



CIO Forum

February 19, 2019

Welcome and introduction of new Council members

Chris Lamb opened the meeting and introduced the new WaTech Advisory Council members:

- Gregg Plummer, Transportation Improvement – small agency representative
- Michelle Tuscher, State Board of Accountancy – small agency representative (Vice Chair)
- Chris Lamb, Office of Financial Management – medium agency representative (Chair)
- Rose Bossio, Department of Retirement Systems – medium agency representative
- Matthew Modarelli, Department of Transportation – large agency representative
- David Sorrell, Department of Revenue – large agency representative

CIO Forum Structure

Chris stated the Council, WaTech and the CIO community want to change the paradigm of the CIO Forum moving forward. The Forum will be ran by the CIOs and the Advisory Council will be the CIOs voice for the community. The CIO Forum will be a place where candid conversations can be had regarding issues the agencies are dealing with and how best to resolve them; and what the business problems are that needed to be solved so WaTech can look at technology solutions. We are still working out the details of this new structure as we move forward.

The first Advisory Council meeting was held February 14. The members had good conversations regarding tenancy and name space, and walked away feeling driven and inspired. The Council wants to change the communication flow, and the way the Council represents the CIO community/agencies to help WaTech be the best that it can be. The Council wants to help keep WaTech focused on the agencies' business needs and determine what the best solution is for the issues they deal with. It is also important to move forward and not live in the past.

To move forward in the most productive manner, the Council wants input from the CIOs on the following:

- What is the best way to communicate?
- How do we best represent you?
- How do we put the issues in front of you?
- What are your agencies dealing with?
- What things does WaTech want to do, that will not work for you and why?
- What are your challenges?
- What is holding you back?
- What are the real issues that are problematic?

- How do we best communicate what we want/need to WaTech?
- What should the cadence be?
- What topics do you want to discuss?
- How do we best disseminate information?
- How do we vet the agenda?

General comments:

- Come prepared for discussions to reach a decision.
- Have discussions in a healthy way.
- Support the Council to give recommendations.
- Schedule Working Group Meetings by topic; and/or agency size; and/or sub-technical topics once a month (in addition to the Forum meetings).
- Create a list of WaTech issues and CIO issues to be discussed at future meetings.
- Have earlier input in a new product technology before a decision is made.
- Systems that are not designed for CAT 4 data can't be used in some agencies.
- Be able to express opinions openly in a safe environment.
- Policy and Oversight should also be part the agenda, not just services related.
- Talk about the things the agencies are doing within their organizations, share the pros and cons, use that knowledge as a decision making tool.
- Create a central repository to share documents (shared licensing models, SMEs, shared knowledge base). Share lessons learned in that repository and discuss at the Forum before we implement a project (issues that have not been solved, problems we faced, benefits, etc.).
- Use the Forum to talk about Council challenges, CIO challenges, agency challenges, and squash rumors.
- Discuss where we are heading from an agency perspective.
- Share information, be open about the challenges.
- Share information to alleviate operating in a silo.
- Engage earlier in small groups with SMEs to prepare for the Forum.
- One size fits all doesn't necessarily work for every agency.
- How to do things commonly between the entities.
- What is the timing around the Gartner ZBBR issues and when will those be talked about at the Forum for CIO input?
- Consider an intake process for services.
- Need an Initial list of things this group wants to talk about.
- Make sure to talk about things that are relevant and in real-time.
- Need a Roadmap.

Agenda Items to consider:

- Legislative (pre-session and after-session reviews for agency commonalities and its impacts)
- Contracting
- Public Records
- Agency volunteers and/or SMEs present on what they are their agency is doing and why.

O365

Chris stated we need to move forward and get a decision on O365. The decision made will impact other agencies and there are agencies wanting to migrate. WaTech also needs a decision so they move forward. Need to know the following information:

- How does it affect the agencies?
- How does it affect the ability to do their jobs and do their mission?
- What is needed?
- What are the requirements?
- What does it do to shared tenant if they all have to meet those requirements?
- Are the assumptions correct?

An online survey will be created and sent to the CIOs to provide the following:

- Agency name
- Contact name
- Shared tenant (yes, no, partial)
- Concerns: business case justification
- Concerns: risk based justification

Survey Results will be provided to the Advisory Council for their March meeting discussion.

ISG Deliverables

Jennifer Rosales gave a brief overview of meeting materials that were sent out to the CIOs on tenancy, transformation plan, name space registration and WaTech value proposition. A comparison document for single shared tenant and multiple tenants was provided at the meeting for CIO review and future discussion.