

OAGITM Conference

August 10 – 12, 2005

Inn of the Seventh Mountain

Bend, Oregon

Wednesday, August 10, 2005

Welcome and Intro – John Margaronis / Ken Sigesmund

Keynote – Deschutes County Commissioner Dennis Luke

State Update

Computing & Networking Infrastructure Consolidation (CNIC)

Brian Sipe, State CNIC Project Manager {Handout provided}

Mike Dawson

Topics discussed:

- Data Center Local Area Network (LAN) Design Recommendations
- Core Network Design Recommendations
- Wide Area Network (WAN) Design Recommendations
- Remote Access Design Recommendations
- Network Management Design Recommendations (Tools)
- Network Infrastructure Services Design Recommendations
- Network Naming Convention Design Recommendations

Data center open house scheduled for the first two weeks of October for tours.

Identity & Access Management

Theresa Masse, State Enterprise Security Officer {Handout provided}

Topics discussed

- Business Drivers
- Authoritative Data Feed
- Trust Establishment
- Ease of Use
- Benefits
- Issues
- Concerns
- Success Factors
- Interfacing with Counties

4 Major Initiatives

- Network Access Control
- Identity and Access Management
- Incident Response
- Patch Management

NERO Statewide IP Network Infrastructure

David Crowe

Objectives

- Partnership and Business Objectives
 - Meet growing bandwidth and service needs of Oregon's education, research and government communities
 - Enhance communications infrastructure in Oregon
 - Cooperate and cajole national, regional and local providers for bandwidth expansion and investments
 - Cooperate with regional and local fiber infrastructure initiatives
- Backbone Objectives
 - Extremely high bandwidth backbone
 - Congestion free
 - Resilience
 - Redundant (99.99% uptime)
- Regional Hub Objectives
 - Extend backbone to regional centers
 - Bandwidth and node reliability are the primary goals to maintain congestion free and 99.5% uptime
 - Redundant backbone connections where feasible

Restrictions

- Public sector customers only
- Some non-profit customers if allowed under statute

Primary Backbone Hubs

- Portland – Pittock Block
- Salem – Revenue
- Corvallis – OSU Switchroom
- Eugene – U of O Switchroom

Regional Hubs

- Bend
- Pendleton – Umatilla Morrow ESD
- LaGrande – EOU Switchroom
- Medford – Southern Oregon ESD Data Center
- Monmouth – WOU Switchroom

Current Infrastructure

- Internet Transit Providers
 - Level (3) (Portland)
 - WilTel (Eugene)

- Peering
 - Oregon Internet Exchange (Eugene)
 - Northwest Access Exchange (Portland)
 - Oregon GigaPOP (Eugene)
 - Pacific Northwest GigaPOP (Washington)

Value Proposition

- Wide variety of customer connection technologies
 - Ethernet
 - T1
 - Frame Relay
 - Others?
- Regional hubs may make it easy and practical to extend connectivity
- Separation of Internet transit from in-State traffic between customers and peers
 - Allows customers to burst up to link speed for communications between customers and peers
 - Internet transit is rate limited to contracted amount

DHS Update: Familynet/Twist initiative; eXPRS Payment System & MMIS

Bill Crowell

MMIS = Medicaid Management Information System

eXPRS Payment System = Developmental Disabilities payment processing system

Discussed the DHS Business Plan and that business planning is currently underway in the divisions of DHS.

Described applications improvements including Medicaid improvements for HIPAA.

Implementing an open source CRM package.

DCBS implemented a web-based licensing application which is allowing DHS to consolidate license-based applications.

A new hospital management system is going to the legislature for funding in the near future.

Working on new mainframe implementation. Discussed some impact on other apps.

Customer service improvements

- New “Service Desk”
- Change management system implementation

Challenges

- Staff skills – many COBOL programmers and other antiquated technologies
- Security

Making improvements in relationships with other agencies and outside entities. Implemented an IT Governance Council consisting of deputy directors. Monthly CIO Newsletter.

Working on updating all workstations.

Round Table Discussions

AOC – Larry Harker

- Converting IRIS to .NET
- Completed in-house infrastructure upgrade with VLAN's to differentiate internal networks between AOC, LOC, and OSBA.
- Implemented video conferencing that is being utilized extensively with the legislature. Setup IP phones also.

