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STATE OF NEVADA  
INFORMATION TECHNOLOGY ADVISORY BOARD  
PUBLIC MEETING

Monday, August 12, 2019

CONTINE: Good afternoon from Carson City. This is the time and place for the Information Technology Advisory Board meeting. I'm Deonne Contine. I'm the new Director of the Nevada Department of Administration, and we don't have a Chairperson at this moment, so I'm going to open the meeting and hopefully once we get to the Agenda item to elect the Chair, then the Chair could take over running the meeting.

So, it's 1:00 p.m. We're at the Legislative Council Bureau at 41 South Carson Street in Room 2134, in Carson City, and we're video-conferenced to Grant Sawyer at 555 East Washington, Room 4401 in Las Vegas. The first Agenda item is call to order and roll call.

SPEAKER: Senator Denis?

DENIS: Here.

SPEAKER: Assemblyman Hambrick. Director Contine?

CONTINE: Here.

SPEAKER: Director Whitley?

WHITLEY: Here.

SPEAKER: Ms. McGee?

MCGEE: Here. Here. Here.

1 SPEAKER: Mr. Betts?

2 BETTS: Here.

3 SPEAKER: Mr. Marcella?

4 MARCELLA: Here.

5 SPEAKER: Ms. Srinivas?

6 SRINIVAS: Here.

7 SPEAKER: Director, we have quorum.

8 CONTINE: Great. Thank you. So, we'll move on to  
9 Agenda Item No. 2, Public Comments. Is there any public comment  
10 in Las Vegas?

11 SPEAKER: Nobody is coming forward.

12 CONTINE: Thank you. Is there any public comment in  
13 Carson City? Okay. No one is coming forward here either. On to  
14 Agenda Item No. 3, Approval of the Minutes for Possible Action.  
15 I won't vote on this matter because I wasn't on this Board for  
16 that meeting, but is there any comments or changes or questions  
17 about the minutes?

18 MCGEE: For the record, Sherry McGee. I just have  
19 one comment about the minutes, and that is when we ask for  
20 follow-up, if we could please get some of that follow-up. It  
21 just helps me make better decisions and recommendations when we  
22 have some of those follow-ups. That's all I ask on this as we  
23 move forward. And with that, if I can motion to accept the  
24 minutes.

25 CONTINE: Is there a second?

1 BETTS: This is Craig Betts. I second.

2 CONTINE: Okay. I have a motion and a second. Is  
3 there any discussion? Okay. All those in favor, please signify  
4 by saying, aye. [ayes around] Any opposed, nay. Okay. The  
5 motion carries unanimously. Okay. The Item No. 4 is the  
6 Election of ITAB Chair and Co-chair. So, we'll take the Chair  
7 first. Is there anybody that would like to make a nomination for  
8 someone to serve as Chair? Including nominating yourself if you  
9 so desire. Is anybody in Las Vegas interested?

10 We have a few people up here that are going to be off the  
11 Board, and/or retiring, and we have a couple of vacant positions  
12 right now. So, there's no one essentially in the north to serve  
13 as Chair. Is there any interest, Senator Denis, anybody down  
14 there?

15 DENIS: We don't have anybody rushing forward.

16 CONTINE: So, I did talk to the Board Council before  
17 we sat down, because we have some people that need to be  
18 appointed and some other people that may either be reappointed or  
19 somebody else may be appointed in their position, we could put it  
20 off until the next meeting, but it will still be at the next  
21 meeting that we'll need somebody. So, I don't--is there anybody  
22 that has any thoughts? Or is there anybody that wants to step  
23 forward, or--

24 DENIS: This is Senator Denis out in Las Vegas.  
25 That actually sounds like a good idea to maybe wait until next

1 time. We're still not going to have the appointments by then,  
2 are we?

3 CONTINE: Well, I think-

4 DENIS: [inaudible]

5 CONTINE: I know Director Swallow is in the room  
6 here, but she hasn't gotten the paperwork yet from the Governor's  
7 Office. So, I think she'll be on in time for our next meeting.  
8 And then we also have another private sector person who's coming  
9 on—who may come on before that meeting, and hopefully, Ms. McGee  
10 will be reappointed. She's up in September, so—that's kind of  
11 where we are in terms of the people on the committee—or on the  
12 Board. So, there's some unknowns at this point.

13 DENIS: Well, it seems to me that since we don't  
14 have anybody clearly stepping forward, maybe people just want to—  
15 maybe some people need to know what it entails, and by putting it  
16 off until next time, maybe we can get somebody that will be  
17 willing to step up and do it.

18 CONTINE: Okay. Mr. Manachoochi, [phonetic] is that  
19 fine to do?

20 MANACHOOCHI: That would be fine. It should probably  
21 have a motion to that effect, and we will need some temporary  
22 Chair for the purposes of continuing this meeting.

23 DENIS: Senator Denis. I'm willing to make that  
24 motion that we move forward with the temporary Chair and put off  
25 doing the actual election of Chair and Vice Chair until our next

1 meeting. I mean, I would be okay. I don't know who—I mean, can  
2 we appoint you as the temporary Chair?

3 CONTINE: Oh, sure.

4 DENIS: I guess that would be—

5 CONTINE: Yeah. I think—I think so.

6 DENIS: Okay. So, that would be my—yeah. That  
7 would be my motion then.

8 CONTINE: Okay. So, there is a motion to continue  
9 Agenda Item No. 4 to the next meeting, and to appoint Deonne  
10 Contine, myself, to chair this meeting only. Is there a second?

11 WHITLEY: This is Richard Whitley. I second.

12 CONTINE: Okay. I have a motion and a second. Is  
13 there any other discussion? Okay. All those in favor please  
14 signify by saying, aye. [ayes around] Any opposed, nay. Okay.  
15 Motion carries unanimously. Next item is Item No. 5, Comments by  
16 the Chair. I have a time to make comments under Item No. 7, so I  
17 don't have any other comments. So, Item No. 6, Introductions and  
18 Welcome New Members. Am I the only new member? Okay. So,  
19 that's—there aren't any new members other than myself.

20 So, I'm moving on to Item No. 7. Just to give a little bit  
21 of an update from the legislative session, and I think Michael  
22 Dietrich is going to talk about AB33, which was a bill to change  
23 the composition of this body, that didn't pass the legislature.  
24 But one important item with respect to this Board is that,  
25 Michael Dietrich's position as the CIO, he filled that position

1 through the Deputy Director of the Department of Administration.  
2 So, in this legislative session, the State CIO was created as a  
3 separate position in the pay bill.

4       So, now the State officially has a State CIO as a position,  
5 and that will free up the Deputy Director position in the  
6 Department of Administration for the Deputy. So, that was one  
7 outcome of the session that actually happened when I came—at my  
8 request when I came in February and realized that we did not have  
9 a Deputy and that the CIO was stuck in this weird place and  
10 structure. So, that's all I really have to talk about with  
11 respect to the Department, and so I will—if there's no questions  
12 about that or any discussion about that, I'll move on to Item No.  
13 8, which is the CIO Strategy Update, Key EITS Initiatives, and  
14 this is for discussion and the STATE CIO, Michael Dietrich.

15       DIETRICH:           Thank you very much. Good afternoon,  
16 Director Contine, members of the Board. I am Michael Dietrich,  
17 the State Chief Information Officer, and I'd like to take some  
18 time to give you an overview of some key initiatives, and also  
19 the status, if you will, of the State IT Strategy document. You  
20 should have—actually, before I get started, I just wanted to  
21 thank everyone for joining us, and thank you, Director Contine,  
22 for helping guide the meeting and pull everything together.  
23 Really appreciate it.

24       We had a little bit of a lull through session, and—as I'll  
25 speak about in one of the agenda items a little bit later on. In

1 the meeting, we have some very clear objectives that we'd like to  
2 see achieved through this Board. So, I very much appreciate  
3 everyone's attendance. With that, we'll go ahead and jump in.

4 So, you have two documents, either electronically or in  
5 your document packet. One of them is familiar to some. It's a  
6 two-sided document with my photo on the front. That's the State  
7 IT Strategy, which is currently in version 1.1. I think the last  
8 time this body met, we were in draft version 1.0, and there have  
9 been quite a few changes to this document. The second document,  
10 which I'll reference as well, is just the back page of the  
11 strategy, and you can identify this because it has some orange  
12 highlights over some of the key actionaries that I would like to  
13 speak about.

