

July 28, 2008 SDC Advisory Board Meeting Minutes (approved 08/25/08)

The SDC Advisory Board met at the DAS Executive Building, Conference Room A

ATTENDEES:

Agency Director Representatives

Scott Harra-DAS, Greg Malkasian-DCBS, Tim McLain-OSP, Victor Merced-OHCS, Clyde Saiki-DHS, Sandy Jefferson on behalf of Clark Seely-DOF, Laurie Warner-OED, Lorna Youngs-ODOT
Absent: Matthew Garrett-ODOT, Bruce Goldberg-DHS, Elizabeth Harchenko-DOR, Cory Streisinger-DCBS, Max Williams-DOC, Jim Willis-ODVA

Agency CIO Representatives

Ben Berry-ODOT, Julie Bozzi-SDC, Bill Carpenter-OHCS, Jon Debban-OED, Rick Howard-DHS, Sandy Jefferson-DOF, Dugan Petty-DAS EISPD, Mark Reyer-SDC, Herb Riley-ODVA, Bret West-DAS, Dallas Weyand-LFO, Randy Whitehouse-OSP

Other

Kelley Cullison-SDC, Deanna Dyer-SDC, Al Grapoli-SDC, Barbara Jensen-SDC, Pat Middelburg-SDC, Bryan Nealy-SDC, Darin Rand-SDC, Michael Rodgers-SDC

REVIEW/APPROVAL OF ACTION ITEMS, MINUTES, STANDING ITEMS

Opening Comments – Scott Harra, DAS Director, Dept. of Administrative Services

Scott welcomed members and called the meeting to order.

Pre Distributed Materials

1. *Agenda, July 28, 2008*
2. *Draft June 23, 2008 Minutes*
3. *Oregon State Data Center Advisory Board Annual Report*

Meeting Minutes

Handouts, as referenced above, #2

Scott motioned to approve the June 23 minutes; they were approved with no changes.

Service Catalog Recommendation – DAS Director, Scott Harra

Scott reported that the SDC CIO Advisory Board met last week and reviewed and approved the SDC Service Catalog. Scott thanked all who participated and specifically acknowledged the participation of ODOT CIO Ben Berry, former OED CIO Kathryn Naugle, and DHS CIO Rick Howard. Ben reported that the process went very well. The several meetings held at the State Data Center with members working together helped move the catalog forward.

With no further comments, Scott asked for a motion to approve the Service Catalog. He noted the board would revisit the Service Catalog in six months if necessary. The SDC Service Catalog was approved with no objections.

SDC Annual Report – SDC Management Team

Handout: Oregon State Data Center Advisory Board Annual Report

SDC Administrator Mark Reyer briefed members on the SDC Annual Report. As part of the advisory charter, this first annual report meets the requirements to present before the Advisory Board.

The executive summary was divided into focus areas and managers reported progress within each of the eight focus areas, including strategic direction, accomplishments, capabilities balance, challenges, generating higher value and closing comments. Scott noted that he wanted the Advisory Board to take its time. SDC can return with the executive summary and report to next month's meeting for a more complete discussion.

Mark reviewed the strategic goals, planning and management results. He addressed the focus areas — their long term planning as well as goals, objectives, measures, and program descriptions. He reported on accomplishments from continued operations and the open/closed service requests over the past year. He noted that SDC is keeping a good pace with requests submitted.

- Question: Is SDC experiencing a backlog as the annual report indicates a growing count of service tickets? Mark reported that there is a rolling backlog and as addressed in earlier CIO discussions this growth is not the same month to month. SDC has agreement with CIOs to explore the reasons behind the growth and work on the backlog in cooperation with the agencies. A suggestion was made that it could be helpful to identify what is on hold versus what is closed due to a business decision. Mark concurred and agreed that as priorities change on both sides we will continue to work this challenge.

SDC managers continued to report on the focus areas of consolidation and domain updates including FY07-09 planned outcomes and next steps, timelines, accomplishments and issues and challenges.

FOCUS AREA 1, Consolidation.

Network Manager, Al Grapoli addressed network consolidation and responsibility for voice.

A board member indicated that upgrade of the equipment was not clear. He asked for clarification on the SDC approach/strategy when resources are not available (revenue constraints). Al noted that the network domain addresses contingency plan continually and targets replacement of old equipment first. An adjustment was requested that would include the reason why success could be compromised and the strategies to address solutions.

Another board member concurred and suggested the annual report reads much like a budget document. While there is a certain style that is acceptable, the accomplishments should be framed 'in the positive. SDC needs to focus on resolution versus what has or will not happen. It was suggested that the annual report exude a positive tone, encouraging the reader to identify with accomplishments that builds confidence -- despite funding and operating challenges.