Clackamas County – Dave Cummings

- Centralized all IT support services including phones, GIS, data, etc.
- Clackamas is consolidating and centralizing buildings.
- Peoplesoft upgrades
- Web-based recruiting, permitting.
- Created redundant network.

Deschutes County – Dave Peterson

- 15-year IT strategic plan for SO.
- Citrix upgrade in progress.
- eMail document management system purchased but not installed. (by KVS)

Douglas County – Kevin Potter

- \$7M radio system replacement project underway (Motorola).
- Replaced law enforcement data systems utilizing integrated suite by Tiburon.
- Utilizing DocuWare for imaging system and management implementations.
- Continuing deployment of VOIP.
- Implementing a public information system.
- Built a new Fairgrounds facility.
- Wireless to remote sites.

Lane County – Tony Black

- Described department merge between County IT and Regional IT.
- Implemented portfolio management and performance measures; implementing Enterprise Architecture (EA) and IT Infrastructure Library (ITIL).
- Implemented Countywide time reporting and setting up billing model – fee for service.
- Security work related to HIPAA and CJIS implementations.

- Described redundant fiber loop to Public Works for BCP/DR plans.
- Reorganizing around formalized Project Management Office (PMO).

Linn County – Phil Lind

- Implementing document imaging system.
- A&T are experimenting with cellular access to the County network.
- Installed new firewall and switch.
- Working to reduce SPAM.

Marion County – John Margaronis

- Active Directory migration completed.
- Utilizing ZEN to push applications.
- Implemented City Watch which utilizes GIS and 911 systems to inform the public.
- Consolidated help desk and desktop support under one manager.
- A&T development underway with TSG.
- .NET-based employee training development application.
- Created an animal management application.
- Utilizing a SQL-based solution for reporting that uses email for report distribution. Described a problem with content filter capturing the messages vice delivering them.

Multnomah County – Becky Porter

- Looking at cost savings due to large hit to general fund next year.
- Working on new Sheriff's warrant system and library system.
- Piloting electronic medical records system with H&HS.
- Looking at online tax payments.
- Reorganizing based on supply & demand and customer advocacy. Working with customers to define. Contracted with Hitachi to help.
- Consolidating all application development from three teams to one.
- Launched an architecture initiative starting with "hot spots".
- Working on SQL clustering.
- Migrating to thin client.
- Utilizing consultant to analyze voice and data networks.
- Implementing new backup solution, IDS, and eMail.
- Infrastructure staff certified in ITIL.
- Working on integrating some law enforcement systems with other applications.

OR Department of Corrections – John Koreski

- Building new prison in Lakeview.
- Working in CNIC project.
- Still working on law library. Separate network from Corrections.
- Recently completed J.D. Edwards (Peoplesoft/Oracle) upgrade.
- Implementing gigabit backbones in the prisons.

- Recently brought Douglas and Linn Counties into network.
- Upgrading all servers to Win2K3.
- New offender risk assessment program this fall. Being rolled out to counties.
- Looking at electronic medical records apps.
- Converting over to WebLEDS. This will impact counties.

OR Department of Employment

- CIO Council adopted strategic plan.
- Described collaborative efforts between state agencies and between state and local government.
- Working on governance policy related to DAS/IRMD, CIO Council, Agency Directors, and others. Policy is published and will be distributed to OAGITM.
- CNIC governing board consists of 12 agency directors.
- Discussed goals related to IT investment strategies.
- Described other key initiatives → eGovernment, BCP, security, public safety wireless network.
- Next will be technical architecture and standards.
- Recently adopted some IT performance measures.

OR Department of Human Services – Bill Crowell

- Described performance measures implementation.
- HAN Coordinator position not filled yet. Unsure where the position will land.
- Deferred remainder of time. Other DHS initiatives described above.

OR Department of Education – Doug Kosty

- Meets with education CIO's quarterly.
- \$100M per year for K12 but still cannot move student records from one district to another.
- Working on providing K12 data to higher education institutions.
- Responsible for distribution of state and education funding.
- Infrastructure projects underway.

OR Department of Revenue – Stan McClain / Wally Rogers

- CIO Council is place for single voice from State.
- ORMAP web site standardization, data sharing agreements, etc. underway.
- Developers are using Model Driven Architecture (MDA) from Borland called Together Architect to model and partially generate Java object oriented systems.
- Stated there was more electronic filing than manual this year for first time.
- Implemented a Dell SAN.
- Merging 3 development teams.
- Creating four new Process Architect positions.
- Developed security-related policies last year. Created focus groups to define the policies.
- Further described the CNIC project in relation to project management.