14 So, the evolution of the strategy, we had—in the actions  
15 and outcomes section of the document in version 1.0. There were  
16 several things that were asterisked, and those indicated  
17 initiatives that were contingent upon funding in the legislative  
18 session. And so now that we've exited session, we have a very  
19 clear beat on what it is we can accomplish. And so, some of  
20 those things were either taken off and will be shelved and  
21 addressed in the next session, or they've been modified because  
22 they were critical things that we wanted to achieve, and we had  
23 to reduce the scope so that we could still make some progress on  
24 them despite not being able to fund the entire initiative. So,

25

1 I'll just go through those. Again, it's on the back of the one-  
2 page document and they're highlighted in orange.

3 First of all, under information security, we are  
4 implementing a GRC, or Governance Risk and Compliance framework,  
5 and we are currently in the process of procuring a tool that is  
6 the physical framework itself that we will use to collect the GRC  
7 data. And this is something that was both requested in statute  
8 and—Bob, remind me of the bill?

9 DEHNHARDT: SB302

10 DIETRICH: Thank you. SB302, which specified some  
11 additional requirements and control around the security of  
12 information, and the collection of the data that's supported our  
13 protection of that information. And it's this GRC framework,  
14 which our State Chief Information Security Officer, Mr. Bob.  
15 Dehnhardt, will go into detail about. And I'll pause for  
16 questions after any one of these if anyone would like any—ask  
17 questions or request clarification.

18 So, the second is under architecture and solutions. We  
19 have this process by which technology investments formally were  
20 requested, it was called, the TIR. Some of you might of heard  
21 the term, TIR, T-I-R, which was Technology Investment Request.  
22 That has been modified. That was modified, I'm going to say a  
23 couple years ago, to become the Technology Investment  
24 Notification. But regardless of what it's called, it's a process  
25 by which Enterprise IT services is notified of a technology



1 investment, and I always ask why? Why do we do these things?  
2 Why are we requesting people fill out a body of paperwork and  
3 provide a substantial amount of information about a technology  
4 project when in some cases Enterprise IT might not even have  
5 direct involvement in that project, because as we know, there are  
6 IT shops in the agencies that handle a lot of these things. But  
7 it is a critical piece of information for us, and there's a  
8 couple of things that we want to achieve out of this that we  
9 perhaps didn't achieve to the level that we should have in the  
10 past.

11 We want to make sure that if there are any dependencies or  
12 anything that EITS needs to provide, we're able to provide it and  
13 we know well enough in advance to change capabilities or modify  
14 the way that we provide a service to an organization to support  
15 this. It doesn't mean that we always can, and that's another  
16 thing that we want to know. If there's something that's outside  
17 of our scope or outside of our capabilities, we don't want there  
18 to be the assumption that we can provide that support or these  
19 services. So, that's a very important part of the technology  
20 investment notification.

21 It also gives us the opportunity to have the conversation  
22 with agencies about opportunities for sharing. So, if we're  
23 seeing TINs [phonetic] and this is—especially a parent in this  
24 era of cloud-computing. We will see TINs come in with similar  
25 cloud-computing asks for example, and we want to be sure that if

1 there is an opportunity for sharing a single solution, reducing  
2 sprawl, or even realizing economy is a scale through volume  
3 purchasing, that we're able to do that. Questions, comments?

4 Tied to that is the establishment of an Enterprise  
5 architecture team. And in the last meeting, you were introduced  
6 to Mr. David Axtell who is our Chief Enterprise Architect and is  
7 helping with his effort. We recently hired Mr. Tim Galosey,  
8 [phonetic] who I believe is in the audience, who will be on  
9 David's team as well helping with that effort and reviewing—the  
10 primary function of this group is to review the TINS, as well as  
11 to overlay new asks and our aspirations for the technology in  
12 Nevada over the existing capabilities. To make sure that we're  
13 staying on the right track and we're doing things that are  
14 feasible and within our capabilities, but also thinking toward  
15 the future as much as we possibly can. Okay.

16 Moving on to the third and, quite possibly one of the most  
17 important initiatives that we're working on, under Eco System  
18 Platforms and Support, you'll see a pretty large highlight which  
19 encompasses a lot of components of what we are doing to support  
20 the blind community, and to provide American's with Disabilities  
21 Act assistance in general. ADA assistance. This is a very large  
22 effort, and we will be going into detail in an upcoming agenda  
23 item in the meeting. But I do want to highlight that from the  
24 infrastructure perspective, it is a—there will be a new Content  
25 Management System, or CMS, and this is where all of our web—the

1 framework where all of our web information is presented. And  
2 I've got a lot of questions during session about, what is a CMS,  
3 and so, I took some time to actually refine the definition of it.  
4 It's really, if you think about it—if you've got a lot of artwork  
5 and you want to display it, you could just tack it on the wall  
6 and lean it up against the wall in a big pile, and, yes, everyone  
7 could see your artwork. But with a content management system,  
8 that's the curating of the gallery of that artwork.

9       So, that puts it into a nice frame. It puts it—makes sure  
10 that all the descriptions are consistent, all of the data that  
11 frames this demonstration of artwork is consistent. And that's  
12 really what the content management system does. Also, a critical  
13 component of it is the compliance with web content accessibility  
14 guidelines for accessibility as one example.

15       It is important to point out that the CMS, while most CMSs  
16 support accessibility, they don't do it for you. You still have  
17 to make sure the content you're posting is accessible. The web  
18 team, some representatives from the web team at ACIT will talk a  
19 lot more in detail about this. Questions? Okay.

20       So, moving right along to Communications and Engagement.  
21 One area of it is very near and dear to me, and this—the number  
22 one that's highlighted revolves around collaboration with  
23 agencies as they develop their IT plans. And this is actually in  
24 statute, that the Enterprise IT will collaborate with agencies on  
25 these plans, and we plan to really amplify this to start to

1 understand across the state, what is happening. Now, as I kind  
2 of caveated when we were talking about architecture and  
3 solutions, we can't deploy, we can't build everything. There are  
4 agency IT shops that handle a lot of this, but it is my belief  
5 and the belief of the Office of the CIO, that we should at least  
6 be sharing information and sharing awareness so that we are able  
7 to capitalize whenever possible on shared solutions and  
8 collaborations.

9       So, we're hoping to have good, meaningful discussions with  
10 agencies about what they're going to be doing with IT, even if  
11 they have their own substantial IT shops that will be providing  
12 quite a bit of internal services. How can EITS help? How do we  
13 interface with those agencies?

14       This is really more of a tactical item, but No. 4, which is  
15 Increasing Support Transparency, this is kind of flipping it the  
16 other way around. Enterprise IT Services has been established  
17 for quite some time and providing a pretty standard suite of  
18 services to our agency customers. What happens when you have  
19 somebody that's been established for a while and it's been  
20 running well, is more and more isolation can take place, and  
21 we're kind of seeing that with our support processes where we  
22 were—while a good job was being done, our support surveys  
23 continue to receive very high marks from our customers, there was  
24 developing a bit of lack of transparency of seeing exactly where  
25 something was at, because, again, a process was running. It had

1 run similarly for quite some time, so we kind of lost the need to  
2 share the components within that process.

3       And so, we've launched this trial of a support transparency  
4 system, if you will, which allows requestors to look inside of a  
5 ticket—really the physical piece of this, if you will, is a  
6 ticket within the help desk system. Before someone would put in  
7 a ticket and that ticket would take some amount of time,  
8 depending on the ask, to be resolved. The ask is, is that a  
9 customer be able to look inside the ticket and see—especially if  
10 it's something complex. One example that we also use is  
11 onboarding a new employee, which has, I believe, about a dozen  
12 tasks within it. And some of those tasks can be time consuming,  
13 especially if you're waiting on a new computer, for example, from  
14 a vendor. The customers are okay with this. People were—I'm  
15 finding, and my staff are finding that everyone is okay with the  
16 amount of time it takes to deliver something, and everybody  
17 understands lead times and trouble with vendors, et.cetera. But  
18 the ask is, we want to see the progress.

19       So, we have prototyped this page, this dashboard, which  
20 lets you look into a ticket and see the status of your request.  
21 The reason I am kind of spending a little bit time on an item  
22 that's only one sentence is because, well, we stalled that  
23 project. We actually stalled the launch of support transparency,  
24 and the reason is, as we started to peel back the layers of the  
25 onion about what we were going to expose to our customer, we also

1 realized that there were some improvements that we could make to  
2 business process in general. How support requests flow through  
3 Enterprise IT, how we logged who was working on what and when,  
4 which if we didn't do, would just result in more confusion if you  
5 expose the contents of a ticket to a requester. So, we've put  
6 this business process improvement initiative ahead of support  
7 transparency, and we have some folks from the program management  
8 team and others within the organization working on identifying  
9 these areas where we can improve the flow of support requests,  
10 especially if a request touches multiple group with needs. Like  
11 it goes from help desk to network engineering, back to platform,  
12 back to help desk. To be able to alleviate confusion and allow  
13 someone to see a satisfying view of where the request is—  
14 especially if it's something that—the example I just gave, it  
15 could take six months to, say, connect a new office. So, it's  
16 just exposing every step of the way and letting folks know what  
17 is going on and what to expect next. Questions about that?

