

Information Technology Board Special Meeting

Friday, August 29, 2003

C/C Room 260

9:00 AM

1. Minutes

- Approval of the August 19, 2003 meeting minutes (Exhibit A)

2. Discussion Items

- RFI Discussion
- Gartner Discussion

3. New Business

- The next scheduled IT Board meeting is **September 16, 2003** room 260.

4. Adjourn

EXHIBIT A

INFORMATION TECHNOLOGY BOARD MEETING

- MEETING DATE:** August 19, 2003
- MEETING LOCATION:** C/C Room 260
- MEMBERS PRESENT:** Marty Womacks, Kathy Davis, Doris Anne Sadler, Judge James Payne and Mike Hinline
- STAFF PRESENT:** Carolyn Schausten, Nadeen Biddinger, Diana Turner, Bruce Turner, Ahmed Soliman, Dave Mockert, Jennifer Ruby, Dan Pavey, Dave Rutherford, Chuck Carufel, Layne Young, Beverly Dillon-Macy-ISA; John Nero, Ron Van Leer, Linda Kelsey, Jill Weirick, Jerica Hall, Kathy Fluke, Jill Snodgrass, Alberta Frees, Darrell Gordon, Marty Barnes, Joe Clark, Dave Gumbiner-ACS; Glen Ruegsegger-IPD; Mark Harris-IFD; Jim Flynn-MCJA; Rick Hammond-Woolpert
- VISITORS PRESENT:** Mark Kotyuk-Unisys; Dan Dezelan-Gartner

In the chairman's absence, Ms. Womacks called the meeting to order at 9:35 AM.

Minutes

Judge Payne motioned to approve the July 9, 2003 retreat minutes, Ms. Sadler seconded and the motion passed unanimously.

Discussion Items

Wireless Networking Update

Mr. Turner updated the Board on wireless technology with a PowerPoint presentation on the City/County's network environment relating to wireless and the authentication process.

Ms. Davis inquired how a plan would be defined for implementation of a wireless network. Mr. Turner responded that a complete plan has not been developed. Mr. Hinline stated that there is general interest from several areas but no area has stepped up to ask for a complete deployment of the technology. This would be because of the new nature of the technology and funding. Currently, IFD has asked ISA to install wireless at

Fire HQ for their conference and training rooms. IPD has identified that this technology will allow them to increase an officer's time in the field and they have acquired grants to fund their wireless initiative. Due to the funding source, the initial plan starts with IPD and will branch out according to need and benefits derived in the pilot program.

Ms. Sadler asked how wireless networking fits into the list of projects defined at the retreat. The IT Board needs a mechanism to deal with special funding circumstances that may or may not fit into the large objectives. Ms. Davis stated the current goals for reduction in spending should be a part of the review process when new opportunities arise.

RFP Process

Ms. Davis inquired about the outstanding issue of the 2004 ISA budget and the funding request for outside resource assistance. Mr. Hineline stated he did not understand there to still be an issue to address and had not included it on the agenda because of that. He stated the 2003 budget allotment for outside assistance for the RFP was reduced from \$400,000 to \$250,000 when ISA reduced its 2003 budget in June. As had been discussed, the \$400,000 spending level had been maintained in the 2004 budget request approved by the Board at the previous meeting. Mr. Hineline explained this is a very specialized area and he believed external help and expertise is necessary for the city/county to be successful. He has determined given the shortened time frame and the reduced funding levels, he recommends contracting with Gartner due to their already developed knowledge of our environment and depth of resources. Such an agreement with Gartner will be a services contract, can be sole-sourced, and will not require bidding. Mr. Borgmann concurred with that statement. Between now and the end of the year, assisted by Gartner staff, a scope for the RFP will be developed including service levels, basic contract information etc. Mr. Hineline wanted to be clear the IT Board understood these outside resources were not just to save local staff from writing an RFP. The bulk of the fact-gathering, analysis and writing of the RFP will be done with internal resources. ISA will be using Gartner as a "trusted advisor". The Gartner representatives will be used to provide their specific depth of knowledge of many IT sourcing contracts and processes. Without outside assistance, it is likely we will not be as successful in bidding, awarding, negotiating and delivering a solid five-year contract for IT support.

Ms. Davis and Ms. Sadler discussed modifications of the budgeted money for outside consulting services to assist with the RFP. Mr. Hineline advocated a need for appropriate assistance to guide the teams in their responsibilities, service levels, evaluations and other tasks. He also pointed out the Gartner consulting services contract will be flexible to change as services are used. When asked, he stated his personal belief was \$200,000 each year was as low as should be considered. He felt this covered the technical areas but Mr. Borgmann also felt he needed outside legal assistance given the special nature of this contract.

After some discussion, Ms. Sadler motioned to approve \$150,000 for the 2003 budget and \$150,000 for the 2004 budget for services related to the RFP. Motion was seconded by Ms. Davis and passed by a three to one vote with Judge Payne voting against the motion.

After the vote, Judge Payne pointed out to the Board that with a potential \$65 million dollar contract, Mr. Hineline should be trusted to use what is required to get the job done. The entire RFP process will be a significant undertaking with many technical issues, legal language and contract writing likely beyond what the ISA staff is equipped to handle. He stated the Board should be more open to allowing the technical staff do what they are there to do in support of the Board.

