

Minutes
Technical Advisory Group (TAG)
Bienville Building, Room 173
November 19, 2009

Call to Order

Meeting was called to order by chairperson, Chrissie Weatherford at 1:30 p.m.

Attendees

Members (16)

Dawson Andrews	Juvenile Justice – Youth Services
Douglas Bryant	Culture Recreation and Tourism (CRT)
Terry Clair	Corrections
Gordon DeRouen	Transportation & Development (DOTD)
David Dousay	Wildlife & Fisheries (WLF)
Shannon Duplessis	Civil Service
Dave Elder	Education
Mark Gilbert	House of Representatives
Richard Howze	Social Services (DSS)
Kris Hutchinson	Agriculture & Forestry (LDAF)
Raj Jindal	Workforce Commission (LWC)
Greg Montagnino	Revenue
Lance Neal	Board of Regents
John Ragsdale	Health & Hospitals (DHH)
Jeya Selvaratnam	Public Safety (DPS)
Chrissie Weatherford	Secretary of State (SOS)

Visitors (5)

Allen Doescher (DOA/OIT)	Barbara Oliver (DOA/OIT)
Joseph “Bud” Lanier (DOA/OIT)	Felecia Sonnier (DOA/State Purchasing)
Joseph Livingston (DOA/OIT)	

Chrissie Weatherford welcomed members and did brief introductions. She then discussed the purpose, expectations and role of TAG committee. This meeting will focus on agencies wants/needs for changes concerning enterprise agreements/contracts. Agencies need to understand and participate in the process. In order to effectively focus and prioritize agency IT issues, the TAG committee should form smaller task oriented focus committees to develop suggestions and assist with enterprise contracts and procedures for procurement.

The Office of Information Technology (OIT) had been invited to the meeting to provide more information on plans for enterprise agreements. Ms. Weatherford introduced Allen Doescher, Deputy CIO for OIT.

Allen Doescher introduced visitors from OIT and State Purchasing, at the meeting to talk about procurement, one of the key priorities of CIO Edward Driesse. Bud Lanier has been assigned as the OIT lead for the procurement initiative. Joe Livingston will work full time on procurement. In addition to assisting Bud with research, he will represent OIT at PST. Joe will also assist State Purchasing to analyze contracts and contract usage reports, and will continue to assist OTM with radio contracts.

Dr. Doescher noted that OIT is developing a plan of action to proceed with IT procurement as a strategic initiative. OIT is researching the usage and spend of various contracts, including WSCA and brand name contracts. OIT is also looking at procurement legislation (potential changes to statutes) and the overall procurement process. OIT is working with Denise Lea, State Purchasing, and Sandra Gillen, Contractual Review. Both are committed, not just to saving dollars, but to doing business better. The DOA wants to develop a process that leverages the volume purchasing power of the state. We will use the term "enterprise contracts" for such contracts that have been competitively bid and will allow agencies to more quickly procure goods and services, and get significant cost savings.

OIT welcomes TAG participation. We want to focus on improving benefits of state agencies who rely on these procurement processes to do business. We want to see participation from TAG as we look at networking and other enterprise contracts.

Based on OIT's research, we are going to begin work on the list of items on your agenda: workstations, networking equipment, printers, servers, storage, software and two-way radios (which we are proceeding with because of public safety and the needs of others.) We want teams for each of these with the goal to establish enterprise contracts.

We may have to deal with each one of these agenda items a little differently. For example, workstation pricing changes quickly, while networking equipment does not.

Software may be a challenge because we really don't know what the state is spending right now or all of the products that are out there. Before we can start putting enterprise contracts into place, we're going to have to inventory each agency and figure out what they have and how much they are spending for the initial purchase and ongoing maintenance. Everybody keeps asking what can be done to improve software procurement acquisitions. I see a two phase process. Phase I to understand where we are and Phase II to develop a strategy for how we go about procurement.

The commissioner has spoken of combining the Office of State Purchasing and Contractual Review. State Purchasing, OCR, and OIT are working together to perform the necessary research and develop recommendations.

We have seen the need for consulting services in combination with equipment and software, particularly for very large projects. The current statutes result splitting such solution-based initiative's procurements between State Purchasing and OCR. It would be nice if DOA could review all components as one initiative. We are researching that.

In summary, OIT is working on a variety of areas pertaining to IT procurement and we are looking for the TAG (or people from your staff who have expertise in any of these areas) to provide assistance. We will need workers, in addition to a chairperson/liaison.

Dr. Doescher asked if there were any questions.

Questions:

Terry Clair – On these enterprise contracts, will there be one vendor per category?

Allen Doescher – That will vary depending on the number of manufacturers and the number of resellers for a given manufacturer. We want to assure competition and prevent getting locked in with one vendor and losing our leverage. In fact, I think the network contract we are currently structuring with State Purchasing is a three-by-two (three manufacturers and two suppliers per each manufacture).

John Ragsdale – Any thoughts on consulting services streamlining?

Allen Doescher – We were dealing with consulting services through CSSA but that was terminated for several reasons. We haven't figured out how to do that yet. There are some issues and we're open to ideas. The problem is it covered so much ground. Barbara Oliver will serve as your contact. Channel ideas to her through Chrissie Weatherford.

