

RE: Wednesday Message from Bill Crowell

All OIS staff members receive the Wednesday Message every other week from CIO Bill Crowell. If you have questions or comments about this message, please reply directly to this email.

Hot Topics in this Message:

- **IT Realignment**
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- **IT Asset Management Policy**
- **Project Updates**
- **Success Stories**
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IT Realignment from Bill

At the recent OIS all managers meeting, I discussed some realignment ideas being considered to streamline work in our area. We are not looking at a large reorganization of our office, but it does make sense to look at where we can make our operations run more efficiently and smoothly. For example, we've been discussing the placement of the Project Management Office, and are considering moving it out of ISE to report to Kristen and I. This will allow us to focus on implementing project management practices and methods throughout OIS, and not just within ISE. We have also been talking about moving the Network functions into CRM, thereby creating a new "Computing and Network Operations" unit, and changing NDS to be our "Customer Support Center."

The OIS Executive Staff will be reviewing these ideas this week at our Thursday meeting. As I requested, if you have any other ideas you want us to consider or thoughts on what I'm considering, please send me an email (Bill.Crowell@state.or.us) before our Thursday meeting.

Laser Focus

This is something that I have noticed and has seemed to run true for most of us, so we decided to officially share the idea in this week's Wednesday Message. Simply stated, we all need to become more "laser focused" and plan our work to complete tasks in as short a period as possible, rather than working on multiple assignments simultaneously. Over the long haul, this approach will allow us all to complete more tasks over a given period of time. Completing tasks more quickly builds the confidence of our customers. We'll be talking more about this in the weeks to come and sharing methods for planning and communicating our "laser focus" to our customers.

IT Asset Management Policy

DAS, in conjunction with the Statewide CIO council, has released a new Information Technology Asset Inventory/Management Policy (IRM 107-004-010) effective April 20, 2004. OIS will need to establish an information technology (IT) asset management program and procedures for acquiring, deploying, tracking/managing, and disposing of IT related assets under its control. We will be required to periodically collect and report a compilation of information about our current IT assets and our planned IT investments to the Department of Administrative Services, Information Resources Management Division (DAS/IRMS) following a published state government-wide schedule. Through this policy, there will be an established baseline standard by which all agencies will manage, collect and report information about the IT assets under their control. This will ensure that all state-owned IT assets are inventoried, tracked, and managed through each IT asset's lifecycle.

Project Updates

HIPAA – There has been a flurry of activity in the HIPAA Project in the past few weeks. Because of requests from the provider community, the project office is reinvigorating its HIPAA web site, creating in -- partnership with OMAP -- a monthly progress report document, and working with the provider community on communicating where DHS is on each transaction.

MS Office Suite – As part of this project, DAS has approved a special Microsoft Office 2000 purchase for DHS that will cover both a discount on Microsoft Office licensing costs and special services dollars. This will help the department roll out Microsoft Office and assist IT staff in planning for conversion of macros from the Corel Suite of products to Microsoft Office products. DHS is working toward department-wide availability of this established office automation tool on every computer. The goal is to have MS Office available for use on all PCs used by Department personnel by December 31, 2004. Conversion of Corel Suite documents and macros will be continually worked on through the fall of 2005.

Oregon State Public Health Laboratories Laboratory Response Network (LRN): This is a public health secure web site that is being developed to create a web portal for emergency and non-emergency communication with Oregon labs capable of detecting and referring the microbial agents of bioterrorism. The LRN labs include hospitals, clinics, and referral clinical labs plus two environmental and one veterinary lab. The site will support the state's response to threats such as bioterrorism and any uncommon illnesses of potential public health significance. The site was designed and developed by DHS OIS/ISE Public Health team member Richard Coss, utilizing the HAN website code base.

eSentinel: eSentinel's - <http://www.healthoregon.org/eSentinel> - is a website sponsored by DHS/Health Services/Office of Disease Prevention and Epidemiology and is a population-based public health surveillance system to detect and identify emerging pathogen and bioterrorism events. It defines potential cases of importance that should be monitored by public health and health care workers. Since the system is web based and available "24x-7," healthcare workers around the clock are able to report potential cases of public health importance. The site also provides email notifications to county and state public health officials relating to such occurrences. The site was designed and developed by OIS/ISE

Public Health National Electronic Disease Surveillance system team members: Tom Chen, Walt Davis, David O'Neill, John Reinhold and Boris Shternberg, with the help of the OIS Application Architecture group.

Success Stories

March Top 5: NDS recently identified the top five offices with network issues including troubling error rates, response time, and high rates of bandwidth usage. NDS implemented a first round of improvements to these offices and was able to make substantial positive changes in these areas.

LaPine SDDSD-AAA: Improvements brought better response time and brought down the bandwidth usage to a minimal percentage.

Reedsport SS: Improvements here also enhanced response time, eliminated errors and took very little bandwidth space, freeing up the system to work more efficiently.

Condon DHS: The office's system is being upgraded this month to gain efficiencies.

Canyon City DA: This is a DHS partner. They connect to the DHS mainframe for a small amount of activity. NDS is working with them on the need for continued connectivity.

