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│              Idaho Technology Authority (ITA)                 │
│              February 25, 2015 Meeting Minutes                │
│                  (Approved May 15, 2015)                      │
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The Idaho Technology Authority meeting was held on February 25, 2015 at 1:30 p.m. in the East Conference Room of the Joe R. Williams Building, 700 West State Street, Boise, Idaho.

ATTENDANCE

Members Present:
Dan Goicoechea, CHAIR, State Controller's Office
Maj. Clark Rollins, Idaho State Police
Pat Donaldson, Dept. of Correction
Anne Kawalec, IGC-EC Chair
Gen. Richard Turner, Military Division
Greg Zickau, Office of the CIO
Carson Howell, State Board of Education
      Alt. for Mike Rush
Charlene McArthur, Idaho Transportation Dept. (phone)
Jay Engstrom, Dept. of Labor
David Fulkerson, Div. of Financial Management
Dave Taylor, Department of Health & Welfare
Representative John Gannon

Members Absent:
Senator Cliff Bayer
Kevin Iwersen, Idaho Courts
Cathy Holland-Smith, Legislative Services Office
Representative from Private Industry – position vacant
Employee from State Government – position vacant

Others Present:
Becky Barton-Wagner, Dept. of Insurance
Erin Seaman, Office of the CIO
Ben Call, Military Division
Pam Stratton, Office of the CIO
Michael Kalm, Dept. of Labor
Gara McCutchen, Verizon Wireless
Jeff Walker, Access Idaho
Bill Farnsworth, Office of the CIO
Teresa Luna, Dept. of Administration
Jennifer Pike, Dept. of Administration
Tammy Shipman, State Controller's Office

Bob Hough, State Controller's Office
Eric Beck, Dept. of Labor
Cheryl Dearborn, Office of the CIO
Rachel Zahn, Office of the CIO
Tom Nordberg, Office of the CIO
David Harrell, Commission for Libraries
Glen Gardiner, Dept. of Water Resources
Rob Feeley, Military Division
Debbie Wonch, State Controller's Office
Nick Powers, DEQ (phone)

CALL TO ORDER

Chairman Dan Goicoechea called the meeting to order at 1:33 p.m. and introductions were made.

MINUTES

MOTION: Gen. Turner moved and Major Rollins seconded a motion to approve the minutes of the November 20, 2014 meeting; the motion passed unanimously.

TELECOMMUNICATIONS UPDATE

Mr. Zickau reviewed the telecommunications contracts. He explained that the contract with ENA was used to build the Idaho Education Network (IEN), and the contract with CenturyLink supported agency services. He briefly discussed their legal history, current status and the possible path ahead for agency work. Mr. Zickau explained that services under both the contracts have been called the IEN, which has created some confusion.

Mr. Zickau stated that shortly after the contracts were in place in 2009, Syringa Networks sued the state, ENA and CenturyLink. All six counts in the original complaint were dismissed by the District Court and Syringa appealed to the Idaho Supreme Court, which affirmed the dismissal of five of the six counts, remanding a single count back to District Court in 2013. This allowed Syringa to challenge the first amendment to the contract with ENA. On November 10, 2014, the District Court ruled that both contracts were void. The state, ENA and CenturyLink submitted motions for reconsideration and clarification and on February 11, 2015, the District Court

issued its final order that both contracts in their entirety were void from the beginning, but did not address whether recovery of payments by the state to the vendors could be legally required. After conversations with the state Attorney General's office, the state has suspended payments on both contracts, in part due to how statutes might be interpreted governing the recovery of money advanced under voided contracts.

Mr. Zickau noted that there are 16 state agencies and five health districts that purchase services off the CenturyLink contract. After the November 10, 2014 court ruling, the state assessed the impact to agencies if the CenturyLink contract were indeed to be declared void, and whether it would justify an emergency procurement to keep those services intact. The state is currently negotiating emergency contracts for agency services with CenturyLink. CenturyLink has continued to provide services despite the suspension of payment and has indicated that they won't suspend or terminate services while negotiations are under way.

Mr. Zickau reported that the state is working on a long-term RFP for agency services, particularly for outside Ada and Canyon Counties. He noted that agencies have been invited, through the IT Leadership Council (ITLC), to participate and the state would like to get the RFP on the street as soon as possible.

