

CTS Advisory Council

August 7, 2013
1500 Jefferson Street
Olympia, Washington

Welcome/Introductions

Christy Ridout, Consolidated Technology Services (CTS), opened the meeting.

Attendees: Steve Young (DNR), Rob St. John (CTS), Cathy Munson (LSC), Bob Lanouette (LNI), Ron Seymour (DFI), Dan Mercer (CTS), Steve Young (DNR), Doug Hoffer (DOC) and Debbie Stewart (ECY)

Guests: Wendy Huff (CTS), Lance Calisch (CTS), and Rebecca Sotelo (AGR)

**Shared Services Email
Outage Discussion**

Lance provided an overview of the Shared Services Email (SSE) major incidents March thru June. Wendy stated that there would be an open debriefing for all customers scheduled in late August.

Council members expressed that the June incident timing was not good for their agencies but they did appreciate the communication and today's debriefing. The incident communication was somewhat better but was inconsistent at times. Council members recommended that it is better to share more information concerning the troubleshooting efforts – but noted that the root cause is key.

Council member asked, “how do agencies know if they are violating best practices”? Wendy stated that there is a pre-migration checklist and there are some aspects in shared environment that CTS does not control – such as desktop and agency networks.

CTS is planning to document and share additional information on best practices. Wendy stated that CTS could be more prescriptive regarding recommended configurations.

Wendy suggested that CTS evaluate membership in the E-Tag Group or create a new group consisting of IT agency decision makers to create a discussion and information-sharing forum. Planned changes can be shared with this group. The Council stated that standards should be specific and not negotiable.

Comments included in this discussion were:

- Agencies will have to have standards in shared services and agencies will need to live by a specific configuration;
- Not just in e-mail shared services but network configuration as well;
- Encouraging agencies to periodically review their shared services configurations (the review could be part of the agency SLA's).

Debbie Stewart (ECY) suggested that agencies could share agency change reports with CTS as a matter of awareness and that it might be good to have that information to review.

Action Item: Department of Ecology (ECY), Department of Correction (DOC) and Department of Social and Health Services (DSHS) have volunteered to send their agency changes reports to the CTS Servicedesk. This is a one-time activity so CTS can assess the value and process that may need to be implemented.

Clearwell Discussion

Wendy provided an update on the Clearwell discovery Platform product, which is now part of Symantec. Clearwell is an enterprise search tool that is used for litigation holds, documents, and files.

CTS could provide this product as an enterprise approach or to simply add agency names to the master Symantec contract. If an agency is interested purchasing the product they may do so as follow on use to the CTS contract.

Council members agreed with the approach of adding agencies to the Contract.

Action Item(s): Rob will follow-up with the OCIO office and check to see if there is a state strategy on e-discovery/public disclosure process.

Department of Ecology would like to be added to the contract.

Wendy offered to arrange a presentation for the product.

Lance will follow-up with Council members to identify which agency has already asked to be added to the contract list via the survey conducted in June.

Other (Wi-Fi Update)

Heidi Brownell (CTS) is the Project Manager and Molly O'Donnell is the executive sponsor for Wi-Fi. The project plan is being reviewed and the initial timeline will be adjusted as needed. CTS has scheduled meetings with the pilot agencies the week of August 12. Equipment is scheduled to arrive in mid-September.

Action Item: Wi-Fi Update will be added to the September agenda.

Action Items

Legislative Update: Network Study will be added as an upcoming agenda item.

Christy will follow-up with the Council members via email on SANS training status. (completed)

Next Meeting

September 4, 2013
Conference Center Room 2208
1500 Jefferson Street
Olympia, WA