

IT STEERING COMMITTEE MEETING MINUTES

Thursday, April 19, 2012
9:00 a.m.
160 N. Main, 8th Floor
(Mayor's office - large conference room)

The meeting was called to order at 9:00 a.m.

The following members were in attendance: Debra Gates, Kevin Key, Donna Russell, John Halbert, Dini Malone, Patrick Lafferty, Harvey Kennedy, Joy Touliatos, Joe Reves, William Stovall, Herman Boyd, and Chuck Fox

A motion was made to approve the minutes from the last meeting - all approved.

Patrick Lafferty announced the end of Rick Pride's contract with the County and John Halbert has offered to provide the same services. It was agreed by all that Rick Pride had provided a much needed service and was invaluable to the group.

The following sub-committees offered reports:

IT Governance Sub-Committee - (John Halbert, Reporting) The subcommittee met and made changes to the existing Bylaws and Procedures for IT Governance. The changes were presented and the result is they restructured the format and put the document in Bylaw format. There were no changes to the spirit of Articles 1, 2, 3, 5. Added Article 4, Executives and Sub-Committee Chairs. Article 6 was changed to include a Nominating Sub-Committee and GIS Sub-Committee. Also a discussion involved a Project Review Sub-Committee. The Project Review Sub-Committee would review IT oriented O & M expenses of \$100,000 or more, both Capital Improvement Projects (CIP) and any other project that must be submitted to the Shelby County Commission. There was extensive discussion on the intent of "No Sub-Committee member shall have a request for a CIP to be reviewed". The discussion included a proposal of a committee member being allowed to be on the Committee but not able to vote on their office's Project. After much discussion, the proposed language of "No Sub-Committee member shall have a request for a CIP to be reviewed" was approved on a three (3) to two (2) vote. Article 7 was added to allow amendments to the guidelines.

A motion was made to approve the Bylaws and Procedures for IT Governance as revised - all approved.

SLA Sub-Committee - (John Halbert, Reporting) The subcommittee (Linda Peppers, Kevin Key, Debra Gates, and John Halbert) met and made changes.

They presented the Annual Internal Service Level Agreement (SLA). John Halbert recognized Rick Pride's contribution in redeveloping the SLA prior to the completion of his contract. Some of the key concepts were annual meeting between IT and the various users, the addition of an Appendix B, Customer Duty and Responsibilities, On Campus (geographically closer with a resulting quicker response time) vs. Off Campus (geographically further away with a resulting slower response time), and response time in the document refers to resolution time for the problem. Also reviewed was the Appendix A, IT Services and Service Levels. This Appendix A has two areas to focus - right side equals priority and left side equals User need. Also communication was essential to responding and resolving IT problems. The Users are going to have a supervisor/coordinator to review the problem and be the point of contact for IT. If there are problems, IT will have to communicate with the User supervisor/coordinator to make sure the problem is fixed or why it is not or when it will be fixed. Also John Halbert introduced a graph, IT Services Used, which reflects the IT Services used by the Administration and the various elected officials. The graph also reflects the types of IT services used (Desktop Support, Infrastructure, Systems Operation, etc). This will serve as a baseline in our on-going consolidation. John Halbert also recommended a minimal goal of 20 for the IT Services used.

A motion was made to approve the Annual Internal Service Level Agreement (SLA) - all approved.

IT Partnership Sub-Committee (Kevin Key, Reporting). The subcommittee created a panel - Technical Advisory Panel. This Technical Advisory Panel (TAP) will be comprised of working IT employees from the various elected and county offices to meet to exchange ideas, set County standards, and to assist each other. The TAP has only met recently and another meeting has been scheduled for May. John Halbert thought this would be a good user group to evaluate technical Request for Proposal (RFP) in the future.

PCI Compliance Sub-Committee (Debra Gates, Reporting). The subcommittee has met and set a goal to be in compliance by June, 2013. This subcommittee will also be meeting with the small users of credit card transactions to communicate with them the expected changes.

iCJIS - No changes in the plan to complete a Request for Proposal (RFP) by July/August, and select a vendor by December, 2012.

New Business:

Patrick Lafferty spoke of the County web-site devoted to the IT Steering Committee. The web-site is on Shelby County web-site and is found under Boards and Commissions.

Kevin Key recommended Rick Pride be considered for future Board involvement for when there is a 'citizen' vacancy on the IT Steering Committee.

Patrick Lafferty spoke of composing a written report with the assistance of Joy Touliatos. He expects this to be completed by end of April and will then send the written report to the County Commission Office.

The meeting schedule will be on an every other month basis until next fiscal year. The next meetings were set for June 21 at 9:00am.