In response to a question from Chairman Goicoechea, Mr. Zickau responded that communications from CenturyLink have specifically addressed agency services. He clarified that the education services are provided by and purchased through ENA, and that no termination of service notices have been received by the state from ENA. However, he added that CenturyLink is a major subcontractor of ENA and that he had heard that CenturyLink has sent a demand notice to ENA requesting payment for services provided. Mr. Zickau commented that although one of the notices received by ENA from CenturyLink had a cut-off date of February 22, 2015, services have continued.

Mr. Zickau discussed the Wide Area Network (WAN) contract, and the Metropolitan Area Network (MAN) contract, which are the two primary suites of agency services. The MAN contract is for services within Ada and Canyon Counties and will expire within a year. The state is looking at the possibility of including all the services in the MAN contract so there would be a new contract with updated technology and pricing for the long-term.

STATE STRATEGIC PLAN - UPDATE
Mr. Zickau reviewed the objectives and strategies of the state strategic plan in detail, asking the committee to accept the strategic plan. Discussion followed:

Chairman Goicoechea asked if Office 365 was a potential replacement for consolidated messaging.
Mr. Zickau responded that he believed Office 365 was a credible replacement. He noted that OCIO is currently running it in hybrid, and that while its utility was greater, it was more expensive.

Major Rollins asked if there was a subscription model that could be utilized instead of purchasing it outright.
Mr. Zickau agreed to research this and forward information to the members.

Mr. Zickau briefly discussed several operational imperatives which were included in the strategic plan. These items related to defining and addressing procurement issues and improving citizen services on Idaho.gov.

At the request of Gen. Turner, it was agreed that an objective would be added to the plan related to the updating of the IT classifications. Mr. Zickau noted that the final plan would be circulated to the committee.

Major Rollins asked if there were any timelines for completing the goals and objectives.
Mr. Zickau proposed that those who have volunteered to lead an objective be responsible for reporting back directly to ITA, and agreed that OCIO, which acts as staff for the committee, would organize and arrange for the leads to present to ITA.

MOTION: Mr. Taylor moved and Gen. Turner seconded a motion to accept the goals, objectives and strategies of the state strategic plan as presented; the motion passed unanimously.

ITA SUBCOMMITTEES - UPDATE
Mr. Farnsworth introduced Jeff Walker, General Manager of Access Idaho (AI). The state has contracted with AI since 1999.

Maj. Rollins departed the meeting at approximately 2:15 pm.

ACCESS IDAHO STEERING COMMITTEE (AI) – Mr. Farnsworth briefly discussed OntheGo payments, available to state agencies, cities and counties, in which staff can use a smart phone with a secure device to collect roadside payments and payments out in the field. Mr. Farnsworth also reviewed and discussed the following items:
- Key metrics on Access Idaho from 2014, including revenues collected by state agencies online;
- Development of state templates for agencies, and ways that AI can improve efficiency of agencies;
- Top AI services in use by agencies, which include Online or Over-the-Counter Payment Processing, Electronic Business/License Regulation, Online Scheduled Payments and iPhone & Android Payment Processing Apps;
- Portal has processed over $1 billion dollars online for cities/counties/state combined over the last 15 years.

Mr. Fulkerson asked if the swipe machines were compatible with the new credit cards being issued.
Mr. Farnsworth responded that he didn't believe the new chipped credit cards were compatible, and agreed that would need to be addressed. He noted that the swipe machines were not large devices, but rather plug-in modules, and one of the benefits of these modules is that they encrypt at the module.

IT BILLING RULE - UPDATE
Mr. Zickau updated the committee on the Rules of the Department of Administration Governing Billing Procedures of the Office of the Chief Information Officer (Docket No. 38.0601.1401), requiring the Department of Administration to promulgate its IT billing methodology into rule, for services provided. The rule has been approved by both the Senate and House State Affairs committees, and is expected to go into effect on July 1.

DATA BREACH REPORTING REQUIREMENTS
Ms. Stratton reviewed the statutes (Idaho Code 28-51-104, 28-51-105, 28-51-106 and 28-51-107) related to data breach reporting requirements. She noted that the statutes applied not just to state agencies, but also to cities, counties, individuals and commercial entities.

