

**State of Rhode Island and Providence Plantations**  
**INFORMATION RESOURCES MANAGEMENT BOARD**  
**Meeting Report**  
**July 22, 2004**

Member	Affiliation	Attended	
		Yes	No
Thomas B. Collins (Chair)	DoIT-RI Department of Administration	X	
Ellen Alexander	RI Department of Corrections	X	
Stephen Alves	RI Senate		X
Alice Barrows	Library Board of Rhode Island	X	
Judy Cozine	RI Department of Labor and Training	X	
Ed Giroux	RI Department of Elementary and Secondary Education	X	
Michael Hogan	RI House of Representatives—Policy Office	X	
Nicholas Leporacci	RI Department of Mental Health, Retardation and Hospitals		X
Janet Levesque	RI League of Cities and Towns	X	
Raymond McKay	City of Warwick		X
Dexter Merry	Public Telecommunications Authority		X
James R. Monti, Jr.	West Warwick School District		X
Thomas Mullaney	Budget Office—Department of Administration	X	
Jack Warner	Office of Higher Education		X
James Willis	Secretary of State's Office	X	
Chris Wessells	University of Rhode Island	X	
Don Wolfe	Member-at-Large	X	
William Wray	Citizens Financial Group		X
<b>Other Attendees</b>	<b>Affiliation</b>		
Jim Berard	RI Department of Corrections		
Carol Ciotola	DoIT-RI Department of Administration		
Joan Gammon	RI.gov		
Matt Heideman	TEK Systems		
Sally Johnson	Fiscal Fitness Program		
Connie McGreavy	RI Water Resources Board		
Mark Treat	Fiscal Fitness Program		
Thomas Viall	RI.gov		

**Action Items—**

- A demonstration of the CIO's Web site will take place at the next Board meeting.
- The Internet policy will be corrected to show proper content; members will be able to view the corrected version on the Web site, using a URL that will be provided.
- S. Johnson will meet with T. Collins to discuss the appropriate procedures that should be implemented with respect to a manager invading an employee's computer hard drive and/or e-mail.
- URI has a policy that addresses authorization specifically for system administrators; C. Wessells will provide a copy to S. Johnson. She will draft a policy and circulate it for review.
- On the Board's next agenda, IT policies will be further reviewed and discussed, with a request for approval.
- A demonstration of the State's new Project Management deliverables model will take place at a future Board meeting.
- Progress reports will be presented at future meetings with respect to resolution of the issues associated with HIPAA requirements.

## **Motions Approved—**

- The March 18, April 22, and May 20, 2004, Meeting Reports were approved as presented.
- The Board approved the RIDE Teacher Certification ePayment Solution application.
- The Board approved the RI Quarterly Tax and Wage Report Filing application.

**Chair's Report—**T. Collins reported that (1) With respect to the IT reorganization, letters have been sent to all DOA—IT staff, moving them from various divisions within the Department into the new Division of Information Technology (DoIT). In the near future, letters will be sent to IT staff in agencies throughout the Executive Branch assigning them to DoIT. (2) Bi-weekly meetings have begun with IT Management Staff, and IT Team Leaders that had been meeting monthly will now meet on a quarterly basis. This effort will allow for a more integrated, coordinated organization.

**Approval of the March 18, April 22 and May 20, 2004, Meeting Reports—**After a brief review of these minutes, T. Collins moved to:

*Approve the March 18, April 22, and May 20, 2004, Meeting Reports as presented.*

A. Barrows seconded the motion, and they were unanimously approved.

**Updates: IT Architecture Team/Web Data Sharing Committee—**C. Cyr will report on the Team's/Committee's work at the Board's next meeting.

**IT Usage Policies: Discussion—**T. Collins informed members that at the next Board meeting there will be a demonstration of the CIO's Web site.

