

Minutes

Monday, August 3, 2015

Commonwealth Enterprise Solutions Center (CESC)

Multipurpose Room 1222

11751 Meadowville Lane, Chester VA 23836

Attendance

Members present

Sandra J. Adams
Clyde E. Cristman
John Newby, Chairman
Monte Johnson
Sam Lupica

David A. Von Moll
Kelly Thomasson Mercer
CIO Nelson Moe

Members absent

Secretary Karen R. Jackson
Dr. Ernest F. Steidle, Vice-Chairman
Judy Napier
Charlie Kilpatrick, P.E.

David Ihrie
Kent C. Dickey
Anjan Chimaladinne
Richard F. Sliwoski, P.E.

Others present

Janice Akers, VITA
Perry Pascual, VITA
Ashley Colvin, VITA
Bethann Canada, DOE
Dave Burhop, DMV
Judy Marchand-Hampton, VITA
Mark Gribbin, JLARC

Anthony R. Bessette, OAG
Chad Wirz, VITA
Debbie Condrey, VDH
Dana Smith, VITA
Nicole Helmantoler, VITA
Mike Watson, VITA
Eric Link, VITA

Call to Order

Chairman John Newby called the meeting to order at approximately 1:05 p.m. He welcomed and thanked the members for attending today's meeting.

Chairman Newby asked Ms. Akers to call the roll. Ms. Akers reported that there was not a presence of a quorum at 1:07 p.m. Chairman Newby noted that the minutes from the May meeting could not be approved and would be tabled until the October meeting. In the meantime, he asked members to send any changes to Ms. Akers to include for the future meeting. He then told the members that they would proceed with the meeting but would not hold any votes.

CIO Report

Nelson Moe, CIO of the Commonwealth, introduced himself to the membership and gave an overview of his personal and professional history. He stated that he was looking forward to getting to know the council and working with them. Mr. Moe told ITAC that he has been reaching out to agency heads to discuss current issues such as service reliability, inputs on the future, agency costs and establishment of new services. He said that he has been hearing reoccurring themes, along with long term suggestions for the future of the commonwealth.

Mr. Moe asked the members of the ITAC for their input and assistance on identifying agency and institute needs in the following categories:

- Identify the agency and institutional issues for resolution during our journey to the post-CIA contract state
- Support for an improved cyber posture (Win2003; phishing)
- Generate a "one voice" to consistently advocate for IT/cyber resources and policy support

Mr. Moe wrapped up his report by stating that he is excited to be a part of this group and wants to be available to listen to agency and institution needs. Chairman Newby thanked Mr. Moe for his remarks and stated that he looked forward to working with him.

HITSAC Accomplishments & Planned Priorities

Before Dr. Ruffin began his formal presentation, he asked to set the stage for the ITAC members regarding larger issues in the healthcare industry. He said that while medical practices have adopted electronic medical records (EMR), practitioners are still resisting standardization. He noted that we are receiving only 20% of the value of EMRs and patients would be receiving better results once everyone adopts standards. Dr. Ruffin noted that Virginia is one of the few states with a Health Information Exchange (HIE) and that it continues to grow in its use. Virginia is sharing it and moving records from one vendor to the next. Dr. Ruffin moved to the topic of security and how important it is to secure our healthcare records. He

pointed out that perhaps two-factor authentication may not be enough in this day and age. He stressed that Virginia has an opportunity to work with healthcare providers on security standards.

Dr. Ruffin then moved into the HITSAC legislative background. HITSAC was created in 2009 as an advisory committee to the Information Technology Investment Board (ITIB), with statutory authority codified under § 2.2-2458.1, *Code of Virginia*. Upon dissolution of ITIB in 2010, HITSAC was restructured to serve as an advisory body to ITAC with statutory authority pursuant to §2.2-2699.7, *Code of Virginia*.

Dr. Ruffin noted that HITSAC is tasked with advising on nationally recognized technical and data standards for health information technology (IT) systems or software for use by state agencies, including Vocabulary, messaging, data, data exchange and related standards. Dr. Ruffin gave an overview of the committee: HITSAC consists of five members, appointed in consultation with representatives from HHR and Technology secretariats.

HITSAC has made significant contributions, and Dr. Ruffin gave an overview beginning in 2009 when HITSAC was formed.

