



## Minutes

Monday, May 4, 2015

Commonwealth Enterprise Solutions Center (CESC)

Multipurpose Room 1222

11751 Meadowville Lane, Chester VA 23836

### Attendance

#### Members present

Sandra J. Adams  
Secretary Karen R. Jackson  
Clyde E. Cristman  
Kent C. Dickey  
David Ihrie  
Monte Johnson

Dr. Ernest F. Steidle, Vice-Chair  
Anjan Chimaladinne  
David A. Von Moll  
Kelly Thomasson Mercer  
Judy Napier  
Interim CIO Eric Link

#### Members absent

Sam Lupica  
John Newby, Chair  
Charlie Kilpatrick, P.E.  
Richard F. Sliwoski, P.E.

#### Others present

Janice Akers, VITA  
Perry Pascual, VITA  
Ashley Colvin, VITA  
Joshua Heslinga, OAG  
Dave Burhop, DMV  
Judy Marchand-Hampton, VITA  
Mark Gribbin, JLARC

Anthony R. Bessette, OAG  
Chad Wirz, VITA  
Murali Rao, VDOT  
Dana Smith, VITA  
Nicole Helmantoler, VITA  
Mike Watson, VITA

### Call to Order

Vice-Chairman Ernest Steidle called the meeting to order at approximately 1:05 p.m. He welcomed and thanked the members for attending today's meeting. He stated that John Newby, Chair, was unable to attend the meeting and sends his regrets.

Vice-Chairman Steidle asked Ms. Akers to call the roll. Ms. Akers confirmed the presence of a quorum at 1:07 p.m. Next approval was for the meeting minutes from Feb. 27. Mr. Ihrle offered an amendment change. Minutes were approved based on the amendment.

## **Budget Language Requiring ITAC Recommendation to JLARC (Chapter 665, Item 424E)**

Ashley Colvin, VITA, gave ITAC an update on Item 424 (E) that requires an ITAC recommendation. The enacted budget language specifically states that ITAC shall make written recommendations to JLARC by Nov. 1, 2015 as to how to increase and improve agency involvement in the IT decision making process.

He pointed out that in making such recommendations, ITAC will need to consider two different aspects of IT decision making. The first is the appropriate level of agency involvement in decisions regarding governance and second is the balance getting input from multiple stakeholders with the need, at times, to make timely decisions. The budget language identifies two different options for ITAC. The first would be for a policy recommendation that VITA or ITAC could implement immediately without legislative action. The second would be legislative action, if ITAC determines they want to make a change to the statutory governance structure/process.

Mr. Colvin told the board that Chairman Newby, Vice-Chairman Steidle and himself had met to discuss this fast-approaching topic. They developed three possible options for ITAC to consider. Not the only paths but possibilities for ITAC to consider.

- Chairman Newby recommended that ITAC report back to JLARC that they (ITAC) are the mechanism for agencies to be involved in decision making. This has the benefit of being able to be reported back to JLARC quickly considering the Nov. 1, 2015 deadline. This is a straightforward option for consideration. Mr. Colvin pointed out that ITAC is a public body and there may be possible policy/procedure issues that would need to be worked out.
- Integris Applied, under contract for the IT Infrastructure Services Sourcing initiative, is developing an agency stakeholder committee of 15 members broken down into five small, five medium and five large agencies. VITA is planning on standing this up over the next couple of months. This body could be retained going forward to serve as a forum or means to gather the agency information. This would not be a public body and would be a benefit.
- Integris Applied, as part of SOW, will be recommending to VITA closer to October 2015 an agency engagement model and an IT sourcing governance model and these could be repurposed for an increased role in IT decision

making model. Mr. Colvin pointed out Integris would not be providing this recommendations until mid to late October and this timeframe does bump up close to Oct. 26 meeting and if there is statutory action would be tight and typically those requests need to be made by the end of August.

Mr. Colvin thanked the board for considering these possible outcomes and handed the meeting back over to them to discuss. He also suggested a sub-committee be formed to continue the movement. Mr. Von Mall asked if there were any factors that weigh-in if the ITAC needs to do legislative or policy. Mr. Colvin said no that the door is open for ITAC to choose. Vice-Chairman Steidle asked if this needs to be decided now or in the August meeting. Mr. Colvin suggested that a sub-committee be formed to be able to present a consideration and brought back in August.

