

Meeting Summary



INFORMATION

DATE:	8/17/12	START TIME:	1:07 P.M.	END TIME	2:50 P.M.	LOCATION:	NH Fire Academy, 98 Smokey Bear Blvd. , Classroom 1, Concord, NH
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 Sheriff, Hillsborough County; 2. Kevin O'Brien, Dept. of Safety, Chief of Policy & Planning; 3. David Routhier, New Hampshire National Guard, Colonel, Director of Information Management <p><u>IT Council Designees:</u></p> <ol style="list-style-type: none"> 1. Bill Armstrong, Dept. of Administrative Services, Financial Manager; 2. Missy Fulton, Dept. of Revenue Administration, Assistant Commissioner <p><u>Guest Attendees:</u></p> <ol style="list-style-type: none"> 1. Lynn Abt, Member of the Public, CTE Teacher; 2. Dawn Allen, Banking Commission, Director of Operations; 3. Suzanne Bresette , Global Relief Technologies, Executive Vice President; 4. Michelle Caraway, NH Public Utilities Commission, Director of Administration; 5. Bruce Cheney, Dept. of Safety, Director of Emergency Services; 6. Kevin Connor, Dept. of Safety, Administrator, Emergency Services; 7. Ron Cormier, Dept. of Corrections, Business Systems Analyst; 8. Seth Fox, Oracle, NH Account Manager; 9. Tom Franke, University System of NH, Chief Information Officer; 10. David Gibson, Windstream, AME; 11. Stephan Hamilton, Dept. of Revenue Administration, Director, Property Appraisal Division; 12. Mark Mullin, Global Relief Technologies, Chief Technology Officer; <p><u>Department of Information Technology Staff:</u></p> <ol style="list-style-type: none"> 1. Bill Rogers, CIO/Commissioner; 2. Rebecca Bolton, Agency Software Division, IT Manager; 3. Frank Catanese, Operations Division, Chief Technology Officer; 4. Peter Hastings, Agency Software Division, Director; 5. Leslie Williams, Chief Information Security Officer 						

ABSENTEES:	<ol style="list-style-type: none"> 1. William Baggeroer, Dept. of Health and Human Services, Chief Information Officer; 2. Representative Brian Chiriciello, Rockingham County; 3. Christopher Clement, Dept. of Transportation, Commissioner; 4. Kevin Clougherty, Dept. of Revenue Administration, Commissioner; 5. Senator James Forsythe, District 4; 6. Nina Gardner, Judicial Council; 7. Thomas B. Getz, Public Utilities Commission, Chairman; 8. Linda Hodgdon, Dept. of Administrative Services, Commissioner; 9. Rebecca Landry (Keene IT Lead); 10. Michael Pillsbury, Dept. of Transportation, Deputy Commissioner; 11. Sid Russell, Dept. of Administrative Services, Financial Data Manager; 12. Nicholas Toumpas, Dept. of Health and Human Services, Commissioner
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ITEM #	AGENDA
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Public Session	
1.	<ul style="list-style-type: none"> • Welcome • Introduction of Meeting Attendees • Attendance • Approval of February Minutes - David Routhier
2.	Cybersecurity Situational Awareness Update – Leslie Williams
3.	National Level Exercise (NLE) 2012 – David Routhier and Leslie Williams
4.	Voice over IP (VoIP) Implementation Project Update – Frank Catanese and Kevin Connor
5.	DRA GIS Parcel Mapping Project Update – Stephan Hamilton
6.	Tour of the Emergency Operations Center (EOC) and the Traffic Management Center (TMC)

ITEM #	MINUTES
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1.	<p>Welcome, Introduction of Meeting Attendees, Attendance and Approval of February Minutes - David Routhier</p> <p>Colonel Routhier welcomed the IT Council Members and Guests, and meeting attendees introduced themselves.</p> <ul style="list-style-type: none"> • A quorum was not present so the minutes will be voted on at the next meeting.
2.	<p>Cybersecurity Situational Awareness Update (see presentation on this site)</p> <p>Leslie Williams' discussion points:</p> <ul style="list-style-type: none"> • This is about: <ul style="list-style-type: none"> ○ Authority <ul style="list-style-type: none"> ▪ HB 1593 amends the duties of the Commissioner to include: <ul style="list-style-type: none"> * Developing and implementing a strategy to address cybersecurity risks to the State's data, information assets and technology resources. * A Cybersecurity statewide Strategic Plan is being created. ○ Current Environment <ul style="list-style-type: none"> ▪ This includes attacks, methods, motives, etc. ▪ The growth, level of complexity and attacker skill level were discussed. ▪ Attacks are reaching new levels of creativeness. It requires keeping up with awareness to maintain security posture. ○ Top Threats <ul style="list-style-type: none"> ▪ Malware (malicious software) includes viruses, worms, adware (advertising most commonly delivered by e-mail), etc. ▪ Hacking (subverting computer security for malicious purposes. Advanced Persistent Threats include trying to subvert servers, etc. ▪ Insiders (employees, contractors, etc.) – Inadvertent and intentional actions. ▪ The top targets are servers, user devices and people. ▪ If best practices are followed, it goes a long way in preventing breaches.