- 2009 – 2013: 127 Data Standards adopted
- 2011: MITA “Government Gateway” envisioned
- 2012: Standardization Plan for all citizen-centric data endorsed
- 2013: Enterprise Information Architecture (EIA) Strategy adopted
- 2014: Genomics Working and Data Stewards Groups formed

Dr. Ruffin outlined accomplishments in the area of interoperability. HITSAC has adopted 127 national/international standards, including:

- HL7 for clinical documents
- SNOMED for vocabulary
- LOINC for lab reporting
- Supported Virginia’s Health IT/Medicaid IT Architecture (HIT/MITA) Program by advising on standards for Enterprise Data Management (EDM) service and Commonwealth Authentication Service (CAS)
- Monitored the Fast Healthcare Interoperability Resources (FHIR)[®] trial use standard frameworks to promote citizen electronic access to medical records and will consider it for adoption in 2015 upon release by HL7
- Endorsed an effort led by the Department of Aging and Rehabilitative Services (DARS) to broaden the definition of a provider and to identify data standards for home and community based services
- Established the Genomics Working Group (GWG) to investigate requirements for health information technology (IT) standards to support personalized medicine, clinical genomics, genetic research and related bioinformatics

Dr. Ruffin outlined accomplishments in the area of architecture and governance.

- Advised on Virginia HIE’s interoperability with “Government Gateway” MITA shared services portfolio

- Advised on the Commonwealth's Data Standardization Plan and Enterprise Information Architecture (EIA) Strategy
- Endorsed the creation of the Commonwealth Data Stewards Group, responsible for enterprise data governance
- Endorsed strategy for integrating data governance into IT investment management (standards compliance monitoring as part of project oversight)
- Formalized its relationship with the e-MOU Coordinating Committee to monitor the Enhanced Memorandum of Understanding (e-MOU) data sharing framework utilized by the HHR secretariat
- Monitored the approval process for the new Virginia Geographic Information Network (VGIN) geospatial data/map layer standards as well as the modification process for the existing Vendor Data Standard

Dr. Ruffin outlined accomplishments in the area of Health Information Exchange (HIE):

- Shaped Virginia's HIE by researching neighboring states (NC, MD, WV)
- Advised Virginia's HIE on enterprise architecture, onboarding certification, and trust frameworks
- Supported onboarding of the first "node" onto the statewide HIE

Dr. Ruffin reviewed with the ITAC his 2015 remaining goals for HITSAC:

- Standards for exchange of personalized and precision medicine
 - Foster Biotech growth in Virginia
 - Optional genome data collection to support cancer registry and pharmacogenomics. He noted that there are over 30,000 genes per person with over 200 different variations.
- Standards for quality measures, payment reform, and HIT
 - Support for State Innovation Model (SIM) planning grant
- Standards for Health & Human Services Electronic Data Exchange
 - National Emergency Medical Services Information System (NEMSIS) for opportunities related to health surveillance
 - National Electronic Interstate Compact Enterprise (NEICE) for the placement of children across state lines

Dr. Ruffin reviewed with the ITAC his 2016 goals for HITSAC:

- Standards to promote patient electronic access to medical records
- Security standards for access to health information
- Expansion of "Government Gateway" architecture to agencies outside of eHHR
- Opportunities for ConnectVirginia expansion

Dr. Ruffin then transitioned into the topic of HITSAC's future and what it should look like and who it should be reporting to. He noted that HITSAC has typically reported directly to the Secretaries of Technology and Health and Human

Resources, not ITAC. He noted that HITSAC's original charter was approved by ITIB, shortly before it was disbanded. HITSAC's current charter was approved by the previous ITAC members (mostly comprised of agency CIOs). Dr. Ruffin asked whether the ITAC should review/modify HITSAC's charter? He pointed out that its current members have the capacity to advise not only on health IT standards, but also on information management for the health care industry and related business domains. Dr. Ruffin then asked if HITSAC should advise only the CIO/SoTech on health IT standards or should HITSAC also advise SoHHR on health care industry information management priorities and direction? And who in state government establishes priorities for HITSAC? Should this be the SoTech and SoHHR? Or does ITAC establish priority?

Chairman Newby asked Dr. Ruffin why the Government Gateway project didn't come to fruition and were there issues in not making it more successful? Dr. Ruffin responded that Dr. Hazel, SoHHR, asked if HITSAC could take the MITA vision and align it with government. While the concept is similar, the project just stopped.

Chairman Newby asked if there was a timeframe for genomics standards to get done and approved? Dr. Ruffin responded that the information model is not in a format yet to adopt. He noted that there is more to come regarding this topic.

Chairman Newby asked about proper roles and alignment of HITSAC. He noted that SoTech, SoHHR, CIO, and he will be discussion about what they want to see, lessons learned, promulgation through government, points of intersection and how to be involved. Chairman Newby is hopeful that he can ask them for guidance by the next time that ITAC meets.

CIO Moe asked Dr. Ruffin to define "order sets" for him in how it relates in the medical field. Dr. Ruffin outlined that it is a list of services that the doctor is expected to use with the patient is in the hospital. He further explained that by standardizing order sets you get best practices.