S. Johnson named those that were involved in the effort to draft policies, develop a process and decide on content. She then distributed and reviewed two documents: "IT Policy Development Procedures" and "Policy Elements Explained." With respect to 'Related Documents' within "Policy Elements Explained," she hopes to include the Secretary of State's policy on record retention as a related document. Work needs to be done on a privacy policy, but it may not be presented as a stand-alone policy. Also, any existing Board policies would need to be rescinded.

- T. Collins explained that these documents serve as a foundation for policy development in terms of general usage for e-mail, the Internet and computers. The State provides these uses for State employees, contract employees and public users, which are provided for valid work-related purposes. Users are bound by certain rules and regulations, and the State reserves the right to review and inspect hard-drive content, transaction logs, etc., to check for noncompliance with established policies in cases where it is suspected that user behavior contradicts established policy.
- J. Willis asked for further details about the privacy policy. S. Johnson explained that these policies are usually developed for specific uses. State Web posting is one area where a privacy policy needs to be developed, and a disclaimer is being developed in this regard. She is working with Karen Mellor from OLIS on this effort using the same policy format.

S. Johnson distributed and reviewed the following policy drafts: e-mail, the Internet, and computer usage. T. Collins explained that these policies will be placed on the agenda for the next Board meeting for approval. In this way members will have an opportunity to review these policies; any serious discussions regarding content will be taken up at the next meeting. S. Johnson presented two substantial issues: "personal use" and "how to enforce policies." With respect to the Internet policy, it was decided that no gaming or gambling sites could be accessed. She noted, too, that many agency policies have more detail. Depending on the level of detail that results, agency policies could be hyper-

linked to state policies. She also informed the Board that language regarding copyright laws has now been included.

- J. Levesque pointed out that the contents of the Internet policy were the same as those for the e-mail policy. S. Johnson will make the necessary corrections to the Internet policy and will provide a URL to members for viewing the corrected version on the Web site.
- D. Wolfe asked that the Board be very careful to not use policies as a substitute for good management. As for limiting personal use, he suggested that the time frame be one that the manager feels comfortable with, as long as it does not infringe on productivity.
- M. Treat felt that not allowing software to be installed might prove limiting for consultants, for example, they may need to use certain tools for their work. There needs to be a procedure to allow for authorization when warranted.
- D. Wolfe raised the issue of one person accessing another person's e-mail. T. Collins felt this could be handled by the user giving permission to access his/her e-mail by proxy.
- Ed Giroux cited the need for a policy that would allow a manager to access an employee's computer hard drive or e-mail only when an employee is suspected of policy noncompliance. D. Wolfe added that if such a search is done, the person involved should be informed within 48 hours after the incident has occurred. S. Johnson will meet with T. Collins to discuss the appropriate procedures that should be implemented.
- C. Wessells suggested a separate policy for system administrators; this is an area that needs clarification. URI has a policy that addresses authorization specifically for system administrators and will provide a copy to S. Johnson. She will then draft a separate policy and circulate it for Board review. D. Wolfe explained that access was not the problem, disclosure is the issue. J. Cozine felt that system administrators have an obligation to report noncompliance and stressed the need for clarification in this area.

**Portal Review Committee (PRC) Report**—J. Gammon distributed and briefly reviewed the General Manager's Report. Following that review, she distributed and presented a brief overview of the Scope Document entitled "RIDE Teacher Certification ePayment Solution." At the May meeting, T. Collins, using his interim authority, approved this application. At this time, Board approval was requested.

- E. Giroux asked about future plans for this application to allow for the acceptance of checks. J. Gammon would welcome this discussion but did point out that severe ramifications could result if proper precautions were not taken in this regard. The discussion on this type of application would need to focus on the end user.

T. Collins moved to:

*Approve the RIDE Teacher Certification ePayment Solution Application.*

M. Hogan seconded the motion, and it passed unanimously.

T. Viall distributed and reviewed the Scope Document entitled "RI Quarterly Tax and Wage Report Filing." At its April meeting, T. Collins, using his interim authority, approved this application and was now requesting Board approval.

