

CTS Advisory Council

January 9, 2013
1500 Jefferson Street
Olympia, Washington

Welcome/Introductions

Christy Ridout, Consolidated Technology Services (CTS), opened the meeting.

Attendees: Sue Langen (DSHS), Cathy Munson (LSC) Ron Seymour (DFI), Doug Hoffer (DOC), Debbie Stewart (ECY), Steve Young (DNR), Michael DeAngelo (OCIO), and Rob St. John (CTS).

Guests: Laura Parma (CTS), Heidi Brownell (CTS), Wendy Huff (CTS), Dan Mercer (CTS), and Agnes Kirk (CTS)

Administrative Update

Christy Ridout provided an administrative update on the Advisory Council membership. A number of agency CIO's have approached Christy and indicated they would like to participate in the Advisory Council meetings. Christy asked Council members for their input on keeping the Advisory Council the same size; and if Council members who have not actively participated should be asked whether they would like to continue to be part of the Council.

Members indicated that they liked the size of the Advisory Council and that the meetings are informative. Suggestions for improvement included broader dissemination of information, including adding Advisory Council updates to the CIO Forum agenda.

Christy indicated that she is looking into hosting a quarterly CTS Open House, which would include the broader state IT community.

Action Item: Christy Ridout will reach out to the Council members that have not been able to actively participate in the meetings to determine their interest going forward. If they are not able to participate, they will be replaced by CIOs who are positioned to attend on a regular basis.

Agency SaaS Solutions Requiring ADFS

Wendy Huff followed up from the October 2012 Council meeting asking Council members to identify their planned uses for ADFS. Wendy shared that she had follow-up from ESD thus far. ESD has no near term SaaS application plans. Currently CTS is working with Apptio (OCIO Project) and Service Now

(DFW), and will be working with ESRI (OCIO-GIS) in March 2013. Michael DeAngelo (OCIO) shared that he had provided interest from DFW for additional SaaS applications. Wendy has the list of DFW applications. Sue Langen shared that they are assessing their requirements. Questions were raised at the meeting if DES is considering integration with ADFS for NeoGov, Employee Self Service and Learning Management System. Wendy will follow up with Dawn Tatman at DES regarding their interest.

Action Item: Wendy Huff will follow up with DES representing the questions raised at CAC for any plans regarding NEOGOV, Employee Self-Serve, and Learning Management System.

Action Item: CIOs to provide additional input to Wendy Huff as requested for SaaS application plans that would require integration with ADFS.

**Service Inquiry Request:
Lync**

Laura Parma reviewed the Service Inquiry for Lync. She shared that CTS has a current offering called Live Communication Service (LCS). LCS is based upon a prior version of Lync. LCS is nearing end of support and will need to be upgraded. Lync is the software upgrade path. There were questions about some of the anticipated function for Lync including records retention, ability to limit video use and support for remote and/or mobile users. Laura will provide follow up to those questions.

Council members were asked to provide input regarding their agency interest in this service. This table reflects the input for Lync Service:

Agency	Rate of Interest (1-5)
DNR	2 or 3*
DOC	3
OCIO	4
DFI	4
LSC	0 LSC has their own deployment
DSHS	DSHS supports the upgrade and would continue to use for their approximately 3000 users
ECY	3**

* DNR is working on infrastructure

** Ecology is interested in having the service for the existing 250 users, but beyond that Ecology needs to determine integration with their VoIP solution

Laura also reviewed the summary information regarding consideration of implementing Lync on premises versus Lync in the cloud. After a discussion of function and assumed costs, the Council provided input to proceed with the on premises deployment and migrate from Live Communication Service to Lync. A cloud deployment will not be pursued at this time.

Laura Parma reviewed the Service Inquiry for SharePoint. She shared that CTS has a current offering for SharePoint. It has recently been upgraded to SharePoint 2010 and will now also support a requirement from DOC for more secure data.

**Service Inquiry Request:
SharePoint Service**

Michael raised that there are other sourced tools that are emerging that provide methods for light-weight collaboration. The Council discussed that there are a set of use cases for SharePoint and that there may be other lighter weight tools for other use cases.

Council members were asked to provide input regarding their agency interest in this service. This table reflects the input for SharePoint Service:

Agency	Rate of Interest (1-5)
DNR	4 or 5 *
DOC	5
OCIO	5
DFI	5
LSC *	0 LSC has their own deployment
DSHS*	**
ECY	***

* DNR is supportive of the upgrade but will continue use of their agency implemented SharePoint

** DSHS is supportive of the upgrade but will continue use of their agency implemented SharePoint. DSHS will consider CTS service I the 2-4 year time period when DSHS would need to consider an upgrade to SharePoint 2013.

*** Ecology is supportive of the upgrade but will continue use of their agency implemented SharePoint. Ecology will consider CTS service when Ecology would need to consider an update to SharePoint 2013.

Laura also reviewed the summary information regarding consideration of implementing SharePoint on premises versus in the cloud. After a discussion of function and assumed costs, the Council provided input to proceed with the on premises deployment. A cloud deployment will not be pursued at this time.

**Service Inquiry Request:
Enterprise Identity
Management - Identity
as a Service (IDaaS)**

Laura Parma reviewed the Service Inquiry for Identity as a Service (IDaaS). She shared that Michael DeAngelo had expressed interest in looking at a cloud-based approach for identity management. Laura reviewed that CTS has a current offering for this function in Active Directory Federation Services (ADFS). After review of the information gathered in the preliminary research and consultation with Gartner the Council provided input that additional resources should not be devoted to this at this time

Council members agreed that this will not be pursued at this time. The service inquiry request will be closed. It will be put on the watch list and a determination made in six months as to whether any additional action is required based on business need and market changes.

Action Item: Dan Mercer will add IDaaS to the watch list.

**Service Inquiry Request:
Outlook Anywhere
Service**

Agnes Kirk reviewed the Service Inquiry for Outlook Anywhere. The recommendation for the service inquiry is to not pursue this service.

Council members agreed that this is a service that they did not want to pursue. The service inquiry request will be closed.

**Mobile Device
Management (MDM)
Status**

Agnes Kirk and Wendy Huff provided a status update on Mobile Device Management (MDM). The workgroup completed an RFI and had 17 responses.

The MDM policy is still in draft form. Wendy Huff shared that CTS is initiating a project to refine requirements and proceed with acquiring an enterprise MDM solution. CTS is asking for participation from customer agencies to assist with requirements. CTS will reach out to ESD, DOT, DOC and DOH, agencies heavily involved in the OCIO workgroup, but others are invited as well. Sue Langen expressed that she would like DSHS to participate in the requirements definition work. Debbie Stewart said she would also like to have Ecology participate. Any other contacts for requirements gathering can be submitted to Wendy Huff.

**ActiveSync Distributed
Testing Update**

Wendy Huff provided an update on the ActiveSync Distributed Mobile Device Testing. CTS had developed and distributed a draft process that agencies could use to perform their own mobile device testing to ensure compliance with the OCIO

security standard.

The distributed testing process is optional for customer agencies. CTS will continue to test mobile devices but agencies can also exercise the testing on their own, obtain approval from their CIO, and forward the results to CTS to have a mobile device added to the approved list.

CTS received few comments on the draft process with most agencies supporting the concept of distributed testing. CTS would like to proceed with a full implementation of the process. Council members approved going forward with this process.

Action Item

Virtual Vault Update, Mainframe Optimization, Disaster Recovery and SDC Projects Update will be added to next month's agenda.

Next Meeting

February 6, 2013
Conference Center Room 2331
1500 Jefferson Street
Olympia, WA