Vice-Chairman Steidle offered that he and Chairman Newby continue to work on these options and report back at the August meeting.

Interim CIO Eric Link offered a motion for the board to approve that approach. Board agreed unanimously.

## IT Infrastructure Services Sourcing Update

Perry Pascual, VITA, gave an IT infrastructure services sourcing update referencing the IT Infrastructure Services Sourcing Update presentation. He reviewed the timelines and reminded the ITAC that VITA was still in the planning phase of IT Sourcing itself and the relationship and dependency to disentanglement as well as ongoing, broader VITA activities. He pointed out that this effort is a journey of assessment, recommendations and finally execution. VITA and its consultant, Integris Applied, are currently in the situational assessment and cost & contract analysis phases with an assessment report on the horizon before moving to the marketplace options step of the journey. Mr. Pascual also noted that overall recommendations scheduled for October would include the governance and organization, sourcing options as well as customer and enterprise impacts.

Mr. Pascual gave an update on the agency interviews that Integris Applied was conducting and will eventually complete 60 plus interviews. He reminded ITAC that Integris' mission is to assess conditions and recommend a next generation sourcing strategy for the commonwealth while creating advocates and conditions for change. The overall approach of Integris was outlined:

- Collaborate with agencies and policy makers
- Recognize and include business requirements and customer service needs
- Create buy-in for options and the need for change
- Balance agency needs with enterprise requirements
- Develop forums for ongoing dialogue and feedback

The progress to date, Mr. Pascual noted, has been significant and VITA is embracing the customer feedback. VITA is not surprised by the candor and substance. These interviews have added clarity and focus for policymakers and

VITA moving forward and are necessary for developing the next generation sourcing strategy and platform. The sourcing strategy development complements ReVITALization.

Mr. Pascual acknowledged that a need for change is clear. He shared some key observations that will be considered and rolled up into the recommendations this summer:

- Partnership has not demonstrated empathy for agency business needs.
- Coordination across partnership towers must be improved.
- Contractual model is dated.
- Risk is not shared equitably.
- Current pricing structure inhibits new or evolved services and innovation.

Mr. Cristman commented that he and his staff were very impressed by the interview process that they were a part of. He said that while it was intense, Integris listened to them and showed empathy and patience. He was appreciative.

Mr. Pascual then turned towards the future and next steps. First up is the market options research and that a Request for Information (RFI) notice was posted in eVA last week that an RFI was going to be posted soon. He also noted that a final situational assessment report was going to be forthcoming. The base case analysis is currently being developed. Mr. Chimaladinne asked if there was a timeline for response to the RFI that was going to be posted in eVA. Mr. Pascual stated that instructions would be posted along with the RFI and it had a three week response time.

Mr. Pascual moved onto next steps. He reviewed the membership of the steering committee with ITAC and briefly stated that a survey was distributed to the agencies to go along with the interviews that had over a 50% response rate. The team is preparing to analyze that data. Mr. Pascual will continue to give quarterly updates to the ITAC.

Mr. Colvin stepped up after Mr. Pascual's presentation to inform the ITAC that after consulting with the attorneys concerning the subcommittee on the 2015 Budget Language Requiring ITAC Recommendation to JLARC, that they needed to revisit their decision and a five minute recess was being requested.

**<RECESS>**

After Vice-Chairman Steidle consulted with Mr. Colvin and Interim CIO Link, he returned to address the full ITAC. He asked that they revisit Item II of the agenda for the decision for two members on the subcommittee. It was brought to his attention that four members are needed to sit on the subcommittee. ITAC voted to reconsider the original vote of two members and approved unanimously.

Vice-Chairman Steidle asked for two volunteers to step forward. Judy Napier, ABC, volunteered to serve and Murali Rao (designee for VDOT) recommended Charlie Kilpatrick, VDOT, to serve too. ITAC moved to vote to change the subcommittee composition and it was approved unanimously.

## Potential Change to Statutory Relationship Between ITAC and HITSAC

Vice-Chairman Steidle reminded ITAC that Chairman Newby has been looking into the reporting structure between HITSAC and ITAC. He updated the board that he along with Chairman Newby, Secretary Jackson, Secretary Hazel and Dr. Ruffin did meet and review possible outcomes for HITSAC.

He asked if it would be helpful for HITSAC to provide a summary report be produced for the August meeting of historical information and upcoming activities for the ITAC to review and consider. And determine if the reporting relationship is appropriate. The ITAC voted for the HITSAC summary report to be produced for them and approved unanimously.