18 Okay.

19 And last, but certainly not least, are a couple of things  
20 that are very tied to this. Under Governance, No. 2, is a  
21 portfolio review process, and we will hear more about this as  
22 well, but this will allow us to have visibility across what is  
23 happening inside of Enterprise IT. And especially—if we actually  
24 see the fruits of our labor, if you will, with collaborating with  
25 agencies, this allows us to see the portfolio within, and how it

1 connects without—or, outside of the organization as well. And  
2 then No. 3 is the Business Process Improvement that I just spoke  
3 of, which was one of those things—as I mentioned, as we refined  
4 version 1.1 of the spreadsheet, that was a kind of a late  
5 addition as we saw that the support transparency project required  
6 this fundamental or foundation business process improvement.

7 I'll close by saying, as I mentioned at the opening, a few  
8 of these things were modifications of an ask, so there's several  
9 things on here that were simply removed, such as the unity  
10 environment, which was a common shared computing platform that  
11 all agencies would be able to reside in, be tenants in, if they  
12 so desired. That was removed along with a couple of other  
13 initiatives. But things like the Enterprise Architecture team,  
14 we had a budgetary ask to staff that team up, and that was not  
15 successful. However, we believed very strongly that this team  
16 needed to be improved, and we had to have some standards that  
17 were established, which resulted in a, again, a great hire onto  
18 that team. And we're starting to put together some business  
19 processes such as the portfolio review, which will allow that  
20 team to do its job more effectively even though, again, we  
21 weren't able to staff up to the level that we desired.

22 MCGEE: I have a comment.

23 DIETRICH: Absolutely. Please. I'll open it up for  
24 any questions.

1 MCGEE: Sherry McGee for the record. So, with the  
2 collaboration and communication and the Enterprise Architecture,  
3 from just being out there in the agencies and that, the TIRs were  
4 great, you know, because agencies know what they want. But  
5 sometimes there's agencies out there that don't necessarily know  
6 what they can have for a solution or what's even out there. And  
7 so, I'm hoping that the communication and collaboration isn't  
8 just a one-to-one agency and that it's more global so that  
9 everybody can learn from each other, and that some items that  
10 maybe an agency isn't working toward immediately, but in the  
11 future might be thinking about things that they want to do, that  
12 there is an actual architecture out there that they can go look  
13 at and make plans accordingly so that they're aligning with the  
14 state. So, anyway, great job on the strategic plan and what  
15 you're accomplishing. I just look forward to more of that  
16 collaboration and communication. Thank you.

17 DIETRICH: Thank you, Ms. McGee for the comment.  
18 Michael Dietrich. I really appreciate that and getting the right  
19 level of communication and collaboration without being  
20 overwhelming is always the trick, and we'll be reaching out to  
21 folks like yourself to understand how you want to receive the  
22 output of what the architecture team is doing. And we'll also be  
23 sitting down wherever possible with both the business leadership  
24 and the IT leadership, and the state entities to get an  
25 understanding of how we can help and what those nuances of



1 communication are. I will say we can't help folks unless they're  
2 willing to share as well, so I'm really—I'm hoping that we'll  
3 have that spirit of collaboration which starts with trust. I  
4 mean, people really need to trust that we're not trying to change  
5 their business; we're just trying to help and be more  
6 collaborative. So, thank you for the comment. Other comments?  
7 All right. Thank you very much for your time.

8 MCGEE: Thank you.

9 CONTINE: Thank you. Okay. So, moving on to Agenda  
10 Item No. 9. EITS Project Portfolio. And I believe Mr. Axetell  
11 and Mr. Pennington—and this is a portfolio review, process and  
12 implementation plans, IT project status and ITAB discussion and  
13 support.

14 AXETELL: Thank you, Madam Chair. For the record, my  
15 name is David Axetell. I'm the Chief Enterprise Architect for  
16 the State. Good afternoon members of the Board as well. I'd  
17 like to address the overview of the portfolio management that  
18 Michael previously discussed.

19 This is a new practice that we've begun implementing to  
20 allow a wider lens to which—to manage and promote the Enterprise  
21 services that EITS provides to the state agencies. The practices  
22 of portfolio management, it's the practice of managing all  
23 organizational resources, both operations and projects. The  
24 purpose of this is to manage them together as a group to achieve  
25 strategic objectives. And while EITS has managed projects for

1 quite of some time, and the operations management had not—  
2 programs in the [inaudible] of the State, have not coupled with  
3 the projects. So, therefore, they have been separate.

4 So, our study state program capability has not been married  
5 with what our individual projects are doing, from a management  
6 standpoint. And this is going to change. Creating a broader  
7 view of the EITS resource landscape will result in a more  
8 comprehensive and efficient tactical management ability. Again,  
9 tactics leading us to a strategic plan that you have in front of  
10 you, and that—giving us some, we believe, better success in that.

11 Some of the benefits, just a few of the benefits of this  
12 practice is, the ability to leverage a more inclusive view on the  
13 resources. When work in progress limits our hit, those from  
14 program staffing, sometimes they will be exceeded by new  
15 legislative or customer demands. And we'll be able to see that,  
16 anticipating challenges to new services, as well as delivering  
17 what we're currently doing in a nominal operational standpoint.  
18 This will also provide opportunity to more directly associate  
19 project accomplishments with the program activities and  
20 improvements, and I think that's key because a lot of times  
21 individuals on the—working on the programs themselves, kind of  
22 lose sight on what their successful outcomes are and who they are  
23 helping.

24 So, this will tie individuals within the EITS organization,  
25 I believe, closer to the customers that we serve. Additionally,

1 we'll be able to share the EITS portfolio, much as Michael shared  
2 the strategy, with all of the agencies and it will be a ability  
3 to allow us to partner better for Enterprise Services and the  
4 BDRs when we place each successive run of the ledge for  
5 additional improvements in technology. We'll be able to  
6 communicate it better because it will tie our strategic outcomes  
7 to the tactics that we're following and, therefore, the result  
8 should be a little more obvious for everybody to see, not just  
9 within EITS but across the rest of the state.

10       Lastly, being able to link these projects will provide us  
11 with a very tangible way to manage tactics and identify when  
12 projects may no longer be needed because of a different  
13 technology that's come out, or, perhaps has to be changed  
14 slightly or adjusted for a new solution that happens between  
15 bienniums or just in the fullness of time. And so, I think that  
16 the ability to see our capacity and our velocity in programs and  
17 in projects together, will give us a much better view on EITS  
18 total capability.

19       The description, I'd like to give a brief description of  
20 the portfolio and—it basically [inaudible] high-level is  
21 comprised of both projects and programs. The lexicon of the  
22 official project management book would be "operations" but in the  
23 state, those are synonymous, so I will use "programs" moving  
24 forward. Projects basically have a lot of visibility. They have  
25 had, and they will undoubtedly continue to have, because they're

1 the ones that we go for unique solutions or a one-time shot. So,  
2 there's a lot of scrutiny on those. Somewhat less visibility  
3 into day-to-day operations unless something falls down, and of  
4 course we don't expect that to ever happen, but the visibility is  
5 certainly much more on the temporal projects.

6 As an outcome of projects, they can add—there's several  
7 outcomes they can produce, one is new capability. And so, we  
8 enter into a project to provide something, say, new cutsheet  
9 printing, the unified communications or security monitoring,  
10 these are all individual capabilities that we may not have had in  
11 the past. So, looking forward to what the state wants to grow  
12 into, and that was a needs register that I reported very briefly  
13 on in my last ITAB result. It has not changed much at all since  
14 then. Those needs are part of the new capability.

15 Additionally, it could increase the program capacity. And  
16 so, this could mean things as simple as more V-hosts, more  
17 servers for [inaudible] state agencies—increased bandwidth where  
18 necessary. Or handle more service requests if we are performing  
19 more of those service capabilities, we obviously are—need to  
20 expect that we are going to be handling more calls, more emails  
21 and more tickets for services.

22 So, this is the capacity aspect of a project that results  
23 in a new program capacity, but the project gets us there. And  
24 lastly, projects improve program efficiency. And so, that could  
25 be things such as improving workflows, automating processes.

1 There's lots of opportunity for process automation and  
2 simplifying customer interaction. Nobody really wants to be on  
3 the phone for ages when they're looking for help, and so, a  
4 mechanism that allows things to simplify that interaction are  
5 things that will produce efficiencies.