Since the Board had already approved the motion, Ms. Womacks offered the opportunity to transfer funds in the 2004 budget if the need arises for additional resources.

Ms. Davis and Ms. Sadler both reiterated their interest in putting the Board in a better position to understand the technology needs of the City and County as we go through the RFP process.

Mr. Hineline addressed the issue of a BAA (Broad Agency Announcement). Multiple sources stated a BAA never had any legal presence, as it was another name for their RFP process. As of January 1, 2003, the State discontinued using the BAA title. Once this was identified as not an available option, ISA began development of an RFI to be issued to gain best practice approaches to define the RFP. The RFI will not be used as a screening document to short-list the RFP eligible vendors.

The RFI is planned for publication the last week of August or the first week of September. The IT Board agreed to schedule another meeting to review the draft of the RFI. The preferred date was Friday morning, August 29th.

Mr. Borgmann stated the structure of the RFP should follow the Public Private Partnership Agreement statutes. These statutes provide specific items for the development of the contract and the award of the contract. A copy of these statutes will be given to the Board members.

A communications plan is being prepared. Mr. Hineline updated the Board he had addressed all ACS staff at their last quarterly meeting to try to head off concerns and to start preparing them for the bidding process. He stated to them this bid was not due to any shortfalls in their service. The IT Board was going out to market because of their fiduciary responsibility to compete these contracts periodically.

Mr. Hineline discussed that the Strategic Plan was edited based on initial feedback from the retreat and was sent to the Board for further review. Additional comments are welcome.

In regard to the RFP development and evaluation team, Mr. Hineline stated he has developed stronger concerns with the position the Board took at the retreat of stating the IT Board would be the evaluation team. The Board needs to remain at an arms length to the process of evaluating and recommending a vendor. The rationale is to keep the Board separate to moderate the evaluation committee, review the process and then award the contract. He recommended a separate group, which may have Board members as a part of the group, present a recommendation as a formal step to the award process. Ms. Sadler stated she is concerned, given the importance of the global perspective of this contract and the potential individuals serving on the committee, non-board members might not be able to effectively cover the Board's thoughts. It was stated any Board member would be welcome to attend any and all review sessions to assist them in remaining in touch with the process. This raised the issue of an IT Board quorum potentially being present for these meetings and the impacts of having to meet the open door meeting requirements. It was stated these deliberations can be closed meetings but they would still need to be posted to meet the law.

After further discussion, Ms. Sadler motioned to approve the development and evaluation committee make up as originally presented in draft at the retreat of:

Three Board Members (Chairperson plus two)
Chief Information Officer
Two County Representatives
Two City Representatives
ISA's Deputy Director of Contract Compliance

Judge Payne seconded subject to discussion regarding the 48-hour notice, and the motion passed unanimously. Each meeting will be an executive session with 48-hour notice in case there is a quorum of Board members present.

Status Reports

CIO Report

Mr. Hineline reported the ACS staff at 148 E Market have been moved to 129 E Market in a very quickly organized move this past weekend. He thanked all the ISA and ACS staff involved in making this transition so quickly. Ms. Davis received a very positive response to her question of the ACS staff in the audience regarding the improvement in their office space conditions.

The Prosecutor final moves to 251 E Ohio Street also went very well.

GIS staff have been working with DMD and Ball State to help in the efforts of the abandoned property initiative. GIS technology is being utilized on handheld technology and is going very well.

ACS was able to diagnose, limit the spread, and attack the intrusion of the MS Blaster worm that hit the City/County on Monday August 11th. Mr. Hineline commended ACS for their efforts to develop and execute a counterattack to remove the worm and clean up the infection by the time the national antivirus companies had published their first signature files identifying the culprit.

The power outage issues that hit New York, Canada, Northern Ohio and Southern Michigan ensued in a review of the back up generators and other power concerns with the City/County equipment and buildings. Mr. Hineline reminded everyone of the importance of our business continuity plans and that many of them do not deal with a power failure as widespread as this one that occurred. ISA would have had the 9th floor computer room powered with our UPS and the Building Authority diesel generator but the air conditioning for the computer room is not separately powered. This would result in ISA having to shut down in some number of hours and move to our disaster facility. Almost every location where government staff work would have had no power to use to access the computers. Only a very limited number of hardened city/county sites have generator capacity.

A failure in the programming on the main telephone switch caused the recent failure. The system corrected itself and reset itself within 2-3 minutes. However, due to a flaw the remote sites supported by their own telephone switches did not reconnect to the City/County Building. These sites were down for almost 3 hours until a fix was implemented which required a full reset of the entire system and that took down the entire building for 30 minutes. ISA is continuing to work with Avaya concerning the issue and the response.

ACS Report

Mr. Nero stated Mr. Hineline covered much of what was in the ACS report. He thanked ISA for their help in getting the staff at 148 E Market St moved to 129 E Market St.

Ms. Womacks thanked ACS for their cooperation and help with all the tax bill changes.

New Business

Mr. Flynn presented an update on the JTAC state court case management system project. The Board requested Mr. Flynn be placed on the agenda at the each regular meeting for ongoing updates on this important project to local government.

The special IT Board meeting will be scheduled for August 29th during the morning hours to review and finalize the RFI.

The next regularly scheduled monthly Board meeting will be held on September 16, 2003 in room 260.

Adjourn

Ms. Womacks adjourned the meeting at 11:40 AM

Respectfully submitted,

Carolyn Schausten