

Minutes

Monday, October 26, 2015

Patrick Henry Building

West Reading Room

1111 East Broad Street, Richmond, VA 23219

Attendance

Members present

Clyde E. Cristman
John Newby, Chairman
Sam Lupica
David Von Moll
Kelly Thomasson Mercer
Kent C. Dickey
David Ihrle

CIO Nelson Moe
Dr. Ernest F. Steidle, Vice-Chairman
Judy Napier
David Ihrle
Charlie Kilpatrick, P.E.

Members absent

Secretary Karen R. Jackson
Richard F. Sliwoski, P.E.
Sandra J. Adams

Anjan Chimaladinne
Monte Johnson

Others present

Janice Akers, VITA
Perry Pascual, VITA
Ashley Colvin, VITA
Bethann Canada, DOE
Dave Burhop, DMV
Judy Marchand-Hampton, VITA
Mark Gribbin, JLARC
Tony Fung, Deputy Secretary of Technology
Cathy Nott, VDACS

Anthony R. Bessette, OAG
Chad Wirz, VITA
Eric Perkins, VITA
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 1:03 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 a presence of a quorum at 1:05 p.m. Ms. Akers noted during the roll call that Cathy Nott, VDACS was a proxy for member Sandy Adams and Tony Fung, Deputy Secretary of Technology was a proxy for Karen Jackson, Secretary of Technology. Chairman Newby noted that the minutes from the May meeting could not be approved at the August meeting. Both the May and August meeting minutes needed approval by the board. The ITAC voted for each set of minutes to be approved and posted.

CIO Report

Nelson Moe, CIO of the Commonwealth, updated the ITAC on VITA's day to day operations. It is also Mr. Moe's distinct pleasure to announce that Eric Link and Mike Watson have accepted the additional duties of deputy CIO at VITA. Mr. Moe stated that they will assist him in the day-to-day operations and VITA's expanding cyber posture efforts. This will allow Mr. Moe to focus on developing strategic relationships and programs.

Information on IT Accessibility Standards, Website Standards, and Website Guidelines

Eric Perkins, VITA, gave an overview to the board on Virginia's Information Accessibility Standards and Website standards. Mr. Perkins stressed that the standards are not a VITA standard, but rather a Commonwealth of Virginia standard for executive branch agencies. Mr. Perkins explained that the committee is comprised of 20 subject matter experts from 18 agencies and one from the Senate work closely with DARS and VITA to create the standard. The standard was first released in 2005 and we are currently on version three, which includes 41 requirements and 36 recommendations. Mr. Perkins then gave an overview of what is included in the standard, whose goal is to give all executive branch agencies a common look and feel on an approved template while addressing 508 accessibility. The standard is broken into three sections, which include page elements, site and application, content, and design considerations. Mr. Perkins stressed that each agency creates their content and is responsible for updating it.

Mr. Newby asked how often state websites are reviewed for 508 accessibility. Mr. Perkins explained that DARS is the agency that does the review and that it reviews twice a year. Mr. Newby asked what the biggest problems found were. Mr. Steidle said that most things that are found are easily fixed and corrected with metatags and removing tables.

Mr. Steidle commented that the tool that DARS utilizes for the review is an automated tool that checks for website accessibility and they review both executive branch agencies along with colleges and universities which updates the scorecard page. Mr. Steidle also pointed out that the current software is obsolete and the replacement software is very expensive. He did however note that when DARS began the 508 review in 2005 only 20% were compliant and in 2015 Virginia is at 80% compliance. Mr. Perkins followed up by pointing out that we do need new tools to check for compliance and this is a boutique business that is expensive and large providers are not interested in offering a solution.

Mr. Cristman asked what the regular review period for the standard was. Mr. Perkins responded that there is a revised version, from the team, in the pipeline that had been posted on ORCA for a 30 day review and comment. AITRs are always alerted when standards are posted. Mr. Perkins ended by offering to take any recommendations to the group for consideration.

HITSAC Updates

Nicole Helmantoler, VITA, presented on HITSAC updates. Mr. Newby stated that he was taking the lead on the "Role and Reporting Relationship," and that he was still flushing out the recommendation. He asked that this discussion be tabled for now.

Ms. Helmantoler gave a brief update on the Code of Virginia in regards to the HITSAC appointments. She drew attention to the following statement:

- § 2.2-2699.7. Health Information Technology Standards Advisory Committee.

