

**CTS Advisory Council**

December 7, 2011  
1500 Jefferson Street  
Olympia, Washington

**Welcome/Introductions**

Grant Rodeheaver, Co-Chair, Department of Transportation (WSDOT), and Dan Mercer (CTS), welcomed the participants to the CTS Advisory Council meeting and provided an overview of the agenda.

The attendees included: Mike Ricchio (CTS), Mike McVicker (ESD), Cathy Munson (LSC), Rob St. John (OCIO), Doug Hoffer (DOC), Frank Westrum (DOH), Debbie Stewart (ECY), Sue Langen (DSHS), Bob Lanouette (LNI), and Dan Mercer (CTS).

**Update on GA Outage**

- **Facilities**
- **After Action Review**

Doug Hieronymus provided an overview of the power loss and associated electrical infrastructure assessments in the office building (OB2 DC).

Gary Duffield (CTS) provided an overview of the After Action Review.

**CTS Strategic Planning Update**

Grant Rodeheaver (WSDOT), introduced Robert Ruhl and Patricia Petersen from ProjectCorps who have been working with CTS management and staff on standing up CTS' organization.

ProjectCorps provided an overview of the strategic planning process. During the Work Session ProjectCorps asked the Council members the following questions?

- What do agencies need from CTS?
- What do agencies want from CTS?
- What are the critical success factors for CTS?

Suggestions and feedback:

- Map current projects to the strategic roadmap as it is developed.
- Determine means to provide confidence in the direction.
- Move (financial transparency – page 14) from “best at” to “could be best at”.

Wants

- Better, faster, cheaper.
- Validation of Service Catalog and assurance regarding which services will be around in the future.
- Conversations that occur between CTS and agencies tend to be in isolated service areas, rather than in a strategic direction.

- Want direction on state strategy and understanding of how CTS will provision and support the strategy; need to provide linkage to strategic roadmaps from OCIO and CTS.
- You may know in general what you want, but don't know the specifics until you see it.

Needs

- Predictability.
- Understanding of strategy.
- Long-term technical direction.
- Input to vision.
- Track record of consistency.
- Provide the "what" vs. the "how".

Additional comments can be sent to ProjectCorps Team: Patricia Peterson at [ppeterson@projectcorps.com](mailto:ppeterson@projectcorps.com) and/or Robert Ruhl at [rруhl@projectcorps.com](mailto:rруhl@projectcorps.com).

**Action Items**

The Council members voted electronically in November 2011 to approve the Council Purpose Document.

The ProjectCorps team would like to attend the next CTS Advisory meeting to discuss metrics and performance measures.

Christie Turner (CTS) will change the meeting location from the large conference room to the same conference room used today or a similar size.

**Next Meeting**

January 4, 2011  
Conference Center Room 2208  
1500 Jefferson Street  
Olympia, WA