

CIO Forum 8/8/2016

Welcome & Introductions

[Rob St. John](#) welcomed the CIO Forum participants to the meeting.

Message from the State CIO

[Michael Cockrill](#) provided a summary of the recent [July Executive Board and Advisory Council Meetings](#). Michael reviewed the related meeting materials including the WaTech organizational chart at a high level with a focus on operational strategy. The strategy includes providing a strong operational foundation (e.g. infrastructure with Shared Services on top of it) upon which customer can develop line of business applications. WaTech is transitioning from being an IT services delivery organization to a broker model more similar to industry. Michael shared the list of Core Technology Investments that includes the most important services included in the strategy as identified in the initial review; this list will be sent out to the CIOs and vetted on an ongoing basis. It is recognized that the model is aspirational at this time.

Network – Michael shared that the Executive Board challenged WaTech to go back and review the state network on two items: 1) Is the network architected correctly? and 2) Is the network being used as intended? As a result WaTech tested and reviewed our network traffic for one week. At a high level the data demonstrates that streaming video is up ~400% over the past 12 months and as a result is rapidly consuming available bandwidth. Additional information was shared related to the effects of backup services being conducted during the day as well as of patching. We will need to continually monitor on a regular basis to ensure stability and security. In addition we may need to revisit and clarify related policy to ensure appropriate controls are in place and enforcement is occurring as needed. WaTech will be providing recommendations to the next Executive Board meeting.

Security – Michael reviewed Defense in Depth posture and related layers of security that are currently in place.

Cloud Enablement Program – Michael provided an overview and current status for the program. He noted that the program includes O365 but also includes network capacity issues, establishing cloud enabling infrastructure and creating a cloud network hub. WaTech is currently in the project initiation phase and is seeking funding to begin building related infrastructure and extend the network and security perimeter as needed. As we move forward O365 by itself will raise issues such as licensing, migration, organizational change management, as well as technology that we will need to collaboratively address. It was noted that there is a known issue related to OneDrive and that it is not yet ready for use as the official source of record at this time. WaTech is continuing to work this issue and will continue to share information.

Application Security Management (ASM) Service

[Chawntain "CC" Kermen](#) shared an overview of the new [Application Security Management Service \(ASM\)](#) now available from WaTech. ASM blocks malicious attacks before they reach Web applications and is compatible with all major Web technologies and platforms. The service is included in the Security Gateways allocation and complements other allocated WaTech security services by adding an additional layer of protection. ASM is offered through a managed or delegated (with training from WaTech!) model depending on customer needs. To learn more visit the [WaTech service catalog page](#) and review the related [Terms of Service Agreement](#). To request a service consultation with the WaTech team interested customers should submit a ticket to the WaTech Service Desk or contact your agency's [Customer Account Manager](#).

WaTech IT Service Management Update and Customer Impacts

[Nick Fuchs](#) provided an [update on the WaTech IT Service Management \(ITSM\) Project](#). As background in March 2016, WaTech launched the One-WaTech initiative with the goal of creating a seamless experience for customers. Phase 1 of the project included providing consistent messaging, notifications and service delivery. Specifically the current Solutions Center and Service Desk have been combined and will operate under the "one name" of WaTech Support Center, and "one email" address, Support@WaTech.wa.gov. ITSM Phase 1 also includes moving to the use of one common service desk ticketing system. Nick provided a brief tour of the tool and shared that the use of this system will allow for development of a fuller customer portal as identified in our recent customer survey. Today the existing portal is limited to present customers of WaTech Desktop support services however this will be expanded to all customers during a later project phase. Nick shared that communication with more details outlining the project phases and timelines will be sent out soon.

Customer Survey Action Plan Update

[David Brummel](#) provided an [update of the WaTech Customer Survey](#) and how we are addressing the 40 identified recommendations. First up is the "List of 6" and we have completed meetings with the identified leads, are working to document an action plan, and planning to start reaching out to customers to provide opportunities for agencies to participate in our workgroups. We have strategies completed for 2 recommendations (i.e. *Publish O365 & Cloud Strategy Sheet* and *Meeting Structure: CIO Forum, Quarterly Customer Meeting*) of the 6 and will be providing more information soon regarding next steps. In addition we are also beginning to work on the next 12 recommendations and have initiated formal project management methodology to plan and track the activities. David will be updating the [WaTech Customer Survey ASK site](#) with a document summarizing all of these 18 recommendations currently being worked with an activity breakdown. David also noted that by going through the work we are also discovering and solving internal WaTech barriers for customer service. We will continue providing regular communications during the month.

Office of the Chief Information Officer (OCIO):

Certification Reminders - [Sue Langen](#) provided a reminder about the 2016 Annual Certification Requirements and related due dates. Sue noted that, for customers who operate their own data center, that the Datacenter Survey response will be used as your waiver request; agencies will have an opportunity to review response memos prior to the final version is sent. Sue shared that the [TSB Portfolio/Policy Subcommittee is scheduled for Thursday, August 11](#).

Accessibility Policy - [Ryan Leisinger](#) shared his appreciation for all of the feedback received from agencies related to this policy. Ryan noted that code verification tools will be published and provided a reminder about WaTech's User Experience services that are available as well as the Usability Lab for related testing. To ensure that all agencies are aware of their individual responsibility, WaTech will communicate this requirement to agency heads after the final policy is approved by the Technology Services Board.

Open Data – [Will Saunders](#) provided a reminder that the first [Open Data plans](#) are due by October 1. Will is available for any questions or requests for assistance.

Enterprise Architecture – Sue Langen introduced new OCIO team members [Dave Shepherdson](#) & [Robert Gaskill-Clemons](#). Dave shared that one of the key functions is to develop [enterprise architecture \(EA\) across agencies with a focus on the business case](#). An initial goal is to leverage infrastructure for common purposes and foster collaboration rather than the traditional route of each agency developing individual solutions. Dave reviewed the five core principles of EA and shared that he is currently out meeting with agencies to better understand their related business needs. Dave shared that the State Enterprise Architecture Resource Team (SEART) is working on a final team charter and seeking membership from agencies; interested parties should contact Sue Langen. Robert reviewed the approach for governance and the community of practice being developed as part of the three initial and primary strategic questions being asked. Robert shared that work group charters and request for participation in each should be published soon.

Wrap Up

Rob St. John thanked all attendees for coming and encouraged attendance at the [next CIO Forum on September 13](#).

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