

CTS Advisory Council

March 7, 2012
1500 Jefferson Street
Olympia, Washington

Welcome/Introductions

Christy Ridout, Co-Chair, Consolidated Technology Services (CTS), welcomed the participants to the CTS Advisory Council meeting and provided an overview of the agenda.

The attendees included: Grant Rodeheaver, Co-Chair (WSDOT), Ron Seymour (DFI), Cathy Munson (LSC), Doug Hoffer (DOC), Sue Langen (DSHS), Bob Lanouette (LNI), Marcus Bailey (DOL), Dan Mercer (CTS), Richard Campbell (HCA), and Rob St. John (OCIO).

**Improving Service Quality/
Preventing Service
Interruptions**

Wendy Huff (CTS) provided an overview of the Incident Assessment proposed approach. The purpose of this incident assessment is to evaluate root causes of incidents that affect critical services and implement measures to prevent and/or minimize future service disruptions. The assessment will begin with identifying critical and/or the most troublesome services for evaluation.

Council feedback to be included in the assessment is:

- Review projects i.e., email vaulting
- Overview of the architecture of projects/services
- Agency/staff interaction – communication
- Change management
- Service ticket responses

Council members are to send Wendy feedback on services that they would like included. The list will be shared with the Council members.

**ADFS – Background and
Status**

Christy Ridout (CTS) provided an overview of Office 365 Project, Recommended Business Case Outline. Please send any feedback to Christy.

An overview of the Plans for All Your Employee K/E Family Plans was discussed. CTS will review the different components within the plans. DNR has expressed interest in Plan E 3.

Wendy Huff provided an overview of the ADFS/Office 365 Proof of Concept. The purpose is to design and deploy Active Directory Federation Services (ADFS) to enable customer agencies federated access to Office 365 and potentially other cloud-based services. CTS will be partnering with DNR to conduct a rapid proof of concept project to establish the ADFS core infrastructure and necessary trusts between Enterprise Active Directory and Office 365 applications.

The Office of the Chief Information Officer (OCIO) will be leading the

policy portion of Office 365 as well as working with Bob Micielli (DNR) and the Attorney General's office.

Office 365 is not currently an option on the master contract but discussions are underway with Microsoft. Christy Ridout is looking for feedback from the Advisory Council on what should be included in the Office 365 service offering.

A Microsoft Solutions Alignment Workshop – Explore How Microsoft Office 365 Services Align to Your Business – is scheduled for March 9, 2012 in the Jefferson Building Presentation Room 1213. This workshop should provide some of the answers to agency questions.

Other CIO Strategic Activities

There are a number of activities underway in support of the OCIO IT strategy. The majority of the activities impact CTS and the broader IT community. CTS will be looking at the initiatives from a project standpoint, maximizing how to best utilize resources.

OCIO and CTS will be meeting to sketch the activities out more thoroughly and look at establishing principles for the activities.

OCIO IT strategy also includes other agency initiatives that may need CTS' support. Christy Ridout would like to ensure CTS meets agency needs for those activities or others on the agency's strategic plans. CTS is interested in feedback from the Council members.

SDC Update

Dan Mercer (CTS) reviewed the draft proposal of the SDC rescoping project.

Action Items

Christy Ridout will send the agenda for the Software Alignment Workshop (SAW) scheduled for March 9, 2012.

An electronic copy of the Office 365 Project Recommended Business Case Outline and the Plans for All Your Employees will be sent to the Advisory Council members.

Next Meeting

April 4, 2011
Conference Center Room 2331
1500 Jefferson Street
Olympia, WA