

DRAFT

Minutes

Monday, December 11, 2017

Patrick Henry Building

West Reading Room

1111 East Broad Street, Richmond, VA 23219

Attendance

Members present

John Newby, Chairman
Dr. Ernest F. Steidle, Vice-Chairman
Elizabeth El-Nattar
Clyde Cristman
Jeffrey Ryan
Kelly Thomasson Mercer
Sandra J. Adams
Nelson Moe
Bobby Keener
David Ihrle
Charlie Kilpatrick, P.E.
David Von Moll

Members absent

Christopher Beschler
Secretary Karen R. Jackson
Monte Johnson
Judy Napier

Others present

Janice Akers, VITA
Marcella Williamson, VITA

Chad Wirz, VITA
Demetrius Rodgers, VITA

Call to Order

Chairman John Newby called the meeting to order at approximately 1:03 p.m. He welcomed and thanked the members for attending today's meeting.

Mr. Newby introduced two new members of the ITAC:

- Elizabeth El-Nattar, CEO of TRI-COR Industries
- Bobby Keener, Chief technology innovations officer, Virginia Department of Education

Mr. Newby asked Ms. Akers to call the roll. Ms. Akers reported that there was a presence of a quorum at 1:09 p.m.

Mr. Newby asked for comments on the March 13 draft minutes. There were no comments. Mr. Moe motioned for approval of the March 13 minutes, and Mr. Ryan seconded. The ITAC voted for approval of the minutes.

Mr. Newby asked for comments on the June 12 draft minutes. There were no comments. Mr. Cristman motioned for approval of the June 12 minutes, and Mr. Ryan seconded. The ITAC voted for approval of the minutes.

Note: The ITAC meeting agenda packet including all of the presentation materials may be accessed on the VITA website at:

<https://www.vita.virginia.gov/about/councils-committees/itac-and-hitsac/meeting-materials/>

Information Technology Infrastructure Services Program

Chad Wirz, Executive Director – Platform Relationship Office, VITA, was invited to present on the Information Technology Infrastructure Services Program (ITISP).

Mr. Wirz outlined his presentation to include a high level view of the program and the three services currently in progress. He stated that all elements of the platform are under development. These include:

- Implementation: MSI, messaging, mainframe
- Negotiation: Managed security services, voice/data/network
- Evaluation: Server/storage, end-user services

Mr. Wirz was happy to report that the VITA program relationship office (PRO), governance implementations are well underway. SAIC was awarded the contract to be the states integrator of the multi-sourcing piece which is evolving and will provide agility. Overall this includes:

- Changing supplier governance process
- Redesigned delivery organization is building process flows
- Change program will take time for VITA to fully implement

Ongoing litigation is pending but disentanglement, strategies and transitions are underway and continue to move forward. VITA is moving toward the schedule of Dec. 2018 for customers to enjoy new services.

Mr. Wirz moved to give an update on the multi-sourcing integrator (MSI). SAIC was the entity awarded to coordinate the services and provide the service desk. Work began on Oct. 2 and the first deliverables, including draft implementation plan, were delivered to VITA on Nov. 30. A disentanglement advisory resource team (DART) was engaged Oct. 31 and the team will be assisting with transitioning services from the incumbent provider.

Next up was the status of messaging (email) on the Tempus Nova platform along with the lessons learned from the successful pilot group of 259 users that were transitioned on Nov. 13. Phase two transition, which VITA is actively communicating with agencies, will begin Jan. 22, 2018 and will include 13,000 users. Mr. Wirz noted that an email delay was discovered in pilot that must be resolved.

Mr. Newby asked if the latency issue had been figured out and addressed. Mr. Wirz stated that a 20-40 minute delay was occurring and Northrop Grumman made configuration changes on the VITA side and appears that made the fix. He noted that reoccurring meetings in the calendar will continue to be a challenge when crossing email platforms.

Mr. Moe noted that the training module could have addressed most of the questions out of the pilot group. Mr. Wirz agreed that 60% of the calls during the pilot were addressed in the training and stressed the importance for end users to take the training before moving over.

Mr. Kilpatrick asked if Airwatch was going to be eliminated and what is the look and feel on the desktop. Mr. Wirz responded that most users will not need Airwatch, however some agencies would continue to utilize it for mobile device connectivity to certain agency applications. He then explained that while there is an option for users to keep the outlook client for the same look and feel, some would recommend that people use the Chrome interface, browser based look. Mr. Wirz also said that the training is recorded for those who want to go back and review. Mr. Newby suggested that the Knowledge Center (KC) house the training.

Mr. Steidle asked if the email addresses will stay the same. Yes, Mr. Wirz confirmed.

The board had a discussion in regard to .PST & archive files and when and how they will be moved. Mr. Wirz response is that these all files can't be moved over at one time as there are limitations and VITA is looking at dedicating bandwidth to upload in an organized fashion. He asked that users stop creating .PST files and once transitioned to Google.

Mr. Ryan asked how hosted mail archiving (HMA) will function. Mr. Wirz stated that in the intermediate term, VITA will keep providing the current HMA service.

Mr. Keener noted that they would like to move out of using storage sooner than later due to the high fees tied up in it.

Phase three and full transition of messaging is March 26, 2018 and will include the remaining approximately 42,000 users. Mr. Wirz noted that there are a series of benefits to the new messaging such as bigger email boxes, archiving and cloud based. Everyone must move, and Mr. Wirz stressed that VITA is requesting the help of the ITAC and agencies in communicating migration status and plans.