The ITAC may appoint an advisory committee of persons with expertise in health care and information technology to advise the ITAC on the utilization of nationally recognized technical and data standards for health information technology systems or software pursuant to subdivision A 5 of § 2.2-2699.6. **The ITAC, in consultation with the Secretary of Health and Human Resources, may appoint up to five persons to serve on the advisory committee.** Members appointed to the advisory committee shall serve without compensation, but shall be reimbursed for all reasonable and necessary expenses incurred in the performance of their duties as provided in § 2.2-2825.

The CIO, the Secretary of Technology, and the **Secretary of Health and Human Resources, or their designees, may also serve on the advisory committee.**

(2010, cc. 136, 145; 2011, cc. 266, 313.)

Ms. Helmantoler stated that Dr. Sallie Cook was retiring and HITSAC Chairman Marshall Ruffin, MD recommends to ITAC:

- **Dr. Christopher Barrett** to fill the position of HITSAC Member left vacant by Dr. Sallie Cook
- **Mr. Rick Friedman** to fill the position of Health and Human Resources **(HHR) Designee** (on behalf of Secretary Hazel) left vacant by Mr. Mike Wirth

Chairman Ruffin has conferred with Secretary of Health and Human Resources William Hazel, MD who supports the aforementioned recommendations.

Mr. Newby asked if the ITAC had any issues with the recommendations. There were none. He called for a motion. Ms. Mercer motioned for Dr. Barrett to fill the vacant position. Mr. Ihrie seconded. The board voted in approval for Dr. Barrett to fill the position of Dr. Cook.

Mr. Moe asked when the expected start date would be for the positions. Ms. Helmantoler expected them to be on board by December 2016. Mr. Newby confirmed that he would send a letter to HITSAC of approval.

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 expects the assessment report from its consultant, Integris Applied, to be delivered in November, and will include the governance and organization, sourcing options as well as customer and enterprise impacts. Mr. Pascual noted that as previously suggested by the ITAC and suggested again recently by House Appropriations, Dr. Jeff Stern, from the Department of Emergency Management, has been added as the public safety secretariat representative.

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

Mr. Pascual outlined the goals for the sourcing model as captured from agency and enterprise stakeholder interviews and surveys during the assessment. He noted that the marketplace has several sourcing models, which include:

- Prime with subcontracts
- Multisourced
- Insourced

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 also gave the ITAC some current trends in the IT sourcing world. These include:

- Shorter terms
- Shift from single vendor to best-in-breed vendor(s)
 - Multisourcing integrator (MSI) to support multiple vendors
- Staggered procurements vs. single "big-bang"
- Cloud computing

The RFI also, as Mr. Pascual pointed out, indicated several marketplace options:

- Agencies may have choices that don't exist in current service model, such as
 - Catalogue of approved suppliers and services
 - Choices where to run their applications: cloud, data center, hybrid
 - Multiple levels of service at different prices
- VITA will need to adapt, for example
 - Frequent procurements and transitions
 - Align changes in service delivery model with statutory oversight responsibilities

Next steps for the sourcing initiative include the following:

- Consultant's final recommendations in November, report will be posted to the VITA website
- Briefings at Nov. 9 JLARC, and legislative committees during 2016 session

Mr. Steidle noted at the end of the presentation that in the Aug. 3 meeting that Mr. Moe asked for ITAC member's feedback in identifying anything that VITA had possibly overlooked. Mr. Steidle confirmed that he fulfilled the request and thanked the members that responded in completing the task.

Mr. Moe asked the ITAC if there were any policy decision steps that they felt were missed. Mr. Steidle responded that more information about what's allowed in the cloud, how to leverage a cloud and how to approach a model.

Mr. Pascual wrapped up his presentation by confirming that VITA had reached out to other states and to NASCIO for level-setting on the reality of possible versions and outcomes of the Integris recommendations.

Overview of VITA's Advisory Groups

Ashley Colvin, VITA, gave an overview of VITA's advisory groups to the ITAC based on a request from the Aug. 3 meeting for a delineation of the multiple groups.

Mr. Colvin explained that VITA has multiple customer feedback channels available. In addition to the general groupings of AITR and CIO Council, the largest set of advisory groups are Web based consisting of the of the Online Review and Comment Application (ORCA), SharePoint, meetings, training, mailboxes and surveys. VITA also has statutorily required councils and committees, including ITAC and secretarial and agency internal oversight committees. Mr. Colvin also addressed the groups that are focused on single topics such as security, data stewards and project management.