E. Alexander moved to:

*Approve the RI Quarterly Tax and Wage Report Filing Application.*

J. Willis seconded the motion, and it passed by unanimous consent.

**Fiscal Fitness Program IT Activities**—M. Treat reported that within the Project Management Office, the focus is on deliverables. This deliverables based project management approach includes a breakdown structure for all projects with a project approval process much different than past practices. Tools and training are being provided to learn how to manage projects with respect to the deliverables produced. At a future Board meeting the deliverables model that the State is moving towards will be demonstrated. T. Collins reported that there was a positive response from the user community with respect to the training being provided. He commended M. Treat for his work on this effort.

- D. Wolfe asked if this approach to project planning was being applied to just IT projects or all projects. M. Treat explained that this approach was also being applied to Fiscal Fitness projects, some of which are IT initiatives.

T. Collins reported on the following items:

- Work is moving forward with respect to relocating the Johnston Computer Center. A second engineer is evaluating the Varley Building at the Pastore complex as a possible site for the data center. There has been a shift in the project, he explained. This was to have been funded out of a “Certificate of Participation” fund, which is a debt instrument that would not need voter approval. The Legislature moved this capital project out of this category. The result is that funding for this project will now be part of a bond referendum that will require voter approval. He noted that this was a change in direction from a past study done two years ago that recommended upgrading the Johnston site. The decision to relocate was based on the following: (1) the site is in a poor location; (2) it would take substantial funding to ready the existing building for the intended purpose; and (3) the land has a high commercial value—monies received from the sale of this land could defray the cost of readying the new site.
- He attended a meeting recently at the Department of Health regarding the Health Insurance Portability and Accountability Act (HIPAA) regulations. This is a major effort, since the burden is on the State to ensure that any system containing information relating to an insurance claim with medical information will need to be protected—physically (i.e., access to the building would need to be secured) and electronically. Several state agencies will be affected, including the Departments of Corrections and Labor and Training. Forty-one separate security requirements have been identified that must be addressed, and many computer systems could be impacted as a result. Resolution of these issues must be accomplished by April 15, 2005. Brian Barrett (DOH) will head this effort. Progress reports on this matter will be presented at future meetings.

**Communications Working Group (CWG) Report**—T. Collins reported that: (1) Work has been initiated to have a consultant draft an RFP to solicit a vendor to prepare a ten-year communications plan for the State. The Station fire highlighted the need for better communications capabilities in the State, and this plan will serve as a road map in terms of meeting major voice, data, video and radio communication needs. (2) The State has awarded a contract to Sunguard to prepare a disaster preparedness plan for the Johnston Computer Center. This plan will transcend the location of the site. The Technology Initiative Fund granted the State money to begin work on this project. This will not be a full business continuity plan and does not approach other critical activities in the state that need the same type of protection. Other critical areas that need protection will be identified, and work to prepare plans will occur in the next six months.

**Old Business**—None

**New Business**—C. Wessells asked about the particulars of the new contract between the State and Verizon. T. Collins reported that the State reopened its contract with Verizon early with a desire to achieve savings in all communications costs, including voice and data networks. The State succeeded

in reducing costs by about 10 percent. This is significant given the \$6.5 million expenditure level. Significant savings were realized in the Centrex system, as well as in data communications. The new contract became effective on July 1. The contract has been extended for three years beyond the State's four-year agreement with the newly negotiated rates. There will be an opportunity to revise those rates in future years. The State also has a one- or two-year extension option. C. Wessells noted that URI plans to pilot a voice-over-data project that will cut over twenty-one thousand lines. T. Collins assured him that the contract has enough flexibility to accommodate this project, then cited several parameters of the contract.

**Next Meeting**—Thursday, August 19, 2004, at 3 p.m. in Conference Room “C” (2d floor) of the Department of Administration Building.

**Adjournment**—T. Mullaney moved to:

*Adjourn the meeting.*

C. Wessells seconded the motion, and it passed unanimously. T. Collins adjourned the meeting at 4:30 p.m.