<p>2. (cont.)</p>	<p>Cybersecurity Situational Awareness Update (see presentation on this site)</p> <ul style="list-style-type: none"> ○ Top Vulnerabilities include: <ul style="list-style-type: none"> ▪ Mobile devices – smart phones, thumb drives and user devices ▪ Social media – a balance is maintained between security and functionality. The State has a statewide social media policy. ▪ SCADA control systems – wastewater treatment systems and utility grids are on the rise as targets. ▪ Cloud computing – All your information is outside a protected environment so you have to be careful. Is it cost effective and can your data be secured? ○ Guiding principles include: <ul style="list-style-type: none"> ▪ Follow best practices. ▪ Use standard products and controls. ▪ Share information. A public web site is being worked on. There are many free resources available. Commissioner Rogers said we can only provide support for the state level, but the municipalities can be assisted by DHS. Leslie remarked that they have met with the Local Government Center, who has outreach to towns and cities as well as private industry. ▪ Promote good user computing practices. ▪ Cultivate partnerships –DoIT partners with Homeland Security, National Guard, State Police, etc. ▪ Prepare for incident response. This has to be a partnership approach. ▪ Integrate security into operations.
<p>3.</p>	<p>National Level Exercise (NLE) 2012 (see presentation on this site)</p> <p>Colonel Routhier’s discussion points:</p> <ul style="list-style-type: none"> • We have cracked the code and figured out how to bridge the authorities. This goes all the way to the White House. Each group has their role on what to do. They asked the groups to look at some of the reports and find out who is responsible for what. <p>Comments by Leslie Williams:</p> <ul style="list-style-type: none"> • This is linked with the national group. They are amazed that we have such a close working relationship. • The MS-ISAC Meeting is in Atlanta, GA the week of August 20th. <p>Colonel Routhier continued:</p> <ul style="list-style-type: none"> • The national level executive meeting is every two years. • Exercise 12 was four exercises: <ul style="list-style-type: none"> ○ The Information Exchange Exercise (National) was a full day with the morning top secret. The Intelligence Committee, Treasury, FBI, etc. were there. There were limited private sector participants. Colonel Routhier and three others from RI and WI represented all the states. The goal was to determine how information flowed – federal defenders vs. state vs. commercial. Until they sat down in the room no one realized there was this massive communication gap. A lot of new relationships were started that day. There are many Service Level Agreements (SLA’s) and they were trying to establish these as part of the meeting. If you see something bad how do you get it do a higher classification. The right people swapped business cards. Regarding authority, what is the authority of federal, state and commercial and who is responsible? Participants we Regional 1 DHS/FEMA, FBI Cybercrimes (Boston), Boston and Providence law enforcement, private sector and academia, Region 1 state emergency managers and network defenders and Regional 1 National Guards. ○ Exercise 2 was the Cyber Effects/Cyber Storm. There was no NH participation. There were both classified and unclassified portions. The participants included were from the intelligence community, Federal inter-agency, national and local law enforcement, etc. the meeting in Boston was about sharing best business practices. NH is the only state that has a cyber response annex at the regional level. Regions from around the country look to New England. This was a nationwide exercise. Information is available if you Google NCIRP (National Cyber Incident Response Plan). ○ Exercise 3 involved a whole community cyber event (Federal, State and local) with physical effects (such as equipment self-destructing). There were classified and unclassified portions. The Department of Energy has a lot of information out there. Each entity was able to identify their own set of objectives. Leslie mentioned the Information and Analysis Center. ○ Exercise 4 was a full-scale operational Eagle Horizon Continuity Exercise. All Federal executive branch departments and agencies were involved. It was a significant cyber attack scenario. It evaluated the ability to operate in an environment of degraded or lost critical communications systems – how to operate with no e-mail, phones, etc. <ul style="list-style-type: none"> ▪ Once the National Level Exercise report is completed, the unclassified information is put on the web.