6 All of these project outcomes are temporal, and the  
7 projects by definition end and they produce a result that folds  
8 into a program capability capacity or efficiency increase. And  
9 so, the projects which we've been reporting on and have a very  
10 good handle on, and their XPMO team, really have very little  
11 change in the portfolio specter and practice as we move forward.  
12 Programs on the other hand are a little different. They're  
13 ongoing production of goods of services and they're the ones who  
14 actually deliver the value on a day-to-day basis to all of our  
15 customers. All of our customers have programs of their own that  
16 they deliver on, and we basically provide infrastructure on which  
17 they leverage to succeed in their operation.

18 So, the projects in general aren't directly involved in the  
19 success of a customer, but they are mandatory in order to improve  
20 the capacity or capability or efficiency of the programs that we  
21 provide, which are infrastructure. Most of the programs that we  
22 currently provide, most of you are familiar at some high-level  
23 because they're part of the service catalog that EITS has. They  
24 include database management, software maintenance, enhancements,  
25 IT support, mainframe services, network [inaudible] VPN access,

1 telecommunications, and things right down to the fiscal card  
2 access, security card access stuff. Security is also another big  
3 blanket that, from an enterprise standpoint, needs to be operated  
4 across the state to give us that first pass.

5       So, the combination of both projects and programs, the new  
6 EITS portfolio, will definitely be the vehicle that we will be-  
7 used to engage the right tactics to deliver the outcomes that  
8 will align with not only our own strategy, but also provide us  
9 with infrastructure for the success of other agencies.

10       Lastly, currently we have been gathering data for the  
11 programs within EITS, clarifying much of the data, and also  
12 associating them with analogies that are very easy to understand,  
13 day-to-day things. Most people can understand if a network goes  
14 down, you don't get email. If a telephone won't ring, the back  
15 office doesn't work, you don't have a phone call. But there are  
16 many things in database management in the server support that  
17 people may not directly associate with their own business  
18 outcomes within the agency. And so, we will be using more agency  
19 examples of the solutions and outcomes that individual agencies  
20 use for the infrastructure, just to give people an easier way of  
21 knowing why these are important and how they actually relate to  
22 each agency in the state.

23       I'm expecting that by our next meeting we will have a  
24 template of this and a first draft for data. As I said, the  
25 [inaudible] project stuff has been up and running and has been

1 going smoothly. That will be folded into this template, but the  
2 new one will include a--all of the program information. And so,  
3 I'm hoping that we will be able to provide this in the next  
4 meeting. And then after that, with some review time, achieve  
5 some feedback from the Board in order to identify where we need  
6 to correct or revise as appropriate, and as we move forward.

7 This will be an ongoing effort, and we're just starting.  
8 We're trying to take baby steps. So, the data we're collecting  
9 in the portfolio will not be comprehensive down to minutes worked  
10 or megabytes, or gigabytes of data passed, but it will start at a  
11 higher level and we will be cycling through and providing more  
12 detail as this matures. And with that, I'll open up for any  
13 questions on the portfolio.

14 CONTINE: Are there any questions? Southern Nevada?  
15 Okay.

16 AXETELL: Thank you. David Axtell for the record.  
17 I'd like to introduce Eric and have him then go through the  
18 current project status to connect last meeting with this current  
19 state. Thank you.

20 PENNINGTON: Madam Chair, members of the board, Eric  
21 Pennington for the record. I'm going--as you remember, we  
22 [inaudible] on some pretty high-profile projects in the last  
23 meeting, and we're going to close the loop on those. Happy to  
24 say we've had some success in closing some projects, and we've  
25 had some not so successful projects. So, I'm going to go through

1 the list. These were projects that were specifically requested  
2 either by the Board or exceeded the price tag of a half-a-million  
3 dollars and were large efforts.

4 The first on the list with the State of Nevada, ADA  
5 remediation, I'm going to defer that to Susie Block and Linda  
6 DeSantis. I will say the project itself was—I believe it was  
7 creating that crosswalk of activities to address the findings of  
8 the NFB. I think that's been completed, but they'll be able to  
9 give you a complete report on that.

10 Next was a project that had been going on for some years.  
11 It's called the Computerized Criminal History Modernization  
12 Project, and we had completed about three-quarters of that and  
13 released it last May. I want to say last May. It was May of  
14 2018, and that project's been ongoing and we're just on the cusp  
15 of finishing that. Right now, we're evaluating, but the schedule  
16 slipped a little bit, but we're looking at—optimistically, we're  
17 looking at mid-September to the end of September to complete that  
18 project. One of the projects that we weren't successful with was  
19 the [inaudible]. That was the offender tracking information  
20 system for parole and probation. We moth-balled that project at  
21 the end of October, if you recall. We did make a recommendation  
22 in December to pursue an RFI and look at cost products. We did  
23 release a successful RFI and we had, I believe, it was ten  
24 respondents on that, and more than a handful were very viable  
25 options.



1           Since then, the parole and probation has gone to the  
2 legislative session and secured funding and they are working on  
3 an RFP and that—we're hoping that'll get released pretty soon.  
4 Our involvement in that is minimal at this time.

5           For the state open system groups, we had two major  
6 initiatives going. One is the Office 365 State Tenant, and that  
7 is ongoing and I'm happy to say we've onboarded 16 executive  
8 branch departments, boards and agencies, and we have probably a  
9 dozen more in flight. And so, I think it's going well, and I  
10 believe, Ms. McGee, we're working on the Attorney General's  
11 Office now, if they're going to let me—have any feedback on that,  
12 I'm happy to take that.

13           The other was a VH Rail Project, and that was installation  
14 of a VH Rail system in the switch facility. That project has  
15 been closed, and that's due to absence of funding for the power  
16 supply [inaudible] switch. So, I'm not sure when that's going to  
17 open, but at this point we're—that project has been closed.

18           For the networking group, we have the Bigger Pipes Core  
19 Infrastructure. That was completed sometime ago. I believe it  
20 was—that was completed in December of 2018. And we have the  
21 Microwave Replacement Project and final acceptance was completed  
22 in June of 2019. Both of those are in operational state.  
23 At this time, are there any questions about the prior projects we  
24 reported on? Okay.

1           We do have some new projects that we're ramping up. The  
2 first is the content management system replacement. We're  
3 managing the writing of that RFP, and we'll probably be managing  
4 implementation of that. Within the facility, the EITS facility,  
5 we have a complete phone system refresh and it's managed well by  
6 the vendor, but we're monitoring that and we're going to make  
7 sure we're staying within budget and we're keeping an eye on the  
8 schedule. Another one out of the facility is Duplex Printings.  
9 We're buying some Duplex printers for the mainframe systems.

10           On the application development side we've got two major  
11 legislative mandates, it came out for DPS, that affect the  
12 Protection Orders Program, and this is stakeholders throughout  
13 the state, the county courts systems for submitting protection  
14 orders, new types of protection orders. We're just kicking that  
15 project off.

16           And then also for DPS, it doesn't seem like something  
17 major, but we're working on a Windows 10—Windows 7 to Window 10  
18 upgrade for roughly 1,100 computers that are out there right now.  
19 Obviously, anything that comes from the planning group, we'll be  
20 ready to roll up our sleeves and take care of those too.

21           CONTINE:           Is that it?

22           PENNINGTON:       Yes. That's what I have.

23           CONTINE:           Okay.

24           PENNINGTON:       Any questions?

25           MCGEE:            I have a question.

1 CONTINE: Go ahead, Ms. McGee.

2 MCGEE: For the record, Sherry McGee. So, the RFP  
3 for the Web CMS, is there a timeline on that?

4 PENNINGTON: For the record, Eric Pennington. Yes.  
5 There is. We are having a kickoff meeting later this month. We  
6 plan to have a draft RFP written by the end of November, and I  
7 believe the release date would be—if I recall correctly, December  
8 27, with the deadline of having a contract in place by June 30<sup>th</sup>  
9 of 2020.

10 MCGEE: Thank you. And I have a second question to  
11 ask. I thought we were going to get just like a high-level  
12 dashboard of all the projects, because last time I remember when  
13 you started talking about the projects that you were involved in,  
14 worried about your capacity. And so, if we could just get an  
15 overall, you know, list of the projects, I think that would be  
16 good. I think we would like that.

17 PENNINGTON: For the record, Eric Pennington. That is  
18 something that we're working on. That's something we're working  
19 on with the planning group, so we do—we are going to have a whole  
20 different format for reporting that. We will have a full list  
21 and a dashboard, the conditions. We've put together in the last  
22 few months a risk scoring analysis. We can take a look at those  
23 key areas of risk and complexity on the projects, so you have an  
24 understanding what we're working on.

25 MCGEE: Okay. Thank you.

1           CONTINE:           Any other questions? Any questions from  
2 Southern Nevada? So, this item is marked for possible action.  
3 Do you have a request for action from the Board at this time?

