

**Douglas Omaha Technology Commission
Board of Directors Meeting Minutes
June 25, 2009, 3:30 p.m. Jesse Lowe Conference Center**

Boyle updated the Board on the security scan results in April showing 570 vulnerabilities, down from over 1,000 on the last scan. The critical vulnerabilities shown do not touch personal data. Boyle's team is currently putting together an ongoing improvement process so that staff can put plans in place to eliminate vulnerabilities.

An internal server audit was conducted and presented Boyle's team with opportunities to work on. Currently there are no processes in place for managing the servers, which will change. DOT.Comm put together checklists so audit of the servers can be performed. Boyle reported that his team is dedicated to fixing the issues. Borgeson pointed out that even though there are big issues, progress is being made and problems are being identified so they can be resolved. Boyle has people who would be able to set processes. Bilek requested that Boyle share with the Board when he has recommendations regarding service security and dependability policies and procedures.

Boyle reported the Outage summary showing 22 outages. The Outage report will now show the outages broken down into categories according to cause and if there is a solution. Svevad is working with her team to see how we can better categorize the issues and start becoming proactive in fixing them.

Resolutions

Dress Code Policy

Boyle summarizes the intent of the Dress Code Policy changes. In order to create a more professional image, DOT.Comm would like to eliminate the wearing of headwear with the exception of religious and medical reasons. Also, clarifying that "jeans" includes black jeans. The new policy was posted on Poogi for any comments from employees, there were none.

(Motioned by Borgeson, Seconded by Privetera, Motion passed unanimously.) (36:00)

New Business

Dr. Costis Toregas introduced himself and gave a preview of his recommendations to the City and County in July.

Toregas commented that he has heard and seen very positive actions taken by Duffy Boyle and his team and commented on the following four areas:

1. Focus Statement of the major benefits of DOT.Comm - Four major principles for the Interlocal Agreement if it is rewritten
2. Board of Directors Roles and Relationships
3. User Group Roles and Relationships
4. Accountability

Toregas recommendations

DOT.Comm is cheaper to the City and County combined than it would be separately. Instruments, documents and budgets should reflect this.

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Responsibility of the Board members, both members of government and citizen members, are to make arguments on behalf of DOT.Comm. Each member has to report and give feedback to the City and County.

Priorities of DOT.Comm projects should be taken outside of DOT.Comm to the User Group.

The User Group should come to the meeting with their problems, concerns and ability to set the priorities. SLA's are developed by the User Group, approved by the City and County and monitored by DOT.Comm. DOT.Comm reports SLA's to the User Group quarterly and the Board will have the ability to reward or censure DOT.Comm staff according to performance. Review of reward and censure procedures was suggested.

Funding and managing at infrastructure level, spread to everyone; and program level, spread to only those who use the programs.

Accountability – a quarterly audit by DOT.Comm be done to review security SLA adherence. SLA's are tied to the amount of funding available.

Toregas recommended that there needs to be a CEO and then the CEO would decide if they need a CIO.

Strategic plan is needed to be done quickly.

DOT.Comm should attend City and County cabinet meetings.

Young commented that we are not doing any justice to our customers by using antiquated equipment.

Vision: Organize the uneven landscape of IT delivery. The hope is to connect all islands of infrastructure and create a single platform, such as a single email system. Push for citizen centric strategies will satisfy the citizen, as well as improve the efficiencies of operations.

Governance: Improve the connection between DOT.Comm Board Members, the User Group, priority settings, SLA reviews.

Mark Conrey, Chair of the User Group, reported to the Board the results of the User Committee meeting. The User Group, even though frustrated, was in agreement to endorse Dr. Toregas' concept. Conrey stated there was an oversight when outages were discussed and there needs to be accountability.

Toregas discussed more on accountability and it needs to be thought through with legal.

Young stated that the review of the Interlocal Agreement is very important and to be specific. Bilek commented that everyone is concerned about security and if DOT.Comm has protocol and standards for security and communicated to everyone, they can adhere to them. Boyle informed that they are currently setting standards.

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Financial: Detailed time sheets DOT.Comm compiles are allocated to infrastructure and programs. Specific definitions of the two types of charges are important. DOT.Comm needs to be the preferred vendor. Long term support is necessary, not just through operational funding.

Management: The strategies Toregas recommends for SLAs would be to take a small number of critical functions and create SLAs for those, set benchmarks, do reporting and then expand. There are benefits of DOT.Comm outsourcing projects. Borgeson commented that people of the City and County look elsewhere for things because they don't want to wait for DOT.Comm. Toregas quoted the Interlocal Agreement stating that DOT.Comm is to be the exclusive provider of the City and County. Is it realistic? The infrastructure needs to be expanded and shared before cost savings are realized.

Dr. Toregas concluded his presentation, advised that his final report will be submitted to the City and County in July.

Privetera commented that Dr. Toregas' recommendations need to be approved as a whole, not in part, for it to work.

Borgeson suggested the Board submit a resolution or a motion to accept Dr. Toregas' plan to submit to the City and County.

(Moted by Kroon, Seconded by Privetera, Motion passed unanimously.)

Boyle summarized key points for the Board. A sample billing for two departments and feedback was favorable. Borgeson commented on getting a group from the User Group to set priorities. Kroon mentioned that the Technical Council will focus on standards/policies and technical expertise, where the User Group can provide input on how things are done. Conrey commented that if there is a conflict, User Group would like Board to step in for guidance. Kroon stated on beginning with bringing the enterprise together as one platform. Young commented to everyone to exercise caution on how we move forward.

Young asked the public if there are any questions before going into Executive Session. There were none.

Young introduced Steve Hutchinson, the new Director of Infrastructure of DOT.Comm and welcomed him.

The next meeting is scheduled for July 30, 2009.

Motion to move to Executive Session for the purpose of discussing personnel and legal issues in conformance with Nebraska Rev. Stat. 84-1410(d) at 4:15 pm.

(Moted by Kroon, Seconded by Bilek, Motion passed unanimously.)

Reconvened and adjourned at 5:30pm.

(Moted by Bilek, Seconded by Kroon, Motion passed unanimously.)