Newport HD: This circuit has been disconnected saving \$240/month.

Health Alert Network (HAN): During a recent site visit, Jay Allen, Oregon's Center for Disease Control HAN technical coordinator, indicated that "The Oregon HAN website is one of the best, interactive sites in the country." Oregon's site provides authorized access to the latest Centers for Disease Control alerts and advisories. This secure site is also an Early Warning Broadcast Alert System, providing rapid communication between first responder state and local public health agencies, hospitals, labs, and emergency management offices. Email, telephone, pagers, Nextel, Text messaging are all major sources of contact methods stored on this site. The site was developed by DHS OIS/ISE Public Health team members: Richard Coss, Jeff Fine and Rocke Klockner, DHS Communications.

OIS' Support of Oregon's Public Health Lab: Mike Skeels, Director of Oregon's Public Health Laboratory, told OIS managers last week how the lab depends on reliable and high quality IT support. Susan Akey, who focuses on OIS Customer Service, recently worked with laboratory management to identify key, high priority support issues. Akey -- and other OIS staff -- quickly addressed the lab's unique challenges, according to Skeels. The lab's main clients are county health departments and other local agencies. Their emphasis is on prevention services, disease surveillance and control, and outreach to high-risk populations. The OSPHL has been actively protecting the public's health since 1903 by supporting state and local infectious disease control efforts, preventing metabolic disorders detectable at birth, and assuring the quality of testing in clinical and environmental laboratories.

Split Screen Success for Client Services in SDA 7: Creating a client intake plan requires lots of movement of data from mainframe screens and previously printed pages (in drawers and on the desk) to a WordPerfect document. OIS staff observed that dual monitors would save time in searching for the needed information and be more efficient. As result of OIS input, SDA 7 conducted a successful test of dual monitors on case manager desktops. The test was so successful that within an hour of receiving the monitors neither test worker wanted to give them back. The dual monitor cards cost about \$85 each and DHS has a surplus of monitors. Consequently, this low cost solution enhances worker efficiency,

productivity, and satisfaction. Thanks to OIS staff Laer Haider and Jack Doyle for coming up with the solution and SDA 7 Manager Richard Whitwer for implementing it.

OISter Stew Survey

The OIS Executive Staff would like to thank all OIS staff who completed the recent on-line OISter Stew Survey. The Executive Staff will review the survey results to determine the future of the internal newsletter. There were a total of 106 responses to the survey. This gives a response rate of 24.8%. In summary, about 75% of respondents said they would still like to receive a newsletter in addition to the Wednesday message. The top items respondents indicated they would like included were: staff changes, calendar of events, CIO direction, project updates, retirements, hires, and personnel policy changes. We will use the information collected in the survey to make decisions on the future of the OISter Stew and keep you updated on the next steps.

ASK OIS: Q and A

Q. I have witnessed a few inventories of PCs and I would like to know why we spend time doing the same things over? If a section completes an inventory where does the report go?

Your observation that OIS has done other PC inventories is correct. We have made some improvements, but more are needed in how this is accomplished. We now have an automated tool to gather the vast majority of data and the information is stored on a database. We only manually collect PC inventory data for machines not connected to the network. NDS now receives the information collected and produces reports. However, the following outstanding issues still exist:

- Our auto discovery tool will not detect devices that are turned off or are not connected to the network. (e.g. laptops, etc.)
- The tool overwrites its database every time it is run.
- We do not track the movement of PCs or other devices from location to location.
- We do not have a master asset management database.
- We do not have a comprehensive set of asset management policies or procedures.
- We have not received funding to purchase asset management tools.

The good news is the OIS executive staff recognizes this is an issue that needs to be dealt with proactively. Janet Gerling, NDS Logistics Manager, has been named the IT assets management coordinator for DHS. She will work with DAS to ensure that DHS conforms to state asset management requirements, policies, procedures, and reporting.

Q. Why am I getting weird messages in my email at work that have nothing to do with my job?

You may be receiving SPAM. DAS is proposing some options for tightening the filters of the state government system, which could help limit the amount of SPAM you receive. The new GroupWise upgrade will also allow us to do some additional local filtering. If you receive an unusual email, you should send it to spam@state.or.us and DAS will try to filter them out. Once you are on a spammer's list though, it is pretty hard to get off of it.

Do you have questions about OIS?

As part of our 90-day Communication Action Agenda, we are providing a feedback loop – four ways for OIS staff to ask questions either anonymously or by identifying yourself.

- ASK OIS boxes are at the front reception desk on the fifth floor in the DHS building. Boxes are also available at the Parkway Building and the Portland State Office Building.
- Mail in your question to: ASK OIS, DHS, 500 Summer St., Salem OR., 97301;
- Call in your question to OIS Communications, 503-945-5922; or

- Email in your question as a reply to this OIS CIO mailbox. These questions will be addressed on a first-come, first-served basis in each Wednesday Message.

Thought of the Week

“It takes two to speak the truth – one to speak, and another to hear.”

Henry David Thoreau (1817-1862)