Mr. Colvin then broke down four of the advisory groups to show their make-up in regards to employee/public and IT/business focus:

- AITR – employee with IT focus
- CIO Council – employee with IT focus
- ITAC – public with business focus
- Customer Advisory Council (CAC) – employee/public with IT/business focus

Mr. Colvin stressed that the new CAC brought a new diversity aspect of joint collaborative discussions of business and IT, which will be very beneficial as VITA asks for feedback regarding IT sourcing and procurements.

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.

Mr. Newby asked ITAC to take a few minutes to familiarize themselves with the CAC draft charter and the recommendation again. 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.

In the last meeting, Mr. Newby, in agreement with Mr. Von Mall, asked that a draft charter be pulled together. Mr. Steidle confirmed that the draft charter presented should be considered completed now.

Mr. Ihrie noted that the CAC has 15 members recommended by the CIO and asked if the ITAC could recommend agency members. Mr. Colvin noted the concern that if ITAC recommended members then the CAC could be construed as a subcommittee of ITAC, and thus be a public body under Virginia law. Mr. Newby suggested to the ITAC that they as a body advise on how to choose the CAC members. Mr. Cristman asked if the CAC fell under any public meeting laws and Mr. Newby stated that they did not which allows for more flexibility in meeting and smaller groups could form.

Mr. Steidle asked if Mr. Moe could solicit recommendations from the agencies for consideration to the CAC. Mr. Colvin reminded the ITAC that the envisioned CAC would involve two members from each secretariat with consideration to small, medium and large agencies. This will ensure diverse missions and agencies with remote sites. Mr. Moe agreed that as long as the spirit of the group remained he would be happy to send an email to agency heads to receive their recommendations. Ms. Mercer confirmed that this plan would solicit consultation among agencies and the goal would be met. Mr. Newby agreed that no language change would be needed with this plan and that Mr. Moe should proceed.

Mr. Newby asked for a motion. Mr. Steidle moved to adopt the proposed recommendation to JLARC on Improving Agency Involvement in IT Decision. Mr. Von Moll seconded the motion. All ITAC members agreed.

Proposed ITAC Statement on Two-Factor Authentication for Webmail

Mr. Colvin moved to 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.

Mr. Cristman asked for an explanation of what will happen after this is approved. Mr. Colvin explained that an RSA token would be generated on the fly for the employee to use once when logging in with their username and password. It adds a layer of security that is currently not there.

Mr. Kilpatrick asked if this was only for Webmail and not Airwatch and if it was user friendly. Mr. Watson confirmed that it was only for Webmail and was intended to be

simple and it is a step in the right direction for adopting user friendly tokens. VITA is not mandating that it be a COV device.

Mr. Ihrle commented that he was in support of the two-factor authentication practice and that it helps meet the goal of maintaining COV security and necessary for us to use.

Mr. Fung asked what the timing of the roll-out was for this initiative. Mr. Watson stated that the first quarter of 2016 was the goal. Ms. Nott asked if Web access would be available outside the U.S. Mr. Watson said that there is not a definitive answer yet, but it is a strong possibility.

Mr. Moe asked Mr. Watson to give a break-down of the cost for the ITAC members. Mr. Watson stated that while the user numbers were not yet finalized, the investment is in the soft tokens. The total cost is estimated to be \$8,000 and is a big impact at a low cost since the COV has the infrastructure in place already.

Mr. Newby asked for a motion. Ms. Mercer moved to adopt the proposed ITAC Statement on Two-Factor Authentication for Webmail. Mr. Ihrle seconded the motion. All ITAC members agreed

Adoption of Language on Remote Participation in Meetings by ITAC Members

Mr. Newby stated that this topic has been brought up due to the ITAC not having a protocol/statement in place for it to be utilized. He asked for the topic to be tabled as he is still flushing out the entire package.

New Business

Proposed Future Meeting Dates

The future meeting dates were brought to the attention of the ITAC by Mr. Newby. He asked if there were any objections. There were none. He asked all members to move forward with these dates. 2016 dates are March 14, May 2, August 1, and October 31.

Public Comment

Chairman Newby asked for public comment at 2:24 p.m. There was none.

Adjourn

Chairman Newby adjourned the meeting at 2:25 p.m.