4.	<p>Core Network/VoIP Implementation (see presentation on this site)</p> <p>Frank Catanese’s discussion points:</p> <ul style="list-style-type: none"> • The core network is a backbone consisting of routers and switches which connects agencies to data centers and outside services like the internet. • Core services include: <ul style="list-style-type: none"> ○ Core applications such as NHFIRST ○ E-mail (where it is provided centrally) ○ Connectivity to remote locates across the Wide Area Network (WAN) (i.e. Health and Human Services with offices throughout the State), etc. • The core is being upgraded because the current network is 14 years old, contains no redundancy and the requirement to move data at higher and higher speeds has maxed out the current infrastructure. • The change will: <ul style="list-style-type: none"> ○ Upgrade core speed from 1GB to 10GB. ○ Shorten backup windows. ○ Will give necessary traffic priority where required. This is called Quality of Service. • A video was provided to show how moving of the existing racks was accomplished. • There are about \$2 to \$3 million of equipment that is going into the core upgrade. • As the migration takes place from old to new, there will be some outages due to a lack of redundancy. DoIT is proactively notifying impacted agencies each step of the way where outages occur due to the work being done. • The next steps include: <ul style="list-style-type: none"> ○ Rack and stack equipment. ○ Install and configure. ○ Stress and failover test. ○ Join old core to new core – a connection will be built. ○ Perform Proof of Concept (POC) which will include the vendor moving three agencies onto the new core infrastructure along with three web facing servers and three core application servers. • Final testing will be done. • Delivery of As-Built documentation. • System acceptance and sign-off. • Vendor portion goes into maintenance. • State continues rollout until all migration of services and servers are completed.
5.	<p>Voice Over IP (VoIP) Implementation Project Update (see presentation on this site)</p> <p>Kevin Connor’s discussion points:</p> <ul style="list-style-type: none"> • In 2006 911 started with next generation 911. • All the ways are being looked at for getting information from the public. Next Gen will allow texting in the mapping environment. They started looking at VoIP as a delivery system. VoIP has been installed in the Fire Academy with IPOC and at Safety. Because of this, they were instructed to work on this part of the project. • Over the next few months the Proof of Concept of the VoIP Project will be taking place and then the team will start installing VoIP to other agencies. He invited the State employees to go across the parking lot after this meeting for a tour. The public cannot go into the building. State Police, Transportation Traffic Management and 911 are at the core of this project. New Hampshire is the first state in the country to put all of these services together in one building. • Frank’s team is building this. • The project goals are to develop and implement unified communications system (telephony and data) with defined services and pricing structures that are understood and cost effective for its customers across State Government. • Frank and he are working on some of the dates for milestones with the contractor. • They are trying to identify what the basic VoIP benefits and features will be, including: <ul style="list-style-type: none"> • Business hours telephony support. • Voicemail (basic).

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(cont.)

Voice Over IP (VoIP) Implementation Project Update (see presentation on this site)

- Conference Calling (up to six).
- Call forwarding.
- Equipment – Routers, interface cards, POE switches (agencies to provide generator power and UPS back-up). They are building the model on how much this is going to cost the agencies.
- Future enhance VoIP services could include:
- Non-standard equipment support – Headsets, upgraded handsets, including multi-line and video conferencing.
- Call centers.
- WebEx
- Voicemail notification via TXT or e-mail, etc.
- The State owns the hardware and software and Cisco is going to do the testing.
- What enhanced services do the agencies want?
- Financial impacts:
- VoIP cost avoidance includes:
 - Monthly Centrex lines and feature costs.
 - Telecomm surcharges on Centrex lines.
 - Maintenance, repairs and license fees for existing non-Centrex PBX and voicemail systems, etc.
- Continued non-VoIP costs:
 - Plain old telephone lines.
 - Data circuits for remote/district offices
 - Building infrastructure, i.e. facility additions and relocations.
 - Telecomm surcharges on contracted services, etc.
- Preliminary Project Phase Plan:
 - Phase I – Core network upgrades is where they are now.
 - Phase II – Unified statewide VoIP call manager on the VoIP side is now being worked on. They will join the AOC, Liquor, DoIT, HHS (partial), NHES and DOS clusters. They will confirm their scope and their uniqueness. This has to be blended into the design plan.
 - Phase III – VoIP Implementation:
 - Implement Proof of Concept (capital project) – The contractor will convert 1,000 people onto this to prove this will work.
 - Phase III A – Migration of all Concord Centrex lines to VoIP.
 - Phase III B – Migration of Public Servicing remote/district offices.
 - Phase III C – Migration of non-public serving remote/district offices.

