

CIO Forum 7/12/2016

Welcome & Introductions

Laura Parma welcomed the CIO Forum participants to the meeting. She shared that a larger team was invited that included the customer survey participants.

Customer Survey Results (slides and Executive Summary survey results)

Executive Summary and Detailed Report available on the [WaTech Ask Site](#). This is the Agency Shared Knowledge site. Select the new selection called WaTech Customer Survey.

Michael Cockrill introduced the survey results discussion. He thanked the agencies for their participation in the survey. He shared that agencies took the survey seriously and WaTech is doing the same with the results. Michael began the discussion with some activities that he will have reprioritized at WaTech to start addressing the recommendations. They include:

- The WaTech Website
- Customer Portal
- Publishing O365 & Cloud Strategy Sheet
- Audit of 3 months of communications (Incident/Change)
- Adding an additional level of monitoring tickets
- Review of meeting structures (CIO Forum, Quarterly Customer Meetings)

Laura Parma and David Brummel provided an overview of the survey results. Customers will be asked to consider which areas they would like to engage in to provide input. The CIO Forum will be one of the venues to provide updates to customers on progress of these activities. Please contact [Laura Parma](#) and [David Brummel](#) with any questions.

Office of the Chief Information Officer (OCIO) (slides)

[Sue Langen](#) provided updates on the following items:

- Enterprise Strategic Plan – OCIO wants to involve agencies in developing plan for goal areas. The plan is also posted with the slides
- Annual Certifications – Surveys due by August 31, 2016, Security Certification due September 30, 2016
- Biennial Report to the Legislature – Will engage with customers after submission of surveys and annual security certification.
- Data Center Policy – Out now for review. Will present to TSB at August meeting.
- IT Project Taskforce – Next meeting on July 18, 2016.

[Ryan Leisinger](#) provided an update on the Accessibility Policy & Standards. The policy will be sent out for review this week. The OCIO will present the updated policy to TSB at August meeting.

[Cammy Webster](#) provided information on the Application and Data Center surveys. Cammy will publish FAQs to provide additional clarity.

IT Procurement Academy (slides and handout)

[Becci Riley](#), DES, provided information on the IT Procurement Academy. Becci provided background and overview of the upcoming training. Both scheduled classes are full, but they are looking into adding additional sessions.

Wrap Up

Please contact [Laura Parma](#) with suggested topics you would like to see at upcoming CIO Forums.