Mark said it was not SDC management's intent to have the annual report carry a negative theme. He stated the report focus demonstrated SDC had a working plan with inability to carry out parts of the plan due to funding and other issues. Mark agreed to update in a positive tone the many accomplishments

A suggestion was made that the Advisory Board discuss choices made to mitigate risks to address the status of the funding and risk reduction, while maintaining the required level of service.

- Question: What is the difference between Phase 1 and Phase 2? Al said Phase 1 was the backbone among state agencies and Phase 2 was outside the I-5 corridor.

Al proceeded to address voice consolidation. He reported maintenance in place for various equipment and noted expansion of the GTD 5.

SDC Distributed Systems/Storage Manager, Michael Rodgers addressed server consolidation. The primary focus is consolidation. His team is working on standard hardware and servers. He indicated that progress could be impeded in the absence of POP approval but progress would continue.

SDC Enterprise Manager, Deanna Dyer addressed p-Series, i-Series, and z-Series Consolidation.

- p-Series: While there were originally several boxes, the goal was a single AIX box. Scott inquired about the timeline. Deanna reported mid October. Currently, the team is about half way. There is quite a bit of testing that remains while they coordinate closely with agency customers.
- i-Series: The SDC is working to consolidate all three i-Series (separate customers) on the same box and attempts are in process to consolidate on the new tape library.
- z-Series: Major milestone was reached this month in consolidating all agencies on to one mainframe

Michael Rodgers addressed storage consolidation. In the next few months, tiers will be correctly classified to ensure storage requirements can be met; one technology in review is data duplication. SDC will work closely with agencies to review storage needs, the need for encrypted data and data classification. Data on Tier 1 is 14% and current storage as a whole is at 47% of capacity.

- Question: Can language around encryption be made clearer? Michael agreed to clarify.
- Question: What do agency directors need to do for data classification--what is each agency's commitment? The decision is to manage storage growth/rate as opposed to investing in more hardware.
- Question: Is there a strategy to mitigate this risk? The DAS Director noted that this discussion should be later raised at the SDC CIO Advisory Board level.

SDC Operations Manager, Bryan Nealy addressed Operation consolidation. Operations was mostly traditional mainframe functions. SDC met the need by establishing a service desk and building the infrastructure. From 100% reactive to 80% proactive, Operations continues to mature. SDC works daily on the communication challenges and timely responses to customers. Scott requested reviewing issues and challenges to improve this part of the organization.

FOCUS AREA 2, Staffing and Workforce Management.

SDC Plans and Control Manager, Darin Rand addressed this focus area. SDC is not often able to shift staff as levels of expertise required to fill specific roles vary. This has resulted in more overtime demands and/or additional contractors. To mitigate this issue, more staff training is occurring. SDC is also looking at attrition due to staff retiring in the near future.

- Question: Did positions through the 3A FTE group change once they were at the SDC? Yes, re-distribution was made as needed; for example, a high number of production control staff was contributed and low numbers of server staff.
- Question: With large deltas between areas (storage and DSS), how are customers supported? Mark replied that storage is a struggle; however, SDC is getting more tools and two FTE in storage management have been approved via a 09/11 POP.

Scott noted that in the original business plan the assumption was 'no growth' in demand for services. In the April 2006 Emergency Board, the question was how do you separate staffing needs--constant state environment versus what staff is needed to fulfill the new workload?

DHS commented it has a variety of audiences and might fight the staffing issue. There was discussion about agency directors raising this issue at a past Legislative Committee meeting--red versus blue positions and the recommendation. Scott noted that DAS is reviewing and will look for an objective, third-party analysis.

A board member commented that having the ideal FTE in the report could be risky--the issue could be reopened. It is okay when SDC management is talking to the agency directors; however, the dynamics change when the report goes external. Another board member

concurrent with this statement based on first presentation of business case. Scott affirmed and said he will consider these suggestions.

There are great ideas in the executive summary not highlighted in the annual report. SDC management needs to showcase their accomplishments and add more to the annual report. Mark thanked the board for their input; the SDC will take these recommendations to revise the annual report.

Scott encouraged board members to take time to review the report in its entirety. Scott asked SDC to make adjustments and hold publication, requesting directors have another review period.

ACTION: Board members agreed SDC management make needed adjustments. SDC will present an updated draft version at next month's meeting.

Other Business – All

ODOT extended their appreciation to SDC management for their effort on this annual report draft.

The meeting adjourned at 4:00 PM.