CIO Moe asked what the opportunities looked like over the next three-five years. Dr. Ruffin said collaborating with the state about EMRs. Analytics could be an interesting area for building designs for modeling HIE. He also noted that we could standardize more, and do more electronically. He also stated that state government needs to collaborate with health care organizations. And finally cybersecurity is going to be very important, stated Dr. Ruffin.

Proposed ITAC Recommendation to JLARC

Ashley Colvin, VITA, gave ITAC an update on Item 424 (E) that requires an ITAC recommendation. The enacted budget language specifically states that ITAC shall make written recommendations to JLARC by Nov. 1, 2015 regarding improving agency involvement in the IT decision making process.

He pointed out that in making such recommendations, ITAC would need to consider two different aspects of IT decision making. The first is the appropriate level of

agency involvement in decisions regarding governance and second is the balance. The first would be for a policy recommendation that VITA or ITAC could implement immediately without legislative action. The second would be legislative action, if ITAC determines they want to make a change to the statutory governance structure/process.

Mr. Colvin told the board that Chairman Newby, Vice-Chairman Steidle and himself had met to discuss this fast-approaching topic. They developed the following proposal for the ITAC to consider prior to the October 26 meeting.

The following is the proposed recommendation to JLARC on Improving Agency Involvement in IT Decision Making:

As required by Item 424E of the 2015 Appropriation Act, the Information Technology Advisory Council (ITAC) has developed this recommendation for the Joint Legislative Audit and Review Commission to improve agency involvement in the information technology (IT) decision making process. To ensure agency involvement, ITAC will continue to fulfill its statutory role of advising the Secretary of Technology and the Chief Information Officer (CIO) on the planning, budgeting, acquiring, using, disposing, managing, and administering of IT. As representatives of the business owners of state government appointed by the Governor, ITAC is in a unique position to ensure an appropriate level of agency involvement in IT decisions. ITAC will also work closely with a new body to be created by the CIO, the Customer Advisory Council (CAC), which will include agency staff who represent both business and IT stakeholders. The CAC will be a forum for agencies to provide guidance and recommendations to the CIO on IT governance, security, and infrastructure services.

Mr. Cristman asked how Mr. Colvin envisioned the CAC would be appointed. Mr. Colvin said that he anticipated it would involve two members from each secretariat with consideration to small, medium and large agencies.

Mr. Johnson asked if the ITAC had interacted with the CIO Council? Mr. Colvin responded that while nothing prevented it, the opportunity had not been seized.

Ms. Kelly Thomasson Mercer asked what ITAC does vs. the CIO council vs. what the CAC would do? Mr. Colvin responded that the CAC would likely be asked to perform more detailed, tactical reviews and focus on bringing representatives from business and IT users together. He noted that the ITAC already has a large swath of strategic duties outlined in code that was passed down from the ITIB. CAC's more tactical focus would complement ITAC.

Mr. Von Mall commented that it was hard to make a decision without a charter. Chairman Newby agreed and asked that a charter get pulled together and sent to the members for review prior to the October vote.

Ms. Canada (proxy for Mr. Kent Dickey) noted that she sits on the CIO Council and that she feels that as CIO, they know the business and would hate to break up the CIO Council as she finds value in the council.

Ms. Adams asked if the CAC would be different than AITR meetings. Mr. Colvin assured her that yes, they would be different.

Mr. Link pointed out that CAC would not be a public body and this would ease the ability of agencies to have internal discussions among staff.

Proposed ITAC Statement on Two-Factor Authentication for Webmail

Mike Watson then presented the Proposed Statement Indicating ITAC's support of two-factor authentication for Webmail. He noted this was a follow-up on implementing security controls for the phishing issues in COV.

To improve the security of Commonwealth data and systems, the Information Technology Advisory (ITAC) Council supports the adoption by the Virginia Information Technologies Agency (VITA) of two-factor authentication for use in Outlook Web Access ("Webmail"). ITAC requests that VITA take all prudent and reasonable steps to minimize the potential operational impact on agencies and their staff, and to minimize the potential costs.

Ms. Canada asked how COV employees would receive the token. Mr. Watson responded that the token would be deployed to users smartphones.

Chairman Newby asked if two-factor is already being used. Mr. Watson confirmed that it was, for VPNs, and that this would expand it further.

Mr. Moe asked what the rank of impact would be for COV by implanting this two-factor authentication. Mr. Watson replied that it would substantially lower the risks to Webmail from phishing.

Ms. Adams asked the cost per person break-down. Mr. Watson stated that while the user numbers were not yet finalized, the two-factor software would be downloaded on the user smart phone from the app store. VITA is not mandating that it be a COV device and any mobile is fine. The investment is in the soft tokens.

Ms. Thomasson Mercer asked if VITA was looking at distributing the cost across agencies once the numbers were obtained. Mr. Watson said yes.

Mr. Johnson asked how VITA would enforce the enrollment process. Mr. Watson replied that users would lose access to the system.