OR Judicial Department – Carl Ward

- OJD utilizes Jury Management System which, until OCVR, required 4 months per year of data entry compiling voter information. Looking forward to OCVR completion.
- Working on wireless connectivity in the courts. Running a pilot in Yamhill and Douglas.
- Looking to convert from WordPerfect to Word.
- Implementing a new strategic plan.
- Planning for document management/paperless environment.

OR Secretary of State – Jean Straight / Julie Pearson

- eGovernment project for Central Business Registry, which is Internet-based business registration application.
- Currently replacing UCC system.
- Completed RFP for Audit Division's billing. IT will use it for metrics.
- OCVR – 8 pilots in production; on-time/budget but slowing the schedule down. Completed stress test last Friday with ~ 50 people utilizing system. Fail-over was successful. Connectivity and data migration issues still being dealt with. Working on IGA. Saber is maintaining an issue tracking system that is available to counties upon request. Demo on remote support yesterday. SOS will work with county-by-county for shadowing or control.

OR Department of Consumer Business Services – Royce Trammel

- Described purpose of DCBS.
- House the office or regulatory streamlining to minimize cost of doing business with government.
- eGovernment initiatives with cities for permitting and an application for address/jurisdiction data consolidation for use by contractors. Service is available for all cities/counties in the state.
- Working on <http://licenseinfo.oregon.gov>
- eGovernment initiative underway for business licensing.
- Working on manufactured homes and structures licensing that just moved from DMV to DCBS. (~10,000 transactions in first month – May)
- DCBS web site <http://licenses.dcbs.oregon.gov>

Oregon State University – Curt Pederson

- Described the Open Source labs {handout provided}
- Worlds largest open source linux labs. Also home for Mozilla.
- 20M users. Lots of bandwidth donated.
- Working on public-to-public relationships.
- Replaced Google search engines with open source.

Tillamook County – Craig Schwinck / Michael Soots

- Manage HR and IS. Added phones and GIS. Working on reorganization to separate the functions.

- Worked on Tillamook LightWave fiber project.
- Implementing a fiber backbone between buildings.
- Incorporating strategies related to radio communications into strategic plan for countywide coverage. Working with Department of Homeland Security.
- Rebuilding web servers.
- Enterprise-wide imaging system.
- Evaluating security products for anti-virus and spyware.
- Working on Business Continuity Planning.

Umatilla County – Dan Lanai

- Implemented a multi-agency, multi-jurisdictional CAD system. Was able to rework infrastructure and security systems as part of project.
- Converting to Polk County Assessment System.
- New video conferencing system to replace VTEL with Polycom.
- Umatilla County no longer doing Mental Health services except Developmental Disabilities.
- Upgraded to Active Directory.
- Implementing centralized data backup/storage solution.

Wasco County – Randy Christiansen

- Still working infrastructure upgrade and centralization.
- Installed a fire suppression system in the data center.
- New finance system selection RFI in progress.
- Setting up a Technology Task Force for long-range planning.

Washington County – Ken Sigesmund / Bob Beeks

- Updating long-range strategic planning.
- Implemented eGovernment services such as dog licensing and tax payments.
- Wireless initiative underway. Will be utilized for traffic cameras and by field-based staff.
- Working on BCP.
- Implementing an integrated imaging and workflow system. Integrated with DACMS.
- Working on new animal management system.
- Planning for Oracle Financials upgrade.
- Separated public network from law enforcement.
- Implemented Active Directory.
- Expanding SAN storage and duplicating for BCP.

Yamhill County – Murray Paolo

- Working on several “partner-type” projects with the S.O.S., Judicial Dept, Douglas County, and cities within Yamhill County.
- Utilizing Homeland Security Grant funds for mobiles and emergency management.
- Working on enterprise wide imaging system.

- Working on network security improvements.
- Working on RainTree and eGovernment initiatives.