Doug Bryant – Have we looked at Gartner and at other states as to what they are doing for purchasing?

Allen Doescher – I believe State Purchasing is working actively with other states and has a pretty good feel for what has been successful, not successful and what contacts are in place. Denise Lea has spent a lot of time looking at WSCA, which is a multi-state initiative. After looking at how WSCA had been used, we modified the contracts to include some constraints and to clarify the scope. For example, some WSCA contracts were being used for consulting services, and that isn't what they were intended for, nor did the contract allow for that. OIT has a Gartner subscription which we use for research.

John Ragsdale – When do you think some of these changes will take place?

Allen Doescher – (Verification from Bud, Felicia) We are working with the legislature, December.

Terry Clair – Is there adequate staff and expertise to handle this technology?

Allen Doescher – State Purchasing and OIT will be working together. State Purchasing has agreed that they will take responsibility for the terms and conditions and structure of RFP's. OIT will deal with specifications and scope.

Chrissie Weatherford commented that as an IT director you may not necessarily know what all the policies and procedures are and it's very difficult when you're trying to structure some of the larger RFP's. When she worked at the Division, Debbie Rogers wrote an OIS procurement manual and an OIS contract manual. Chrissie has been away from the Division for five years but recently used her manuals for an eight million dollar RFP that is going through. It would be very helpful for other people if TAG could get together and update a manual and publish it. Some people honestly don't know the steps.

Allen Doescher stated that Edward Driesse has also committed himself to establishing a Project Management Office. Neal Underwood (who is not at the meeting today) has been given this assignment. OIT recognizes that many agencies do struggle with RFP's. Neal is working with DSS now and will be working with other departments, particularly for some of the larger contracts. We want to be able to define terms that need to be in key enterprise contracts. We want to have proper oversight, awareness and visibility so that if an issue does surface, the right people in the agency or elsewhere can get

engaged. Neal will be look at IT-10's for large contracts and will focus on consulting services, system delivery and agency tracking.

Chrissie Weatherford – Can you talk to us briefly about network consolidation and network equipment? It kind of goes hand in hand.

Allen Doescher - We need to look at this from a state perspective. For networking, it's how do we put in place an enterprise network. How do we look at facilities that the state has invested in and best utilize them? This is being looked at by the legislature, the commissioner and others, in terms of how we can do things more efficiently and effectively. We're also hearing the private sector say it doesn't make sense to have too much duplication. We don't want agencies to go in several different directions and then in three years say we're ready to start consolidating. We all need a plan in place now so that in three years we all have compatible equipment. Then we can consolidate easily, rather than throw things away to consolidate. And, it's not just about consolidation, it's also shared services. The three areas we're actively working on right now are networking, data center and e-mail as shared services. We welcome the participation of anyone who wants to volunteer and work with us.

Chrissie Weatherford asked if there were any other questions. She offered a motion that workgroups/committees be formed as focus groups to work on enterprise agreements. Motion seconded by Shannon Duplessis. TAG members were asked to volunteer to serve on a committee or assign a knowledgeable person from their department to work with the committee.

Enterprise Agreement Committees:

Workstations

Jeya Selvaratnam, Chairperson - Public Safety (Jeya.Selvaratnam@dps.la.gov)
Culture Recreation & Tourism
Health and Hospitals
Social Services
Wildlife & Fisheries
Workforce Commission

Storage

Kris Hutchinson, Chairperson - Agriculture & Forestry (khutchinson@daf.state.la.us)
George Tanner, Secretary of State
Public Safety
Wildlife & Fisheries

Servers

Mark Gilbert, House of Representatives - Chairperson (gilbertm@legis.state.la.us)
Scott Mayers, Secretary of State
Health and Hospitals
Social Services

Printers

Shannon Duplessis, Chairperson - Civil Service (Shannon.Duplessis@la.gov)
Drew Lukinovich, Secretary of State
Public Safety

Software

Terry Clair, Chairperson - Corrections (tclair@corrections.state.la.us)
Gordon DeRouen, Transportation & Development
Mark Gilbert, House of Representatives
Chrissie Weatherford, Secretary of State
Culture Recreation & Tourism
Health and Hospitals
Juvenile Justice – Youth Services
Public Safety
Revenue
Workforce Commission

Ms. Weatherford opened the floor to other topics and/or issues. There was an open discussion about network consolidation and virtualization, outsourcing, service level agreements, statewide e-mail, OTM, spend analysis, cost savings, and shared services. It was agreed by the group that another committee should be formed to identify network issues and/or concerns within the individual agencies. These issues and/or concerns would be addressed by the collective body and then could be presented to the CIO.

Network Concerns

Jeya Selvaratnam, Public Safety - Chairperson (Jeya.Selvaratnam@dps.la.gov)
Health and Hospitals
Revenue
Social Services
Transportation & Development
Wildlife & Fisheries

Ms. Weatherford would confirm with Barbara Oliver of OIT that the TAG listserv was set-up for interactive committee use. Any messages of interest to the TAG committee should be e-mailed to Oit-tag@listserv.doa.la.gov.

The next meeting is scheduled for January 14, 2010 from 1:30 to 3:00 p.m. Doug Bryant, Department of Culture, Recreation and Tourism will host.

Meeting adjourned.

CW/vll