

CTS Advisory Council

August 1, 2012
1500 Jefferson Street
Olympia, Washington

Welcome/Introductions

Christy Ridout, Consolidated Technology Services (CTS), provided an overview of the agenda.

Attendees: Doug Hoffer (DOC), Sue Langen (DSHS), , Debbie Stewart (ECY), Frank Westrum (DOH), Cathy Munson (LSC), Bob Lanouette (LNI), Melissa Rohwedder (DOL), and Dan Mercer (CTS)

Guests: Wendy Huff and Karen McLaughlin

**Blackberry Service
Survey Results**

Wendy Huff (CTS) provided an overview of the Blackberry Survey Results as of June 2012. CTS will be moving to sunset the Blackberry service in July 2013. An interim goal is to migrate fifty percent of the users by December 2012/January 2013.

Wendy Huff (CTS) noted the reasons for the discontinuation of the service includes:

- Active Sync is less expensive for those that have migrated to 2010 Exchange;
- Blackberry service is not cost effective; and
- RIM (Research in Motion) is facing significant change in the near term.

Next Steps – Lance Calisch (CTS) will be the point of contact for decommissioning the Blackberry Service. Lance will be working with agency leads to discuss migration.

Council members discussed the mobile devices that their agencies will support. The majority will support one mobile device chosen from the CTS recommended list. Other considerations such as cost and support requirements for choosing a mobile device were discussed.

Department of Enterprise Services (DES) is working on a mobile device master list.

There is a workgroup on mobile device management that Agnes Kirk (CTS) leads. CTS is conducting research on MDM software and ActiveSync to determine the best product and service to provide. Information will be shared with Council

members.

Council members suggested that the Blackberry/MDM topic be put on the CIO Forum agenda.

Service Inquiry Process

Wendy Huff (CTS) and Karen McLaughlin (CTS) provided an overview of the Draft Service Inquiry document using ADFS and RMS as examples.

Wendy noted the information was draft, and subject to change based on requirements and additional analysis for a particular service.

Council members liked the “service inquiry” approach.

Suggestions to improve the document are to:

- Add information regarding rate changes when applicable.
- Define the business problem that the service will resolve.
- Cost estimation – include range of costs, option 1, and 2, etc., translated to the agency.
- Include confidence level for the cost estimate – for example, 50% level of confidence in the estimate.
- Document assumptions.
- Need to underscore – “volume based” where applicable.
- Unit costs – how many units to be sold to be competitive.
- Include rate analysis.

Council members would like additional research information on RMS.

The Service Inquiry documents will be shared at the:

- Advisory Council meetings;
- CIO Forum; and
- Broader groups (informal/formal discussions).

State Data Center (SDC) Dashboard

Dan Mercer (CTS) provided an overview of the status of all SDC projects. SDC project status information can be found at http://cts.wa.gov/projects/state_data_center/

SDC project status information found on the website will be updated every two weeks.

Action Items

Agenda item for the next CIO Forum is Blackberry and MDM Software.

Send feedback/suggestions to Melissa Rohwedder (DOL) and/or Lynn McGuire (DES) on IT Procurement. Feedback is due now.

Next Meeting

September 5, 2012
Conference Center Room 2331
1500 Jefferson Street
Olympia, WA