Thursday, August 11, 2005

Negotiations – Senator David Landis

{Handouts provided}

Definition of “negotiation” → If you do ‘X’, I’ll do ‘Y’

Characteristics of negotiation

- Asymmetrical information – only one party has or can verify information
- Tension – context causes tension; not lack of negotiation skill
- Recurring dynamics
 - Intro
 - Info
 - Offer
 - Settlement/Stalemate

Agenda

- Introduction
- Definitions
- Characteristics
- Exercise 1
- Appropriate secrets
- Competitive method
- Joint gain sources
- Preparation method
- Exercise 2
- Multi-party context
- Exercise 3

Friday, August 12, 2005

Business Meeting

- Minutes from the Winter Conference were approved.
- Business meeting attendees were confirmed.
- Kevin reviewed membership status.
- John discussed the need for a nominating committee in prep for officer nominations/elections at the winter '06 conference.
- Ken asked for suggested locations and agenda items for the winter '06 conference.

- Tony asked for a bylaws review in terms of State participation, specifically around Executive Board participation and voting rights.
- John opened for discussion that the State be represented by the CIO Council Chair/Vice Chair. A motion was made as follows: “OAGITM members extend an invitation to the State CIO Council that this group be represented by the Council Chair or Vice Chair as voting members of OAGITM.” This was approved unanimously. Curt Amo will discuss with members of the CIO Council and respond.
- John opened for discussion an increase in vendor sponsorship fees from \$1,000 to \$1,500. A motion was made to “defer to the Executive Board for research and a potential fee increase.” The motion was approved unanimously.
- Ken asked for suggestions to improve conference setup and process. This solicited the following:
 - Comment – There is satisfaction with having all of the conference costs (including meals) in one conference registration fee.
 - Suggestion – Utilize one evening for recreational activities.
 - Suggestion – Break the round-table discussion into two days.
 - Suggestion – Have each member provide a brief list of round-table discussion items in advance.
- A Memorandum of Understanding (MOU) generated by the State CNIC Steering Committee was distributed for discussion. This MOU outlined an offer for County representation to participate on the CNIC committees from an oversight (CIO) perspective and a technical (network engineering) perspective. There was agreement that this would be in the best interests of all concerned. Solicitation of volunteers will occur on the listserv and John will provide the names of County representatives to the CNIC Steering Committee by the end of the month.

Microsoft - Trustworthy Computing – An Example of our Progress and Commitment

Josh Condie (jcondie@microsoft.com)

Agenda

- Current landscape
- What is SP2
- XP SP2: Lessons learned
- Delivering SP2 to the desktop
- XP SP2 Resources

Goal of SP2 – Harden the operating system so they are more secure from attacks, even without the most current patches.

Attacks are more intelligent, more sophisticated, time to exploit is decreasing, current approach is insufficient.

Microsoft is improving the patching experience, mitigating vulnerabilities without patches, and continuing to improve quality.

Four main areas of focus:

- Network protection
- Safer email and IM
- Safer web browsing
- Protection against buffer overruns

Discussed SP2 functionality including the firewall, Security Center functionality, virus protection, email security, safer web browsing, and memory protection.

Update strategies for XP SP2:

- Customer has an unmanaged environment
- Customer is using WSUS
- Customer is using SMS 2003 (Dell has plug-ins for hardware monitoring/management).

Summary and Takeaways:

- Be proactive about security – Windows XP SP2 is just a part of it.
 - The reduction in attack surface of the Windows XP client is dramatic.
 - The stability of the product is excellent.
 - The tools for successful deployment and management are there.
- Plan and test.
 - Some applications may require modifications.
 - Locating and addressing the issues can take time.
 - The benefits of increasing security are likely to be greater than the cost to deploy.

Resources

- Security homepage –
<http://www.microsoft.com/security>
- XP SP2 homepage
<http://www.microsoft.com/technet/prodtechnol/winxppro/maintain/winxpsp2.msp>

Microsoft - Creating Business Value through Collaboration

Reguel Days – Product Advisor (rdays@microsoft.com)

The changing world of work:

- Collaborative team impact
- Work, personal life convergence
- Collaboration across boundaries
- Proliferation of mobile devices

- Information overload

Microsoft collaboration vision:

- Integrated communications
 - IM / email / telephony
 - AV / Web conferencing
- Collaborative work spaces
 - Meeting workspaces
 - Team sites
- Access to information and people
 - Search info / people
 - Notifications / alerts
- People-driven processes
 - Flexible forms
 - Workflow

Provided demo of Sharepoint Portal in terms of collaboration and document management/version control functionality. Demo'd some enhanced functionality of Outlook 2003.

Demo'd InfoPath by showing a licensing application web page. The product basis is web forms.

Meeting concluded at 11:30.