Chairman Newby asked what the cost would be per user. Mr. Watson and Ms. Smith jointly responded that the current cost for use with VPNs is about \$65 per user over four years, so it's hoped the new cost would be similar. Everyone would pay the

same cost. Chairman Newby thanked Mr. Watson and would keep this on the table for voting when a quorum was present at the next meeting.

IT Infrastructure Services Sourcing Update

Perry Pascual, VITA, gave an IT infrastructure services sourcing update referencing the IT Infrastructure Services Sourcing Update presentation. He reviewed the timelines and reminded the ITAC that VITA was still in the planning phase of IT Sourcing itself and the relationship and dependency to disentanglement as well as ongoing, broader VITA activities. He pointed out that this year's effort is a journey of assessment, considering alternatives and developing recommendations. VITA and its consultant, Integris Applied, are currently in the situational assessment and cost & contract analysis phases with an assessment report on the horizon as well as moving to the marketplace options step of the journey. Mr. Pascual also noted that overall recommendations scheduled for October would include the governance and organization, sourcing options as well as customer and enterprise impacts.

Mr. Pascual conveyed that a Request for Information (RFI) was posted and 29 responses received. He noted that the request for information exercise was to better understand market's potential and familiarize stakeholders with opportunities. He noted that the project to the market has an interest in change in regards to future strategy and collaboration with working in the market. He quoted specifically: "In particular, VITA is interested in learning about current & potential industry/marketplace solutions for the following challenges:

- Better meeting unique agency requirements while maintaining & improving enterprise delivery model
- Improving the provisioning of new and innovative services
- Lower cost and increasing cost control
- Navigating compliance and security."

Mr. Pascual moved onto preliminary observations and the views about using prime contractor vs. MSI.

- Cloud services are commodity – agencies must adapt to the cloud
 - Security in the cloud differs from "on premises" model
 - Agencies will need to assess and modify their applications
 - Applications must then stay up-to-date as cloud technology changes
 - Economics of cloud should provide cost incentives but likely won't pay for major upgrades
- VITA will need to provide wider range of infrastructure services ("hybrid")

Mr. Cristman asked if the cloud could be stronger in regards to cloud concerns. Mr. Pascual stated that while providers say yes, the task would be finding proof as well as accommodating for the various compliance audits the Commonwealth is subject to.

Mr. Pascual outlined the IT sourcing next steps:

- Marketplace options
- Comprehensive situational assessment report

- Sourcing options
- Sourcing model governance
- Enterprise and agency impact analysis
- Overall recommendations

Returning to slide three of the presentation, Mr. Moe asked the ITAC whether the journey or methodology for assessment and recommendation development was missing anything. If they thought of anything, they were encouraged to reach out to Mr. Pascual with what those are and how to incorporate.

Request from CIO Council

Debbie Condrey, VDH, gave an update on a survey that the CIO Council sent out to agencies asking for their priorities of the business and technology areas. She outlined that the top three responses fell into the following order: security, data analytics (big data) and mobility.

Ms. Condrey asked the ITAC to consider and endorse these three items as priorities for COV funding across the state instead of agencies pursuing different models. She pointed out that small and medium agencies cannot afford cumbersome infrastructure. Agencies often have to weigh general fund monies vs. grant funding to try to disperse to meet their needs.

Ms. Condrey told the ITAC that the CIO Council would be sending Chairman Newby an official letter that would outline this request. Chairman Newby asked Ms. Condrey what her expectations were once he received the request. She asked for him and the ITAC to specifically endorse and to send on to the appropriate parties.

New Business

Proposed Future Meeting Dates

The remaining date for 2015 is Oct. 26. The original date of Nov. 3 has been moved up a week to accommodate the legislative schedule if ITAC needs to make a recommendation for legislative approval.

New Business

Mr. Cristman asked about the COV website standards and how the analysis and process was done. He suggested that an overview of the COV Website Topic Report be given at a future date.

Public Comment

Chairman Newby asked for public comment at 2:51 p.m. There was none.

Chairman Newby took this time review the action items for the Oct. 26 meeting. He noted that the May 4 and Aug. 3 minutes would need to be approved; HITSAC

direction would also need to be voted upon. He asked Mr. Colvin and Mr. Watson to be prepared to finalize the JLARC recommendations for vote. Mr. Newby also noted that he would bring the CIO Council request to the table.

Ms. Thomasson Mercer asked what level of direction and discussion around the multiple meetings that VITA hosts. She suggested a fresh look of what is currently underway and how they interact and overlap. Chairman Newby agreed that a clearer picture is needed and asked for an explanation to be given at the next meeting from VITA on the distinctions of the multiple groups.

Adjourn

Chairman Newby adjourned the meeting at 2:59 p.m.