Mr. Engstrom commented that the Dept. of Labor had concerns about being able to assist those who have been breached, and this has been discussed with DOP. He added that DOP was working on a statewide contract to address this issue.

Chairman Goicoechea asked whether this should be done agency by agency, or whether it should be a statewide obligation, with policy-makers weighing in on, and perhaps seeking funding.
Mr. Engstrom responded that DOP was looking at it through the Western States Contracting Alliance (WSCA), but WSCA didn't have anything at that time.   He added that he was looking at credit reporting services, but didn't know if that was part of the liability insurance.

Ms. Luna commented that the higher education community has also expressed interest in what she believed was being called "cyber liability" coverage for the same thing. She confirmed that the National Association of State Procurement Officials (NASPO), which is the governing body of state procurement, has been contacted to see what other states are doing to cover that sort of liability.

Chairman Goicoechea asked Ms. Stratton to keep ITA apprised as to the efforts of the Department of Administration on this front.

ITA POLICIES
ENTERPRISE POLICY P4120 – Ms. Stratton reviewed Policy P4120, which governs online, or cloud, file storage services. This policy has been reviewed by the Security TWG. She briefly discussed the three data classifications: public, sensitive and confidential. Ms. Stratton added that there needed to be a managed and maintained solution, at a location which could be physically audited.

Mr. Taylor asked why public information needed to be encrypted, and whether an agency Facebook page or youtube channel would fall under that category as well.
Mr. Zickau responded that it was possible for information to be compromised in transit and changed without the awareness of the owner of the information. He explained that encryption in transit ensured that files being saved, stored and retrieved are not changed in transit.

Rep. Gannon joined the meeting at approximately 2:41 pm.

Mr. Taylor asked whether emails which did not contain confidential information were encrypted in transit.
Mr. Zickau clarified that this applied to files being stored in the cloud, not necessarily to email systems, although those were probably encrypted in some fashion in transit. In terms of cloud services, this does not apply to systems that include a component that's in the cloud. It applies to applications such as Dropbox and Google docs. He noted that this policy did not address things such as moving unemployment insurance into the cloud.

Mr. Taylor asked what level of encryption was being talked about.
Ms. Stratton responded that the minimum level which has been discussed is 256 bit encryption, which is not specifically mentioned in the policy but will be included in the guideline.

Mr. Howell asked if encryption was standard protocol for services such as Dropbox and Google docs, and whether encryption was already built into those services.
Ms. Stratton responded that the services that the Security TWG looked at did have the encryption built-in. However, she noted that under policy, specific solutions are not typically addressed, but rather are left up to agencies to choose a specific solution.

MOTION: Gen. Turner moved and Mr. Howell seconded a motion to approve Enterprise Policy P4120 as presented; the motion passed unanimously.

ENTERPRISE POLICY P5010 – Mr. Farnsworth reviewed Policy P5010, governing web publishing. He noted that this was an existing policy which was being revised to emphasize the actual use of templates, which includes all of the functionality of the templates, rather than just the "look" of the templates.

MOTION: Mr. Howell moved and Gen. Turner seconded a motion to approve Enterprise Policy P5010 as presented; the motion passed unanimously.

OTHER BUSINESS
Chairman Goicoechea commented on the collaboration which has come out of the ITA, and thanked the members for their time and willingness to work together.

Mr. Fulkerson asked Mr. Zickau what he knew about the Windows 10 Operating System rollout. He noted that he believed there was a short timeframe for existing Windows 7 and 8 users to upgrade for free.
Mr. Zickau agreed to research and gather information for the agencies and get it out to the committee.

Gen. Turner introduced Bob Feeley, who is the point of contact for FirstNet for Idaho. Mr. Feeley explained that FirstNet is a program that's coming down the line for broadband in regard to safety. At the request of Chairman Goicoechea, Mr. Feeley agreed to present on FirstNet at a future ITA meeting.

ADJOURNMENT
The meeting adjourned at 2:52 pm. The next meeting of the ITA has yet to be scheduled.

Respectfully submitted,

Erin Seaman

Erin Seaman, Office of the CIO