4           AXTELL:           David Axtell for the record. No. At this  
5 point-

6           CONTINE:           Okay.

7           AXTELL:           - we do not have any action.

8           CONTINE:           All right. You guys are done.

9           SPEAKER:           All right. Thank you.

10          CONTINE:           All right. Thank you. So, the next item  
11 is Item No. 10, Americans with Disabilities Act, National  
12 Federation For the Blind Update. Michael Dietrich and Suzie  
13 Block, and this has to do with the ADA website accessibility,  
14 progress and the plan for the next few years. And some  
15 legislative approval updates. Go ahead.

16          DIETRICH:           Thank you, Director Contine. Michael  
17 Dietrich, State CIO for the record. I have with me Suzie Block.  
18 And, actually, we did not believe when we scheduled the meeting  
19 that Linda DeSantis, who is one of the key folks on-that are  
20 leading this effort, would be available today. Linda is here  
21 today, so with the Board's permission, I'd like to invite Linda  
22 up to present as well.

23          CONTINE:           Sure.

24          BLOCK:            I'll go ahead and start. I'm Suzie Block,  
25 I'm the Agency IT Services Chief. Director Contine and Board

1 members, thank you for taking the time today for us to give you  
2 some updates of what we're doing around ADA. I'm going to talk a  
3 little bit about the budget requests that we've submitted this  
4 last legislative session, give you an overview of what we want to  
5 do with the funding and the program, and some of the deliverables  
6 and outcomes that we're looking forward to. And then Linda is  
7 going to give you an update since the last ITAB meeting of some  
8 of the major milestones around outreach, how we're using the  
9 Siteimprove tool. And that's really what's making this whole  
10 program work, so I'll just go ahead really quickly and give you  
11 an update.

12 Executive Branch leadership agreed that ADA is a top  
13 priority, and in order to help support that important initiative,  
14 submitted a budget enhancement this last session to create a team  
15 to assist agencies with their website compliance, and expand our  
16 ADA program capabilities. This week, we will be presenting our  
17 ADA program to the Interim Finance Committee. The actual work  
18 program going in for fiscal year '20 is approximately \$279,000.  
19 And then in fiscal year '21, it'll be an additional \$323,000.

20 In the budget enhancement address is concerns with the  
21 State of Nevada websites that were outlined in a compliance  
22 agreement drafted by the National Federation of the Blind, the  
23 Decision Unit submitted during last session included software,  
24 positions and the funding of consultants and testing resources.

1           The additional positions required to fulfill these needs  
2 are a Program Officer III, and three public service interns. The  
3 Program Officer III will fulfill the request to hire a web  
4 accessibility coordinator to represent the executive branch and  
5 websites that fall within agencies, boards and commissions of the  
6 executive branch. This resource will also lead web accessibility  
7 coordination for the executive branch agencies, boards and  
8 commissions, and will establish a cross-functional web  
9 accessibility committee. The three public service interns will  
10 allow us to train state agencies on how to properly remediate web  
11 documents and assist state agencies with more difficult document  
12 remediation activities.

13           Currently on Linda's team, we have two and a half resources  
14 that are doing document remediation and training agency  
15 personnel. And if you can imagine, that's a huge effort in  
16 addition to the other duties that they're required to fulfill,  
17 keeping the content management system up and running.

18           The National Federation of the Blind requested we retain an  
19 independent web accessibility consultant who has expertise  
20 concerning accessibility web development, the terms of the  
21 compliance agreement, and WK2.1AA to represent the executive  
22 branch agencies, boards and commissions. The web accessibility  
23 consultant will also provide an initial evaluation regarding the  
24 State of Nevada's website compliance.

1           So, they wanted somebody impartial to be able to evaluate  
2 where we are today. Additionally, we will leverage the  
3 consultant to assist with guidance on our state web accessibility  
4 policies. So, we've got policies in place, but we're also going  
5 to leverage these consulting funds to be able to vet them to make  
6 sure they're aligned. So, we're actually getting a resource that  
7 has experience in this area. And then the budget enhancement  
8 includes funding to cover testing activities that will help  
9 ensure our websites meet the necessarily guidelines of  
10 accessibility. And the funding of this program will help us to  
11 expand our outreach and support.

12           And I personally as a chief, I'm so proud to have this lady  
13 next to me. She has done an amazing job on just the outreach  
14 itself. I'm going to turn it over to her in a second, but I'm  
15 here today to ask for the Board's support of this important  
16 initiative, and how can you support us? It's basically raising  
17 awareness and having conversations with other agencies,  
18 directives of why this is important, so that we're all kind of  
19 unified and we all recognize that we want our websites to be able  
20 to meet the needs of the community. So, with that, I'll turn it  
21 over to Linda.

22           DESANTIS:           Good afternoon and thank you for the  
23 opportunity to speak. The last time that we did report to this  
24 ITAB Committee was back in November of 2018. And at that time,  
25 we only had the tools to report about the websites that are in

1 the State's CMS. Today, I'm excited to report that we've  
2 purchased an Enterprise website monitoring tool, and that's  
3 Siteimprove. That's being offered to every department, division  
4 and board that has a website in the State of Nevada.

5 I can tell you we currently have 132 websites in the  
6 State's CMS, and we've been able to identify 45 additional  
7 websites that are outside of the State's CMS. Websites like the  
8 Legislature, DMV, NDOT, Secretary of the State, Conservation and  
9 Natural Resources. And the tool has allowed us to scan their  
10 websites as long as there's not a password-protection on it, and  
11 it's kind of giving us a ballpark of how many webpages we're  
12 looking at, how many PDF documents that we actually have. We're  
13 getting a better idea of what the size of the issue of the state  
14 is. I can give you some summaries.

15 Total number of PDFs is probably the most difficult to  
16 remediate and to deal with. We have 105,940, which is about  
17 30,000, maybe 25,00 more than the 77,000 we'd identified  
18 previously. Of those 105,000, to date we've remediated 15,641  
19 documents. I know that sounds like it's not very much compared  
20 to the 105,000, but—I'm sorry. But those documents, that's just  
21 the number of PDFs. That's not the number of pages that are in  
22 those PDFs. Fillable documents, documents that are hundreds of  
23 pages long, and they're basically the ones that they're going  
24 after first are the ones that are used the most. So, they're the  
25 department guides, the department reports, that have tables and



1 all kinds of extra information that take a long time to  
2 remediate.

3       So, 15,641 is huge as far as I'm concerned, and so are  
4 they. They're really difficult to do. They take time, but when  
5 they're able to be remediated—after a couple of them, I don't  
6 want to say it gets easier, but it does get a little bit, where  
7 you at least know the procedures and the tricks in order to make  
8 it happen better. So, what's left so far that we have is 90,299.

9       Total websites completely have been—is 177 websites, 21 of  
10 them are completely remediated, which is, again, huge. There's  
11 156 left, but the great thing about it too is that there's an  
12 additional 24 websites where—there's two parts of it. One of  
13 them is to remediate the webpages so people can read your  
14 content. The other part of it is to remediate the documents. I  
15 keep on talking about PDFs because they're the most difficult,  
16 but there's also included in these numbers, YouTube videos,  
17 audio, Excel documents. I mean, it goes on and on. Just about  
18 anything you can put in the website has to be remediated.

19       So, there's 24 additional websites and as we're going and  
20 people are getting more trained, 24 of these websites already  
21 have their content done. I'm expecting another 20 or 30 very  
22 shortly, but now all that's left is the remediation of the  
23 documents. So again, there's—I think there's a nicer picture  
24 than looking at that 109–105,000 and getting a little nervous.

25

1 Most of the remediation training has also started in June  
2 and July. We've had the same documents and the same information  
3 on the website for probably the last two and a half years, but  
4 what we found is that we need to have classrooms, or we need to  
5 have an instructor go through that information, and that's what  
6 we've been doing. We started out with classrooms that handled  
7 like twenty people, now we're actually doing YouTube live  
8 streaming, and the last class that we trained had 105 people in  
9 it. That's really kind of nice because with that training, the  
10 user can sit at their desk. They can download practice documents  
11 that we have created. They can walk through the remediation  
12 along with the instructor. They can actually—we break after two  
13 or three sections because it gets kind of complicated. We set up  
14 a conference line that they can call in, ask and talk about  
15 problems that they have. So, it's been hugely successful.

16 So, I'm just really excited about it. And I don't want to  
17 jump, but I'll go into the number later. The other thing is,  
18 with the fact that we're doing so much training in June and July,  
19 I'm really expecting that now that the people know how to  
20 remediate, that these numbers are also going to increase, and  
21 more and more documents are going to be remediated because the  
22 users know how to do so.

23 We're also talking about these numbers and the first thing  
24 that we're asking people to do with their website is look at them  
25 and clean up the garbage. There's so many documents out there

1 that are five, six years old, that people have kind of inherited  
2 because other people who had the content responsibilities are  
3 gone. And so, that kind of thing has made a great improvement.

