

DEPARTMENT OF INFORMATION RESOURCES
Open Board Meeting
October 28, 2009
9:30 a.m.
300 W. 15th Street, Room 103
William P. Clements Building
Austin, Texas 78701

CALL TO ORDER: Board Chair Charles Bacarisse called the meeting to order at 9:36 a.m.

I. ROLL CALL AND WITNESS REGISTRATION: Board Secretary, Pat Koller, called the roll.

Members present:

Chairman Charles Bacarisse
Rosemary Martinez
Richard Moore
Phillip Keith Morrow
Robert Pickering
John Cox – Ex-Officio
Brad Livingston – Ex-Officio
Carter Smith – Ex-Officio

II. Approve minutes from August 26th, 2009, Board meeting - ACTION

A motion to approve the minutes of the August 26th, 2009, DIR Board meeting was made by Mr. Morrow and seconded by Ms. Martinez. Motion carried unanimously.

III. Executive Session

At 9:37 a.m. Chairman Bacarisse announced that the Board would recess the open portion of the meeting to go into Executive Session pursuant to Section 551.074, Government Code, to deliberate the compensation and job responsibilities of the interim executive director and to deliberate the selection process to be followed in selecting an executive director.

At 10:59 a.m. Chairman Bacarisse called the meeting to order again and announced that a quorum was present. Chairman Bacarisse stated that while in executive session the Board did not vote, take any final action or make any decision. Mr. Pickering made the motion to appoint Karen W. Robinson as Interim Executive Director at a salary determined by the Board, and to delegate to her the duties listed under Tab IV of the Board book. Mr. Moore seconded the motion. Motion carried unanimously.

IV. Appointing Board Subcommittees - ACTION

Chairman Bacarisse asked Renee Mauzy, DIR General Counsel, questions as to how many Board Members may serve on a Subcommittee. Ms. Mauzy explained that as long as there was not a quorum which is 6 members it will not be classified as an open meeting. Subcommittees also cannot be authorized to act on behalf of or in place of the Board, and when a Subcommittee makes a recommendation the Board should really look into it and not just automatically approve it.

A motion was made by Mr. Pickering and seconded by Mr. Moore that a Data Center Services Remediation subcommittee be established to consist of Keith Morrow, Robert Pickering, Richard Moore, Ramon Baez, and John Cox. Mr. Moore seconded the motion. Motion carried unanimously.

Ms. Martinez made the motion that a Finance and Audit Subcommittee be established to consist of Rosemary Martinez, Richard Moore, and John Cox. Mr. Moore seconded the motion. Motion carried unanimously. Mr. Morrow made a motion that an Executive Director Search Committee be established to work with Korn/Ferry International (search firm) and conduct interviews with potential candidates for the Executive Director position to consist of Charles Bacarisse, Keith Morrow, and Robert Pickering. Mr. Moore seconded the motion. Motion carried unanimously.

IV. Interim Executive Director's Report

Ms. Karen Robinson presented a Snapshot Performance Report on Statewide Technology Goals including the areas of ICT Cooperative Contracting, Data Center Services, TexasOnline eGovernment Web Portal, Communications Technology Services, and Information Security. She also updated the Board on DIR Operational Excellence initiatives including some organizational changes and the EquaTerra Independent Assessment of Data Center Contract. Ms. Robinson stressed that the challenges facing the data center are her first priority. Ms. Robinson also introduced new DIR Employees and informed the Board about our participation in the NASCIO conference and noted that we were a finalist for an award.

V. 2010-2014 State Strategic Plan for Information Resources Management - ACTION

Ms. Robinson told the Board that the State Strategic Plan is the roadmap for information resource management for the state of Texas. She discussed the SSP Development Process, the SSP Advisory Committee, its Guiding Principles, and Statewide Goals and Strategies. Mr. Pickering made the motion to approve the 2010-2014 Statewide Strategic Plan. Mr. Moore seconded the motion. Motion carried unanimously.

VI. Finance Update

Ms. Cindy Reed introduced Andy Dimas, DIR's new internal auditor, to the Board. Mr. Dimas presented the FY2010 Internal Audit Plan to the Board for approval. Ms. Martinez commented that the audit committee has been working on this plan for awhile. She explained that since Mr. Dimas is new to DIR, there could be amendments to the audit plan after Mr. Dimas has had more time to get familiar with DIR and operations. Mr. Dimas answered a few questions from the Board. Ms. Martinez made the motion to approve the audit plan as proposed. Mr. Morrow seconded the motion. Motion passed unanimously.

Ms. Cindy Reed updated the Board on Financial Statement highlights as of August 31, 2009, including Metrics and Budget Status.

