Due Date
1.	Approval of August 25, 2011 Minutes Through e-Mail	Col. Routhier	TBD
NEXT MEETING: January 19 (or 20), 2012; (Addendum: The next meeting date (TBD) will be in February), Location: TBD			