4       When the Department of Education was cited a couple years  
5 ago, they had over 5,000 documents and the first thing they did  
6 was looked in there and removed about 1,100 documents that were  
7 unnecessary. By doing that, that's 1,100 documents that they  
8 don't have to remediate, and don't need to be on the website.  
9 The website should be kept current, it should be kept compliant.  
10 So, that's another one of the things, which, again, I feel are  
11 going to change these numbers quite a bit.

12       The other thing though is that, for all the cleanup and  
13 stuff that they're doing, there's new data being added every day,  
14 and that's another one of the areas—and I'm looking at you and  
15 smiling—where the emphasis is on making all documents compliant  
16 before you put them on the website. Director Whitley, I'm  
17 looking at him and smiling because he's taken the initiative to  
18 have everybody in the Department of Health and Human Resources  
19 after August 16<sup>th</sup>, nothing goes on this site that's new that isn't  
20 compliant. And we're hoping that other departments follow.

21 Okay.

22       The other thing that we talked about—and the reason why I  
23 had these numbers to begin with is that, we've purchased a  
24 Siteimprove monitoring tool. Basically, why is it so important?

25

1           The Siteimprove tool was first used by us with the  
2 Department of Education when they were cited by the Office of  
3 Civil Rights. That was about four years ago. At that time, we  
4 had to work with the Office of Civil Rights, tell them what tools  
5 we were having. They approved them, and that was the tool that  
6 we had selected at the time. It wound up—as far as the  
7 Department of Information of Education has told me, they wouldn't  
8 have been able to accomplish the compliance without that tool.  
9 And the reason for it is that it's a 24/7 tool. It constantly  
10 monitors and tracks the content, the data that's in that website.  
11 And even with us who have been pretty experienced with it, we can  
12 have a compliant site and you add one document to it, or you add  
13 one picture that you don't tag, and your site is no longer  
14 compliant.

15           So, we'll see that fluctuation all the time. Well, now  
16 with the tool, the users now that and can go out and can fix it.  
17 So, to me, it's just a great tool. Siteimprove, also one of the  
18 major issues is, once you remediate a document, or remediate a  
19 website in fact, you have to be—you can be ADA compliant and the  
20 tool can tell you it is, but it doesn't mean that that website,  
21 or those documents, are usable. That's someone that's using an  
22 assistive technology device—can actually utilize that. So,  
23 Siteimprove actually—we were mandated to have our website, or  
24 that particular website, monitored by an auditor, and that was  
25 Siteimprove that that [inaudible], and that was helpful to us

1 because when they did that remediation, they had sitting next—I'm  
2 sorry. That audit, they had sitting next to them, somebody that  
3 was an assistive technology device, and they were able to go  
4 through all of it. And that's one of the major reasons why we  
5 were able to get all of the smart forms and templates that  
6 everybody uses to enter their data in our content management  
7 system, we were able to make that compliant.

8       So, another one of the great features. The Siteimprove  
9 tool actually scans, monitors, evaluates users' content against  
10 WCHE or the Web Content Accessibility Guidelines or Standards.  
11 And what it does is, it actually takes that data, compares it  
12 against the standards and it gives you information about, this is  
13 what you—or recommends that you do in order to make that content  
14 or that document compliant. Tremendously helpful again, because  
15 we know that it's monitoring against something that is standard  
16 and has great value. So, that's another one of the pluses with  
17 the tool.

18       It also gives you an inventory of all of the content in  
19 that website. So, you can actually click on inventory and it'll  
20 tell you, you got 700 webpages, and 900 PDFs and 12 audio files,  
21 et.cetera, Excel, all the way down the line. And I think the  
22 neatest and the most valuable is, when you're inside that tool  
23 and you're working with the PDF, you can sort that list of PDFs  
24 and it will tell you, this PDF has been accessed 500 times. This  
25

1 one, 499. And it goes in reverse order and will go all the way  
2 through for the most used to the least used.

3 Again, it's one of the tools that we tell users about, that  
4 they can go out and delete off all of the ones that they don't  
5 use, if they can. Or, at least when they're remediating, start  
6 remediating with the most used and continue that way. So, those  
7 are just some of the benefits of the Siteimprove tool.

8 The other thing is, to acquire a site-approved license,  
9 we've asked all of our users to sign a service level agreement.  
10 And the major reason for doing that is that we wanted all of the  
11 users to use our ADA assistance program. The ADA assistance  
12 program is a program that's been written in-house and it's  
13 basically built for any assistive technology user. And when we  
14 first started working in ADA a couple of years ago, one of the  
15 areas that was mentioned quite often was that, there was no place  
16 for somebody to ask for help or say, I've got a complaint with  
17 this. That's what this particular website, or this application—  
18 it's truly an application, is about.

19 So, on the top of every page in the entire—every website,  
20 every page within our content management system has a link to  
21 that assistive technology—that assistive ADA assistance program.  
22 When a user goes there, they can actually report on, there's an  
23 issue with physical accommodations. There's an issue with web  
24 accessibility, where they—where they need a document with the  
25 100—and-whatever the tremendous 105,000 PDFs that are there. If

1 everybody was totally remediating constantly, there's no  
2 guarantee that a particular document would be remediated by the  
3 time someone needed one.

4       So, this gives the assisted technology individual a chance  
5 to request that a document be remediated as soon as possible.  
6 And the other thing is, a lot of times, maybe there's a question  
7 that they have, or something that they need in order to—they need  
8 somebody to call them back and talk to them about an issue. So,  
9 all of these things are handled in the assisted—the ADA Assisting  
10 Program. And what it does is, the minute that that person fills  
11 out that form, it will generate a helpdesk ticket in the system.  
12 It also looks up and says, oh, this is come from the AGs Office,  
13 and who is it that we should be sending this request to? It has  
14 that in our database. It turns around, it sends an email to the  
15 owner of that website to fix or be aware of one of the  
16 complaints. It also tracks it to make sure that it stays as a  
17 live ticket, or an open ticket, until it's hit its resolution and  
18 it gets closed. And then we have a dashboard, we also have  
19 tracking information, and that's why we've really asked for  
20 everybody—right now, we cover the websites that's in our CMS, but  
21 anybody else that's outside our CMS, we're hoping that they will  
22 use that particular application so we can monitor and make sure  
23 that everything is being done. Okay.

24       And the other thing I just want to cover is the outreach  
25 and the training. Again, we've been able to implement the

1 YouTube live streaming. We just had a class today and it's just  
2 working out great. We're getting nothing but compliments.  
3 People are very happy, and I think it's just because they have a  
4 chance to go through and actually remediate as you go. It's one  
5 thing to be in a class, and it makes sense when the teacher is  
6 showing you how to do it. Then you get back to your office a  
7 couple of days later and you look at it and it's like, oh my God.  
8 What in the world? How do I start? So, that's kind of been  
9 eliminated by doing that.

10 To date, we've actually trained 660 users, and that's been  
11 in the last maybe two and a half, three months. And we've had  
12 nine departments that have participated, 16 divisions, 3 elected  
13 officials, they have been taking our classes and everything, 2  
14 boards, and it just keeps on getting better. We've also had  
15 wonderful success with training users in departments that aren't  
16 in our CMS, and I think that's pretty terrific. The Department  
17 of Conservation and Natural Resources, they've actually asked and  
18 actually said, it's required that all of their content users  
19 actually go to the classes and begin to remediate. So that, I  
20 think that's pretty impressive.

21 Nevada courts is the same way. They're in our CMS, but  
22 they don't use our templates or anything. They're constantly—in  
23 fact, they've got Siteimprove, they're doing a lot of document  
24 remediation. So, it's really kind of cool. The Nevada  
25 Department of Tourism, their site is actually built by a 3<sup>rd</sup> party



1 vendor, and that vendor now has Siteimprove. They are actually  
2 maintaining, remediating, and it's just been terrific. Silver  
3 State Health Insurance is another one. State Public Charter  
4 Schools is even another one. And that's just a few.

5       Every day, we're finding more and more people that want the  
6 tool, that want the help, and they're actually doing the work.  
7 The training classes are currently scheduled through September.  
8 We're at least having one class a week. We're finding those  
9 classes are between 75 and 125 people a class. So, we're going  
10 to continue to do it. In some cases where an initiative like  
11 August the 16<sup>th</sup> happened, we threw a couple classes in because we  
12 knew that it would help us and help everybody.

13       And then, basically, I just wanted to give a couple of  
14 kudos and shout outs to people. Director Whitley, everybody on  
15 your team, DWSS, which is Welfare, has just been incredible.  
16 They have a project leader, they're meeting weekly, they're  
17 partnering with us. Their progress has been amazing. They have  
18 six subject matter experts, and they keep getting better.  
19 They're helping to train everybody. It's just been really great.  
20 And now, we're—again, we've added those classes because DPHS and  
21 DHCFP, all the other divisions are actually jumping on board with  
22 the fact that they all have to be—able to know how to get a  
23 document out there by August 16<sup>th</sup> that's ADA compliant. It's been  
24 a huge initiative.