## New Business

### Proposed Future Meeting Dates

The remaining dates for 2015 are Aug. 3 and Oct. 26. The original date of Nov. 3 has been moved up a week to accommodate the legislative schedule if ITAC needs to make a recommendation for legislative approval.

### New Business

Mr. Cristman asked about the AirWatch outages that have been occurring and wanted an update on the stabilization of the environment. Mr. Link acknowledged that we have been having a rough patch with AirWatch and that the first rounds of outages were determined a technical issue that has been pinpointed. He feels comfortable that it has been addressed. He further outlined that the most recent outage was a different flavor and that there were still too many considerations, contractual in nature, to be able to comment at this time. He noted that VITA has been examining all options regarding this issue and assured agencies that we understand the impact that this is causing to agencies. Mr. Link said that there are diversifying options on the table and all are being looked at and considered.

## Public Comment

Vice-Chairman Steidle asked for public comment at 1:49 p.m. There was none.

## Closed session for the purpose of seeking and receiving advice from counsel pursuant to § 2.2-3711(A)(7)

Vice-Chairman Steidle informed the audience that the board needed a closed session and put forth the following motion:

*"I move that the Information Technology Advisory Council move into a closed meeting pursuant to Virginia Code § 2.2-3711(A)(7), for the purpose of seeking and receiving advice from counsel regarding the use of closed sessions under the Virginia Freedom of Information Act.*

*I further move that the following staff to the Council attend the closed meeting, as well as the following individuals, as their attendance is necessary and will aid the Council's consideration of the foregoing topics: Anthony Bessette, Joshua Heslinga, Mike Watson, Judy Marchand Hampton, Chad Wirz, Perry Pascual, Ashley Colvin, Murali Rao and Mark Gribbin."*

The board came out of closed session at approximately 1:45 p.m. Mr. Steidle said,

*"The Council is now reconvened in open session, having completed a closed meeting. I will now ask that a roll call be conducted, asking each member to certify, to the best of his or her knowledge, that the closed meeting heard, discussed, or considered only public business matters that (i) are lawfully exempt from open meeting requirements under the Freedom of Information Act, and (ii) were identified in the motion convening the closed meeting.*

Before the roll call is conducted, does any member of the public believe there was a departure from these requirements?"

He asked Mr. Colvin to call the roll. All 12 board members present who attended the closed session voted in the affirmative certifying the closed session.

Vice-Chairman Steidle asked for public comment at 1:50 p.m. There was no public comment

### **Closed session for discussion of cyber security pursuant to § 2.2-3711(A)(19)**

Vice- Chairman Steidle informed the audience that the board needed a closed session and put forth the following motion:

*"I move that the Information Technology Advisory Council move into a closed meeting pursuant to Virginia Code § 2.2-3711(A)(19), for discussion of cyber security vulnerabilities identified regarding certain web applications.*

*This closed meeting also may include discussion of records that would be exempt under Virginia Code § 2.2-3705.2, subsections 3 and 4, and that would jeopardize the security of the systems that are the subject of such records if disclosed publicly.*

*I further move that the following staff to the Council attend the closed meeting, as well as the following individuals, as their attendance is necessary and will aid the Council's consideration of the foregoing topics: Anthony Bessette, Joshua Heslinga, Mike Watson, Judy Marchand Hampton, Chad Wirz, Perry Pascual, Ashley Colvin, Murali Rao, and Mark Gribbin."*

The board came out of closed session at approximately 2:45 p.m. Mr. Steidle said,

*"The Council is now reconvened in open session, having completed a closed meeting. I will now ask that a roll call be conducted, asking each member to certify, to the best of his or her knowledge, that the closed meeting heard, discussed, or considered only public business matters that (i) are lawfully exempt from open meeting requirements under the Freedom of Information Act, and (ii) were identified in the motion convening the closed meeting.*

*Before the roll call is conducted, does any member of the public believe there was a departure from these requirements?"*

He asked Mr. Colvin to call the roll. All 11 board members present who attended the closed session voted in the affirmative certifying the closed session.

Vice-Chairman Steidle asked for public comment at 2:50 p.m. There was no public comment

## **Public Comment**

Vice- Chairman Steidle asked for public comment at 2:55 p.m.

## **Adjourn**

Vice-Chairman Steidle adjourned the meeting at 3:00 p.m.