

CTS Advisory Council

July 3, 2013

1500 Jefferson Street
Olympia, Washington

Welcome/Introductions

Christy Ridout, Consolidated Technology Services (CTS), opened the meeting.

Attendees: Steve Young (DNR), Carl Harris (AGR), Rob St. John (CTS), Cathy Munson (LSC), Bob Lanouette (LNI), Ron Seymour (DFI), Jibu Jacob (DOC), Dan Mercer (CTS), Steve Young (DNR), Michael DeAngelo (OCIO), Grant Rodeheaver (DOT), and Debbie Stewart (ECY)

Guests: Laura Parma (CTS)

Disaster Recovery Initiative Status

Dan Mercer provided an update on the status of the Disaster Recovery (DR) initiative. The project lead for the DR initiative will be Heidi Brownell.

SDC Plan Next Steps

Dan provided the State Data Center (SDC) next steps. The state will move OB2 to SDC data halls 1 and 2 and close OB2 by December 2015. Dan presented the key milestones in the SDC migration timeline.

CTS Customer Relations

Laura Parma (CTS) introduced a topic for discussion regarding customer account management to gain feedback from the Advisory Council members. Recently, CTS established an internal team called the Customer Relationship Team that includes the CTS Service Desk and Customer Account Manager positions. CTS plans to proceed with recruitments to staff the Customer Account Manager roles. Currently CTS has this role performed by the Assistant Directors. This would be a new approach. The Advisory Council provided feedback regarding these positions and shared their input regarding skills required for these roles.

Laura and Christy extended an offer to the Council members to participate in the interviews.

Incident Management Notification

Laura provided an update on the CTS LEAN initiative for Incident Notification. The initiative team includes service desk managers from DSHS and Labor and Industries.

Laura reviewed summary materials that describe the current process, identified issues and recommended changes to the Incident Notification process. The Advisory Council members provided feedback and support for the recommended changes.

5891 Legislation

Rob St. John (CTS) provided an overview of Engrossed Substitute Senate Bill 5891, which the Governor signed on July 3, 2013.

Action Item: In section 1 line 17(g) of ESSB 5891 states in part “To coordinate with state agencies with an annual information technology expenditure that exceeds ten million dollars . . . “ Michael DeAngelo (OCIO) will look into the definition of \$10 million and what does that mean for agencies outside the umbrella.

Other

Council members would like to have a calendar/meeting request sent for the CTS Quarterly Customer Meetings. The next meeting is scheduled for July 24, 2013. Council members will extend the meeting invite to their team.

Next Meeting

August 7, 2013
Conference Center Room 2208
1500 Jefferson Street
Olympia, WA