25

1           The Department of the Administration, they're really  
2 actively remediating. They're also helping us get all of the  
3 divisions the site improved tools that they need in order to do  
4 it, and they're taking a lot of the training classes. Business  
5 and Industry, the same thing, they're—I mean, it's just been  
6 very, very rewarding in the last couple of weeks, to see  
7 everybody kicking in and saying, we need these tools, we need  
8 this help, we want the training.

9           Again, the Department of Conservation, the Public  
10 Information Officers—and I'm going to say this, has probably been  
11 very, very helpful on the outreach. We're able to put a class  
12 out there. We're able to call them on the phone. They'll reach  
13 out to all the public information officers, tell them about the  
14 classes. They're helping us get Siteimprove licenses  
15 distributed. So, it's just been, to me, just great couple of  
16 months with the progress that I feel that we've made. If there's  
17 any questions?

18           CONTINE:           Great. Thank you. Are there any  
19 questions? Go ahead.

20           MCGEE:           For the record, Sherry McGee. I feel like  
21 I'm taking over the meeting, but anyway, I just want to say thank  
22 you for all your work that you've done. And from personal  
23 experience with your team, the responsiveness has just been  
24 amazing and the project's probably where it is today because of  
25 you. So, thank you very much.

1 DESANTIS: Thank you.

2 WHITLEY: Richard Whitley for the record. I just  
3 want to echo that. I mean, I think your customer service is  
4 really—you gave kudos to our department, but it's refreshing and  
5 it's not just a solution in search of a problem. The time you  
6 spent to make the solution relevant, and—that's what got the team  
7 really onboard and to—whatever that is that you do, to see more  
8 of that would be greatly appreciated. But I—kudos to you.

9 DESANTIS: Thank you.

10 CONTINE: This is Deonne. I'd like to say also, this  
11 is one of the main—I came to the—to be the Director in late  
12 February and this is probably one of the things that I've worked  
13 the most on, collaborating and trying to figure out how we can  
14 get what we need to keep helping.

15 I think, you know, one of the challenges that I'm sure  
16 Michael's team has—that we've discussed internally is getting the  
17 agencies to kind of have that—have a resource at the agency and  
18 buy-in to this as being important. And so, I think to the extent  
19 that we have the resources, that EITS has the resources, and has  
20 done an amazing job, I think everybody deserves a lot of credit  
21 because nobody has done anything with any additional people or  
22 money up until this point.

23 So, everything that's been done on this project has been  
24 done under existing budget, with existing staff. And that's just  
25 amazing that, both in the agencies and within the EITS and the

1 Office of the CIO and the Department of Administration, that  
2 everybody has kind of stepped up. And I don't know—Michael, are  
3 you going to speak to what we're going to be asking for? Is  
4 that—you're next? Okay. And so, I'll just stop talking then.  
5 And—and—except I'll ask, is there anybody in Southern Nevada that  
6 has any questions or comments at this point? All right. Go  
7 ahead, Michael.

8 DIETRICH: Thank you, Director Contine. So, Suzie  
9 highlighted an overview of the ask that we will be taking to IFC  
10 this Thursday, and I wanted to kind of put a little bit of  
11 clarity around that and also address a big issue.

12 So, you mentioned five positions, I believe, in your  
13 summary, of which we will be requesting four of those five  
14 positions in the IFC on Thursday, which is the Program Officer  
15 III and the three Public Service Interns. That's a very small  
16 number of people, and if you—you know, we've kind of broken this  
17 down. It's a very simple equation. Well, it's not that simple  
18 because documents are so complicated, but if you use an average  
19 for a document, say it's 20 pages and it's of a medium, moderate  
20 to high complexity, we came up with—I think it's four people—or  
21 three people doing the actual remediation work, would take about  
22 17 years.

23 DESANTIS: Yeah.

24 DIETRICH: To finish the stack of documents. And I  
25 think there were some eyerolls in session when we mentioned those

1 numbers. And we get it. It's also difficult to hire. You can  
2 invert that. You can hire 15 to 20 interns and get it done in a  
3 couple years, but it's—you know, how do you house them? How do  
4 you manage them?

5       So, it's a difficult challenge no matter how you slice it.  
6 However, if you look at the problem as we have 105,000 documents  
7 in the executive branch to remediate, you're looking at the wrong  
8 problem. The problem we're trying to solve for is making sure  
9 that the blind community can find the documents that they need,  
10 and their screen reader technology can access them and read them.  
11 If you look at it that way, then you can actually make more  
12 effective use of a group of resources even though it's still not  
13 perfect or as fast as we'd like it to be, or truly in our hearts  
14 desire it to be, I think is not overexaggerating. But we can  
15 make it most efficient by this method that we're calling, just in  
16 time remediation, and that is—Linda eluded to that, which is a  
17 combination of all these mechanisms.

18       It's the accessibility program of having the icon to get  
19 help on the website. That's the entry portal that allows someone  
20 to request that a document that is not currently remediated, be  
21 remediated. It's also getting all the folks at that agencies  
22 trained so that they are participants in the accessibility  
23 program, so if a document comes in through any agency, then we  
24 can make sure that the request—or a document—a request comes in  
25 for an agency, we can make sure that the request is routed to

1 that agency, and we know the points of contact within the agency  
2 who can best perform the work, most quickly perform the work.  
3 And then if it all routes through the central program, Linda and  
4 her team, it allows a backstop of, well, let's say that talent at  
5 the agency is stumped by that remediation problem. It happens.  
6 Sometimes you'll have a really weird document that is difficult  
7 to remediate, well, we've got the subject matter expertise to  
8 help out in the core team.

9       That's why we want to make Siteimprove consistent. It also  
10 allows—you know, in the short time I've been with the state, I've  
11 seen 15, 20 people change positions in my direct sphere of  
12 influence, and people move around. It allows a person moving  
13 from one agency to another to take that institutional knowledge  
14 with them because we use a common tool set. So, that's why we  
15 are asking for the support of the ITAB and others that we present  
16 this to, to really make this the standard method across the  
17 executive branch so that we have a common place where all of this  
18 effort is centralized, and also common methods to route the  
19 request and make the just in time remediation program as quick  
20 and efficient as possible. Getting to—really if we're solving  
21 for the root problem, which is ensuring that someone in the blind  
22 community is able to access the documents that they need, we want  
23 to make sure that when we do have one that's not remediated and  
24 the request comes in to make it accessible by screen reader

1 technology, that we do that as quickly as possible. And right  
2 now, Linda, what is our just in time remediation average?

3 DESANTIS: [crosstalk]

4 DIETRICH: - microphone, state your name.

5 DESANTIS: I'm sorry. Linda DeSantis for the record.

6 Right now, it's probably been three days, possibly four. In the  
7 beginning—we've had about 95 request for document remediation  
8 since January 7<sup>th</sup> when it was first piloted. In the beginning, it  
9 was probably 20 days, 25 days, because of two reasons. It was a  
10 new program, people weren't sure what to do with it. The second  
11 thing is, they weren't trained. So, 90 percent of the work was  
12 remediated by us. Now, I've just looked at it. In the last  
13 month and a half, the lead times have gone down, like I said,  
14 maybe five days, if-if. And most of the remediation is not being  
15 done by us anymore, it's being done by the departments.

16 DIETRICH: Thanks, Linda. So, Michael Dietrich. This  
17 is what we want to get to, and we want to continue to add talent  
18 from the agencies that will speed up the remediation process, in  
19 addition to the new positions who will also help with that, but  
20 mostly kind of train the trainer. They will help us get more  
21 people on board, and knowledge about how this works to reduce  
22 those remediation times. Our target, which we are confident we  
23 can hit if we get all the agencies on board, is sub 24 hours for  
24 standard Just in Time Remediation.

25

1           Now, in some cases, that may not be quick enough.  
2           Somebody—it may be sometime in the afternoon and someone needs to  
3           get a form filled in by that afternoon, or 5:00, end of day. We  
4           will have processes that we can evoke in emergencies like that,  
5           where we work directly with someone in order to read the document  
6           to them, walk them through it. This is required if we want to  
7           make this Just in Time Remediation program work, but we expect  
8           that to be the exception, not the rule. It's still better even  
9           though it's a process, it takes time, it's still better than the  
10          [inaudible] serial remediation of all the documents, because if  
11          you look at 105,000 in the stack, statistically, it could be 17  
12          years before we get to one of those documents. But this program  
13          allows us to get to it as quickly as we can, and the goal is to  
14          get to it as quickly as needs require.