VII. Information and Communications Technology (ICT) Cooperative Contracts Program Update – Fiscal 2009 Annual Report

Ms. Cindy Reed provided an update of FY 2009, including Continued Growth, Customer Trends, Product Highlights, and Marketing/Outreach. Ms. Reed recognized her team for a great job.

VIII. Data Center Services

Ms. Salone presented the standard performance metrics including Overall Operational Performance, Monthly Customer Satisfaction, Infrastructure Availability, and Critical SLA's with Satisfactory Results. She pointed out that all areas except customer satisfaction (which maintained) had dropped some due to an outage in the Austin Data Center in August. She also presented the Incident/Change Management Performance Metrics detailing average resolution times in P1, P2, P3 and P4 incidents, Total incidents reported and Total Service requests Opened, Changes Completed by Requested Date, and Open Changes Compared to Requested

Date. Team for Texas Turnover was addressed. Ms. McLean with IBM stated that although turnover rate continues to decline, it is still too high and that they are still taking steps to reduce it further. Mr. Moore had a question concerning the number of FTE's. Ms. Salone stated it was around 700. Transformation and Consolidation Status was updated by Ms. Salone. She stated that the migration strategy has not developed as we'd like and that EquaTerra is looking into this. We are looking to them for guidance for a multitude of problems. Mr. Moore asked what would happen to the workforce as the run rate diminishes. Ms. McLean stated they would be redeployed. Ms. Martinez asked about how many servers are being moved a month. Ms. Salone responded 25 to 35. Ms. Salone then addressed Management Priorities. She stated that prior recommendations which have come out of the Joint Working Group and are in process to address procurement issues will continue. The EquaTerra study is a more holistic approach with five workstreams. These areas are Contract and Financials; Governance, Oversight and Service Provider Performance; Technology Selection, Deployment, and Usage; Current Remediation Initiatives, and Holistic Remediation Strategy. Ms. Salone referenced the chart showing Key Dates and Deliverables and stated that EquaTerra is on target for a final report which will be distributed by November 16th.

IX. Communications Technology Services

Ms. Salone presented the Communications Technology Services Update, including Performance Measures, which includes Service Availability and Channel Penetration. She discussed the TEX-AN Next Generation Procurement Schedule, stating that we hoped to wrap up the review process by April 1st and then get started on the RFO Process. Mr. Morrow asked if the Data Center outage in August affected telecommunications. Ms. Salone responded that it did not. This prompted discussion about the root cause of the outage and it was stated that no definite cause was ever found. She stated that lessons were still learned from the outage even though the cause was not determined.

X. TexasOnline Update

Ms. Salone presented the TexasOnline Update which included Key 2009 Objectives, Key 2009 Performance Objectives including Cumulative State Revenue Share, Customer Satisfaction, Transactions--2% growth, and Portal Visits--19% growth. She also discussed the Transition to Next Generation TexasOnline and stated that NIC is doing many new things and all is going well. We are on track for a January 1st cutover. We are also looking at a new name – texas.gov.

Ms. Salone presented proposed fee changes for the Executive Council of Physical Therapy and Therapy Examiners. Ms. Martinez made the motion that the fee changes be approved as presented. Mr. Morrow seconded the motion. Motion carried unanimously.

XI. Information Security Update

Ms. Salone presented the Information Security Update which included Performance Measures including Security Incident Reporting, Total Vulnerability Assessments, Web Application Vulnerability Scans, Controlled Penetration Tests Delivered, and Security Training Hours Delivered. She also discussed the New Managed Security Services Project for DPS and answered several questions from the Board. She presented information about National Cyber Security Awareness Month and Local Community and National Cyber Exercises.

XII. Rules

Mr. Martin Zelinsky asked the Board to consider issuing an order adopting amendments to 1 T.A.C. Chapter 216, Project Management Practices and publication of the adoption in the *Texas Register*, and to consider issuing an order adopting amendments to 1 T.A.C. Chapter 213, Electronic and Information Resources, and publication of the adoption in the *Texas Register*. He noted that no comments had been received following publication of the proposed changes to

the rules in the *Texas Register*. Ms. Martinez made the motion to issue the orders adopting amendments to 1 T.A.C. Chapter 216, and 1 T.A.C. Chapter 213, and for notice of adoption of the amended rules to be published in the *Texas Register*. . Mr. Moore seconded the motion. Motion carried unanimously.

XIII. Public Testimony

There was no Public Testimony.

XIV. Adjournment

Mr. Morrow made the motion to adjourn. Mr. Moore seconded the motion. Motion carried unanimously. Chairman Bacarisse adjourned the meeting at 12:32 p.m.