
Board Chair Signature

DEPARTMENT OF INFORMATION RESOURCES

Open Board Meeting

February 25, 2010

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 9:30 a.m.

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

Members present:

Chairman Charles Bacarisse

Ramon Baez

Rosemary Martinez

Richard Moore

Phillip Keith Morrow

Robert Pickering Jr.

Adam Jones – Ex-Officio

Brad Livingston – Ex-Officio

Carter Smith – Ex-Officio

II. Approve minutes from October 28, 2009, Board meeting - ACTION

A motion to approve the minutes of the October 28, 2009, DIR Board meeting was made by Mr. Morrow and seconded by Mr. Pickering. Motion carried unanimously.

III. Interim Executive Director's Report

Ms. Karen Robinson presented a brief overview of Data Center Services and the other business lines. Ms. Robinson announced a change in Board Membership. John Cox is retiring from TEA March 31st and Adam Jones will assume his place on the DIR Board effective immediately. She presented Mr. Cox with a plaque thanking him for his service to the DIR Board. Ms. Robinson also announced that Casey Hoffman had resigned from DIR earlier this month and presented a plaque to Mr. Hoffman thanking him for his service to the state. Ms. Robinson then presented the Snapshot Performance Report on Statewide Technology Goals including the areas of ICT Cooperative Contracting, Data Center Services, TexasOnline, Communications Technology Services, and Information Security. She also updated the Board on some Executive Staff Organizational changes: Ed Swedberg is our new Deputy Executive Director for Data Center Services, and Marcus Cooper is our new Director of Communications. Ms. Ginger Salone, Deputy Executive Director for Statewide Technology Services, has announced her retirement as of March 31st. Ms. Robinson presented Ms. Salone with a plaque thanking her for her service to the State of Texas.

Ms. Robinson then presented a brief Data Center Overview, discussed the request from State leadership to reduce General Revenue by 5%, noted DIR in the News items, and introduced new business line employees.

IV. Executive Session

At 9:45 a.m. Chairman Bacarisse announced that the Board would recess the open portion of the meeting to go into Executive Session pursuant to time pursuant to Section 551.074, Government Code, to deliberate certain matters related to the employment of an executive director for DIR, and pursuant to Section 551.071, Government Code, to consult with its attorney. The Board may also recess into executive session pursuant to Section 551.089, Government Code, to deliberate certain information resources technology security matters.

At 11:30 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.

V. Finance Update

Ms. Cindy Reed introduced Andy Dimas, DIR's internal auditor who requested that the Board approve the Internal Audit charter. Ms. Martinez explained that the audit committee held its second meeting on Wednesday, February 24 and that good progress is being made which will set the tone and scope for next year. Ms. Martinez made the motion to approve the internal audit charter as proposed. Mr. Baez 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. She presented four different budget amendments to the board and answered questions from the Board. Ms. Reed asked that the Board ratify amendments 2 and 3 concerning Professional Fees. Mr. Moore made the motion to ratify the two amendments. Ms. Martinez seconded the motion. Motion passed unanimously. Ms. Reed also asked the Board to approve Amendment 4 concerning Telecom Infrastructure. Mr. Morrow made the motion to approve the amendment. Mr. Pickering seconded the motion. Motion passed unanimously. Mr. Pickering stated that he still is struggling with the fact that DIR is taking on the full cost of remediation expenses instead of sharing them with IBM.

VI. Data Center Services

Mr. Ed Swedberg (DIR) and Ms. Cynthia McLean (IBM) presented the Data Center Services update. Ms. McLean discussed Service Levels including Overall Operational Performance, Customer Satisfaction dashboard, Availability, and Critical SLA's. She highlighted Operations Accomplishments including Health and Human Services Commission (HHSC) mainframe transformation, Texas Facilities Commission (TFC) server consolidation, Power Management, Print/Mail success, Department of Assistive and Disability Services (DADS), and Contract Personnel Turnover Rate. She also reviewed Interim Activity Highlights including Texas Higher Education Coordinating Board (THECB) Server Transformation, Department of Family and Protective Services (DFPS) Refresh and Server Transformation, Texas Youth Commission (TYC) Application Development and Texas Water Development Board (TWDB) Data Center Consolidation.

Ed Swedberg then presented a Remediation overview discussing Accomplishments, Current Workstreams, and Steady State Environment. He stated that IBM had provided a revised proposal and that we hope to complete the contract amendment process by the end of April. Changes will include Modified Contract, New Governance Structure and Processes, New Tiered Service Delivery Model, New Project Pool Allocation, Improved Procurement Process, and Application-Based Transformation. Mr. Swedberg then discussed the Agreements in Principle, Solution Development, Agency Participation in Solution Development including details of the various teams and committees, Proposed Key Solutions, Owner-Operator Governance Structure, The Path Forward, and Vision for the future.

VII. 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, and Portal Visits. She also discussed the TexasOnline 2.0 Cutover Update, and the progress on the new name of texas.gov.

Ms. Salone presented proposed fee changes for the Texas Department of Licensing and Regulation. Mr. Morrow made the motion that the fee changes be approved as presented. Ms. Martinez seconded the motion. Motion carried unanimously. Ms. Salone presented new fees for the Department of State Health Services. Ms. Martinez made the motion that the new fees be approved as presented. Mr. Baez seconded the motion. Motion carried unanimously. Ms. Salone presented new fees for the Department of Public Safety. Mr. Morrow made the motion that the new fees be approved as presented. Ms. Martinez seconded the motion. Motion carried unanimously. Mr. Moore had some question about the strategy used in establishing fees. Chairman Bacarisse asked that Ms. Salone come back with that information at the next Board Meeting.

VIII. Rules

Mr. Martin Zelinsky asked the Board to consider issuing an order proposing for public comment the proposed amendment of 1 T.A.C. §217.1, concerning Key Terms for Procurement of Information Resources, and proposed new 1 T.A.C. §§217.12 and 217.32, concerning Vulnerability Testing of Network Hardware and Software. Mr. Baez made the motion to issue the orders proposing these items for public comment. Mr. Morrow seconded the motion. Motion carried unanimously.

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

Ms. Cindy Reed provided an update of FY 2010 Q1, including Overall Performance, Customer Highlights, Product Highlights and Marketing/Outreach Highlights. She also discussed the New Website which launched February 1, 2010. Mr. Moore had questions regarding the ability of the DIR Store to interface with customers e-procurement systems. Ms. Reed will check into this and report back at the next meeting.

X. 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 Assessment, including Planned Assessment Activities which have been completed, Assessment Recommendations, the TEX-AN NG Procurement, and the TEX-AN Rate Analysis. She also covered Key CTS Activities including the Implemented 10 Gigabit Commercial Link, the HHSC Winters Data Center, and the Capitol Complex Telephone Services.

XI. Public Testimony

There was no Public Testimony.

XII. Adjournment

Ms. Martinez made the motion to adjourn. Mr. Baez seconded the motion. Motion carried unanimously. Chairman Bacarisse adjourned the meeting at 12:45 p.m.