



CIO Forum

March 19, 2019

Welcome and introductions

Rose Bossio (DRS) welcomed everyone and noted Council Chair, Chris Lamb (OFM) and Council Vice Chair, Michelle Tuscher (ACB) were unable to attend. Rose shared her appreciation for David Sorrell's contributions to DOR, the CIO community and the WaTech Advisory Council over the past years and wished him well in his new role in WaTech/OCIO which is effective April 16th. With David leaving the Council, Rose reminded the large agency CIOs to vote for their new WaTech Advisory Council member.

The WaTech Advisory Council met March 12th and discussed CIO Forum attendance. The Council agreed to limit attendance to CIOs, or a proxy when the CIO cannot attend. To address concerns over SMEs not being present for technical discussions, the Council decided that information would be shared ahead of the CIO Forum to allow for discussions and preparation for those discussions or technical discussions would happen in separate meetings.

The results from last month's Office 365 survey (regarding tenancy) will be shared in a later communication with CIOs. Only 30 responses were received; the Council is reviewing the information and seeking additional information to ensure all business requirements are understood. The Council will discuss again when they meet April 2nd.

IPMA LeaderPath

Vonnie Diseth (AOC), Chair of the LeaderPath Committee, described LeaderPath as the premier educational program for CIOs and other IT Leaders. LeaderPath is a highly-rated, intensive five-month program focused on leadership. The eighth LeaderPath cohort will begin in October 2019 and run through May 2020, led by Robert Jeffers and Melanie Reynolds. CIO's should be thinking about who you would like to send to the class.

More information about the application process will be coming in the next few months. Those interested in participating in the program must apply by submitting their resume and a letter of interest. It is a competitive application process and space is limited. Successful applicants are chosen by the LeaderPath Committee and the two instructors. Tuition is \$4,495.

In addition, IPMA will host a free event, "LeaderPath Next: Improving Your Organizational Effectiveness" for LeaderPath alums and guests on April 23, 2019. The event will be held at SPSCC in Lacey from 8:00 am to Noon. Registration is required. Additional information and the registration link

can be found [here](#). Anyone interested in the LeaderPath program is encouraged to attend this free event.

Name Space Registrations

Jennifer Rosales (ISG) shared a [presentation](#) on name space registrations for Office 365. Some key points:

- First tenant pilots will be Exchange only, followed by Exchange & Skype pilots.
- The WaTech team will be working with DES to secure migration assistance which will be available to agencies wishing to purchase.
- Pre-production testing of emails between shared and private tenants has been completed and deemed successful, although on a very small scale.
- Jim Weaver (WaTech) reminded the CIOs that while it was proven that private tenants can be done (while not without some pains), decisions regarding private tenants will be made by the Core Team based on business requirements.
- Syncing of users from EAD to AAD is done through hybrid connectors.
- First name spaces must be registered, and then users synced.
- 40 of the 65 primary name spaces have been registered into the Shared Enterprise Tenant. 11 of 45 secondary name spaces have been registered.
- There are 60,000 users in EAD, 10,000 of which have been synchronized with the Shared Tenant AAD.
- Jason McKinney (WaTech) and team continue to work with agencies on name space registrations, resolving registration conflicts and configuring Organizations Units (OUs). Please submit a ticket to support@watech.wa.gov with Identity and Access Management in the subject line if you wish to receive assistance.
- Jason McKinney can also provide a visual representation of Microsoft licenses which has helped agencies determine whether E3 or E5 licenses would be best for their needs.
- A question was asked about the status of the Vault and future direction in the context of Office 365. Jennifer provided the following facts:
 - The user experience for Vault will change in Office 365. WaTech is investigating further and will provide more detail in a subsequent update.
 - Key components of the current Vault architecture were categorized as End of Life in 2018 and will be End of Support in 2023. End of Support is not a hard stop date that indicates imminent failure, but planning for the data stored within the Vault for this date four years from now is an important activity. Content stored on the Vault will remain available through the next biennium, and WaTech will be partnering with Agencies to define a path forward beyond 2022.
 - Office 365 tools provide alternatives for document storage, archive, and discovery. The migration is a great opportunity for Agencies to revisit their retention, discovery, and public disclosure policies and processes, embracing the new tools as appropriate to optimize the Agencies solution to these requirements. As Agencies determine their path forward (leveraging Exchange Online Archive for future emails, etc.), requirements for Vault services will change. WaTech will factor these updated business requirements into future plans for the Vault beyond 2022.

Windows 7 Update

There is still a substantial number of agencies with computers operating on Windows 7. Please remember that Windows 7 support ends January 14, 2020.

Policy 191 – Mobile Device Usage

Cammy Webster (OCIO) gave a [presentation](#) on the Mobile Device survey results, including the number of survey responses, numbers of devices in use, covered and not covered with an approved solution, and those which require a security design review. Other key points:

- There are also nearly 6,000 devices not covered with an approved solution that are accessing internal applications, which OCIO will focus on in April and June.
- Flip phones cannot be covered and some are currently being used to take photos and send text messages, which cannot be included in records search. Some agencies are having data and texting disabled on flip phones, while other agencies are prohibiting flip phones.
- Rose Bossio asked if agencies would be interested in collaborations on MDM. Some members would like to learn from other agencies successes. Jennifer McNamara (DOH) offered to share the DOH solution and will send to Donna Morgan for distribution.

WaTech Quarterly Customer Meeting

Jim Weaver asked for feedback regarding the Quarterly Customer Meeting (QCM). Is it still of value? What can be done differently to improve the meeting? Below are comments captured during the meeting, any additional feedback can be sent to [Donna Morgan](#).

- Since only CIOs will attend the CIO Forum, the QCM will be of greater value to IT leaders.
- Skype has not been a good solution for those unable to attend in person. Recognizing this is no fault of WaTech, it may be the reason for the decline of online participation. Donna Morgan noted that Wright Runstad continues to look for ways to improve the conference room skype/audio quality.
- QCM was initially intended to be a deeper dive of technical conversations had at the CIO Forum, but that may have been lost through turnover and time passed.
- General consensus is to continue the meeting to allow IT leaders to receive updates and have technical conversations.
- Suggestions for future agenda items included: O365 updates, Identity and Access Management and Multifactor Authentication (also requested for future CIO Forum), and organization changes at WaTech/OCIO, especially those around Security. Please email additional suggestions to Donna Morgan.

Legislative Update

Adam Eitmann (WaTech) provided an update on the following bills:

[Bill 5662](#) – Cloud Computing Solutions

- Bill is now a slimmed down version of the original bill. We have been working closely with the author of the bill on suggested revisions, including removing agency migration plan requirements. The bill only applies to new technologies, and would not impact existing technologies, although it would impact expansion of existing technologies. There are funds designated in the Governor's budget request for a statewide assessment of the best cloud solution.

[Bill 5376](#) – Protecting Consumer Data

- Bill did not pass on the floor, but could resurface. One of the biggest issues is how health and/or law enforcement identifies people (i.e. gang relation or mental health issue) and how someone would request those identifiers be removed from records.

Closing

Jim Weaver mentioned that NASCIO is accepting nominations for State IT Recognition Awards. There are 10 categories and it would be great for the State of Washington to have nominations in multiple categories. WaTech may be reaching out to your agencies to coordinate nominations.

There was a request to add SMARSH to a future CIO Forum agenda, and another request for the WaTech Advisory Council to discuss security.