Missy Fulton asked if there were any plans for Revenue.

Kevin continued:

- Revenue will be part of the first cluster in Phase II and will be revisiting their agency in Phase IIIB.
- Current project status and milestones:
 - Phase I – Core network upgrades:
 - Acquisition of equipment and licenses is completed.
 - Core network design is due the week of 8/13.
 - Core upgrade target completion date is 8/30.
 - Core proof of concepts target completion date is 9/10.
 - The core upgrade and proof of concepts dates are doing to move, but they are good target dates.
 - The new web site has been built by Theresa Pare Curtis and the Web team. This will be the collaboration tool.
 - Phase II – Unified statewide VoIP call management
 - Acquisition of equipment and licenses is completed.
 - Unified VoIP network design is targeted for the week of 8/20.
 - Unification of existing VoIP Clusters 1 is targeted for 8/27 through 9/24.
 - Phase III – VoIP implementation – implementation of Proof of Concept is targeted for 10/1 through 11/5. By this time they will probably be 60 percent completed in the State.

6.	<p>DRA GIS Parcel Mapping Project Update (see presentation on this site)</p> <p>Stephan Hamilton’s (Director of Property Appraisal) discussion points:</p> <ul style="list-style-type: none"> • This Mosaic parcel map project has been worked on for the last three years for use within GIS systems. The development was part of a larger technology and to enable Revenue to become greener. This is part of a \$7 million capital project they undertook. • Commissioner Clougherty looked at the process to move it from mostly manual processes to mostly automated processes. It was a particularly important aspect to change this. They are looking at all the processes that they undertake. • The goals include: <ul style="list-style-type: none"> ○ Annually assembling GIS mosaic parcel layer and CAMA database with 50 attributes per parcel. ○ Replacing the existing property tax equalization system with an internal .net application. ○ To make it a continuing updated system. It is an effort of bringing different areas of the state together – municipalities, counties and State. They bring all of this information together into the mosaic parcel map. The challenge has been to bring all entities together to provide and share information. • The pilot (from 12/15/09 – 4/15/10) was very successful with 18 municipalities. • The initial build (4/16/10 – 6/30/11) brought 85 percent of the state into this. • The update year 1 (7/1/11 - 7/30/12) had 224 municipalities. • Other states have accomplished this, but NH breaks new ground to make this a sustainable system. They have not had to force anyone to give Revenue their data. All the donors can see the value. This allows Revenue to be able to search statewide. Other agencies are sharing/utilizing the data as well. You can see the attributes that are important for the tax assessor. They are sharing through the publication of web mapping services. They are working to try to develop contacts at more State agencies (PUC, Adjutant General, Regional Planning Commissions (there are nine in the state)). • They have converted all of the local information. This information is valuable to Revenue and also the other communities that have to do a really good job at assessing. Municipalities can share with other municipalities. <p>Colonel Routhier commented that this would be a good tool on a widespread natural disaster. Stephan Hamilton continued:</p> <ul style="list-style-type: none"> • This system allows them to take this information and correlate it in a number of minutes. It helps to get a good decision made quicker about who did qualify for assistance. <p>Missy Fulton commented:</p> <ul style="list-style-type: none"> • In less than five minutes they are able to replicate a tornado disaster like what occurred in the state a few years ago. • Rebecca Bolton commented that there is a step they are missing. Revenue will find out soon if they are winning an award for their work from Harvard.
	<p>Items Not on the Agenda</p> <p>Lynn Abt commented:</p> <ul style="list-style-type: none"> • She is going to be teaching high school soon and will be bringing some of this information to the students. Keep feeding the municipal government agencies with information from these meetings. <p>Colonel Routhier said that Rebecca Landry is always here to provide this information. It is unusual that she was not here today.</p> <p>Bill Rogers remarked that General Alexander spoke at the conference in charge of cybersecurity and that there is information on the web site nh.gov.</p>
7.	<p>Tour of the Emergency Operations Center (EOC) and the Traffic Management Center (TMC)</p> <p>As there were no additional questions, Colonel Routhier closed the meeting and State employees only (because of security reasons) that wanted to were invited for this tour.</p>

ACTION ITEMS			
ITEM #	DESCRIPTION	Assigned To	Due Date
NEXT MEETING: Date and Location: TBD			