The last service that Mr. Wirz gave an update on was mainframe. He noted that the migration schedule will be finalized this month while working with the customers on accessibility concerns. He noted that there is about 20-25 years of clean-up needed and considerations to the hundreds of entities connecting to the mainframe to make sure that the domain connections are ready and don't break.

Mr. Ryan asked when customers can find out the rates of the software licenses for the mainframe. Mr. Wirz said that VITA is working to try and reuse and repurpose the licenses as much as possible. There has been general forecasting but nothing locked down yet. Mr. Wirz indicated that the mainframe rate will be rolled-up at a high-level but VITA is still working through the granular level of what agencies true cost ownership will be.

Mr. Wirz moved to the overall sourcing update and thanked the agencies for their participation.

Currently negotiating:

- Managed security services
- Voice/data/network

Currently evaluating:

- Server/storage and data center services
- End-user services, hardware and print
- Both awards targeted for summer of 2018

Mr. Wirz stated that good solutions were happening and couldn't have gotten here without the agencies. All sourcing activity will be complete in six to eight months.

Enterprise Cloud Oversight Services

Demetrias Rodgers, Director – Enterprise Services, VITA was invited to present on the Enterprise Cloud Oversight Services (ECOS).

Mr. Rodgers began his presentation by giving the board an overview on what ECOS is and what is covered. ECOS provides oversight functions and management of cloud-based services, specifically focused on software as a service (SaaS). He stated that ECOS does not cover infrastructure services. He also explained that VITA oversight assures compliance, improved security by providing transparency for the agencies, which is needed since the software providers are in an unregulated industry. VITA has the one-stop shop and ability to validate that the providers comply with COV security standard 525 (SEC 525). Mr. Rodgers stressed this protects the commonwealth.

Why ECOS? § 2.2-2009 of the Code of Virginia directs VITA to provide for security of state government electronic information from unauthorized uses, intrusions or other security threats. Mr. Rodgers explained that under the code, the CIO must develop policies, standards and guidelines (PSGs) for assessing security risks, determining appropriate security measures, performing security audits of government electronic information. These PSGs apply to commonwealth's executive, legislative and judicial branches and independent agencies. Under this code also includes the direction to VITA to implement an IT security service center to support agencies and gives VITA the oversight of technology security and cloud-based services for agencies.

Mr. Rodgers moved to when ECOS applies to agencies for use, and he explained the following:

- When services under procurement meet definition, characteristics of SaaS provider
- When agency is asking provider act on behalf of a commonwealth entity, accept commonwealth data, serve as data custodian and/or system administrator of that data, make it available back to the commonwealth via an interface for fee

Mr. Rodgers went into detail about the VITA created ECOS policy that enables adoption of cloud-based services across the commonwealth using VITA as an IT service provider. Highlights of the policy include:

- Cloud computing includes evaluating the service provider for adequate IT management
- Cataloging cloud services that have existing contracts with the commonwealth

He then gave the board an overview of current assessment requests to date along with current production to date. He commented that out of the hundreds assessed, zero have met all the SEC525 requirements. Mr. Rodgers is confident that ECOS will grow and assessments will become more streamlined as providers get adjusted to commonwealth security policies. Ms. El-Nattar asked if there were different categories or any low-hanging fruit that could be moved along faster to make assessments easier. Mr. Rodgers explained that the data classification could not be expedited. He looks at confidentiality, integrity and availability and still does assessment based on those three.

Mr. Rodgers asked the board for their help and guidance at the agency level with the following:

- Creating awareness in the agency about ECOS
- Briefing procurement employees on the availability of the ECOS policy
- Cost benefits for agencies

Mr. Steidle commented that his agency had undergone an assessment and advised agencies to keep their materials together that it was reviewed at three stops- procurement, security and ECOS. He also noted that at the agency level it is confusing the differences between a ECOS exception/request; CIO exception; and a security exception. He asked that those be clarified moving forward.

Mr. Keener asked about the current 70 exceptions in process and what is happening with them? Mr. Rodgers stated that as they come up for yearly renewal, they are being moved into ECOS. Further, this allows VITA and the agency to work together to bring them up to standards or identify where any needed security exceptions need to be filed. He confirmed a mitigation strategy is in place.

New Business

Mr. Newby noted the incoming administration and possible effects. Encouraged board members to prep their employees that training for the new messaging system is coming up soon. He stated that June 2019 was fast approaching and understood that VITA was very motivated to get off the infrastructure contract.

Proposed Meeting Topics

Mr. Newby asked for proposed topics for the ITAC. He suggested at the next meeting for VITA to give a status on the mainframe project and an overview of the new marketplace and cost effective services for the commonwealth.

Mr. Steidle suggested looking forward past the transition and building out what the commonwealth should look like. What strategies should the ITAC put in place to be successful?

Mr. Cristman suggested a data center update and strategy for future state. Mr. Keener agreed and stressed that any solutions need to align better with a COV vision. Mr. Wirz suggested that after the RFP's are signed, the ITAC could review requirements to assist with the strategy moving forward.

Proposed Future Meeting Dates

2018 dates are March 9, June 18, Sept. 17 and Dec. 10

Public Comment

Chairman Newby asked for public comment at 2:27 p.m. Mr. Ben Lewis, Ben Lewis Consulting on behalf of AIS Network asked VITA to make clear the differences between the ECOS vs. eGov contract due to confusion at the agency level of knowing what was available, what is covered (SaaS vs. infrastructure) and what they should use each contract for.

Adjourn

Chairman Newby adjourned the meeting at 2:35 p.m.