15           CONTINE:           Okay. Thank you. Are there any questions  
16          or comments? I think we're done with this one, huh? This one  
17          was also for possible action, but you're good. You guys are  
18          good, you just—

19           DIETRICH:           Yeah. The action we're asking for was just  
20          an endorsement from the Board that this is the best approach, and  
21          if there are any other suggestions or observations about how we  
22          are trying to accomplish the needs with the resources that we are  
23          approved to ask for—if there are any suggestions to make the  
24          process better.

25



1 WHITLEY: This is Richard Whitley with Health and  
2 Human Services. I mean, I'll make a motion that—to endorse the  
3 approach you're taking. It does—I don't know we would make  
4 improvements any other way. So, that's my motion.

5 CONTINE: Can I get a second?

6 BETTS: This is Craig Betts. I second. I think  
7 it's an appropriate way to go about it.

8 CONTINE: Under discussion I'll just say that this  
9 has been an evolution. When we went in the session to get funds  
10 for this, the session—or the legislature put the money in a  
11 reserve category and asked for the—for EITS to come to the IFC in  
12 August—or, to come to IFC, but we're going in a couple days, to  
13 kind of discuss the plan. And since that time, the team has been  
14 working on this Just in Time concept and flushing it out some  
15 more. And it really does balance—with the amount of resources  
16 that we have, it balances addressing the most important documents  
17 first, in light of the fact that we don't have \$12 million to  
18 hire a consultant to remediate our entire system.

19 So, I think the team has done a great job in coming up with  
20 this plan, and I'm—and of course I support it. So, I don't know  
21 if there's any other comments? Any other discussion? Okay. So,  
22 we have a motion and a second. All those in favor, please  
23 signify by saying aye. [ayes around] Any opposed? Okay. The  
24 motion carries unanimously. Thank you, guys.

25 DESANTIS: Thank you.

1 DIETRICH: Thank you.

2 CONTINE: Next is Item No. 11, Information Security  
3 Update and Status of Security Grants, and Bob Dehnhardt for EITS.

4 DEHNHARDT: Thank you, Madam Chair, members of the  
5 board. For the record, my name is Bob Dehnhardt and I'm the  
6 Chief Information Security Officer for the State. I wanted to  
7 thank you for the opportunity to speak to you today. I'd like to  
8 highlight a few projects that we have in flight right now, and  
9 then go into some details on some upcoming efforts that we have.

10 First of all, the legislative session approved an expansion  
11 and update for our Nevada Card Access System, or NCAS. This is  
12 the system that controls access to buildings using the little  
13 swipe cards that we use. They approved replacing 80 card readers  
14 and upgrading our license for the software to an Enterprise  
15 license. This is really pretty important.

16 We need to upgrade these readers so that we can use more  
17 modern technology with smart cards or encrypted cards to better  
18 improve our physical security. And also, we've had, over the  
19 last couple years, some rather phenomenal growth in the use of  
20 this system. We're over 80 different buildings on the system  
21 right now, and we're on pace to be pushing 100 by this time next  
22 year. So, with that number of buildings depending on this  
23 system, having the resilience of multiple servers out there  
24 controlling the system is critical. So, that has been approved.  
25 We're already in the process of working with the vender to get it

1 scheduled, and we have plans for that to be completed by the end  
2 of this quarter.

3 Another item that Michael alluded to is the GRC program,  
4 Governance, Risk and Compliance. We've been working on this for  
5 a while. We're in the final phases of procuring the solution for  
6 it. I hope to have that completed by the end of this month,  
7 which is kind of pushing it a little bit, but it needs to happen.  
8 This is really key to moving the state forward in managing its  
9 security program. With this, we'll be able to put all of our  
10 governance in one place, all of our standards, our policies, our  
11 regulations from other entities, mainly the federal government,  
12 all in one place and map them to each other so that if—say the  
13 IRS, the FBI and Social Security all have a control around one  
14 security function, like password length and complexity, and an  
15 agency happens to fall under all three, sometimes they contradict  
16 each other. Sometimes IRS wants 10 characters minimum, FBI wants  
17 12. Things of that nature, and mapping all of that can be a real  
18 load.

19 When I was the Information Security Officer at Welfare, it  
20 seemed like it sometimes half of my job was maintaining a  
21 spreadsheet that kept all those mappings in place. This tool  
22 will do that fairly easily to help information security officers  
23 manage the programs within their own agencies and make things a  
24 lot easier for them to set the standards that they need to set.  
25 It also will help with compliance audits. The auditors come in

1 and they check against these controls and they tend to ask the  
2 same questions. This tool can keep the responses and any  
3 artifacts that we have to generate for these audits, in one  
4 place. So, they come in and, ideally, we can pull a report, do a  
5 quick Delta on it to update things that need to be updated and  
6 hand it to the auditors, lessening the load for the compliance  
7 audits greatly.

8       And finally, the third thing that we'll do is provide for  
9 risk management of information security within the state, which  
10 is something of a blind spot right now, I have to tell you. We  
11 don't really have a good handle on the risk load that each  
12 individual agency is carrying, and what the state as a whole is  
13 carrying. We have a pretty good idea. Our ISOs are paying  
14 attention to this, but we don't have anything concrete that we  
15 can point to, that we can really track. And by putting this  
16 governance and these compliance documents in this tool along with  
17 inputs from other security programs that we have going on, we'll  
18 be able to track all this much more closely. We'll have a better  
19 understanding of the risk that the state is facing, and what  
20 kind, where it resides. And by using that, we'll be able to make  
21 more informed decisions about security technologies and changes  
22 going forward. Any questions on any of that? Yes, ma'am?

23       MCGEE:               Sherry McGee for the record. So, will you  
24 be going out and auditing the agencies with that tool? Or how do  
25 you see that rolling out?

1 DEHNHARDT: Bob Dehnhardt for the record. We're going  
2 to be rolling it out to the information security officers in each  
3 agency for them to populate and use internally. There is an  
4 expansion module that we're not buying upfront, but I do have  
5 plans down the road, that will allow self-assessments and self-  
6 audits. And then we will use the tool with any third party  
7 auditors from the federal government or from industry that come  
8 in and need to audit the agencies.

9 MCGEE: Thank you.

10 DEHNHARDT: Sure. So, this-

11 SRINIVAS: Krupa Srinivas for the record.

12 DEHNHARDT: Oh. Yes, ma'am?

13 SRINIVAS: Sorry. Another quick question for you,  
14 sir. Krupa Srinivas for the record. Do we have a policy of  
15 regular security and vulnerability assessments across the  
16 agencies?

17 DEHNHARDT: There is. Bob Dehnhardt for the record.  
18 There is a requirement in NRS 242 that calls for vulnerability  
19 management and scanning for all agencies. Right now, it's  
20 something of a hit or miss. We have some agencies that are fully  
21 engaged with the Enterprise level scanning that we've got  
22 available. There are some agencies that haven't taken that on  
23 yet, mainly because of concerns with their production  
24 environment. A scan on a-an improperly configured scan, or a  
25 scan that's on an improperly configured environment, can take

1 down production really fast and we don't want to do that. At the  
2 same time, we do want to secure the environment, so we work with  
3 agencies to get them to a point where they can do the scanning as  
4 regularly as possible, but we're not at a 100 percent yet.

5 SRINIVAS: Thank you.

6 DEHNHARDT: So, Bob Dehnhardt for the record. So, that  
7 tool ties in with something else that came out of the legislature  
8 this past session, and that's SB302, which made—what on the  
9 surface is a fairly simple change to NRS 603A, requiring all  
10 State agencies that are data collectors to comply with the CIS 20  
11 Controls, or with the [inaudible] control—Cyber Security  
12 framework. And I did provide you with an overview of the CIS  
13 controls in your packet.

14 This seems like a fairly simple thing to do because everyone  
15 refers to the CIS controls as the, CIS 20. There's only 20 of  
16 them, that shouldn't take long at all. It's a problem of  
17 [inaudible] CIS has 20, what they call, controls. They're  
18 actually more goals than controls, but we'll use their  
19 terminology. They also have a 171 sub controls, and that's where  
20 the rubber meets the road. That's where all the heavy lifting is  
21 involved. Now, when you look at NRS 603 A, my view, and the view  
22 of the State Information Security Committee is that, virtually  
23 every agency is, in some form or another, a data collector.

24 So, we all fall under 603A to one degree or another. We  
25 discussed it and decided that our path—the best path forward for

1 the state would be to adopt the CIS controls as a baseline  
2 control framework for the state, for all executive branch  
3 agencies. We felt that this was the most effective way of  
4 working with the requirements in SB302. And we also felt that it  
5 was the best thing for the state as far as raising the bar and  
6 protecting the state.

7 So, we're putting—we've put together a project plan and we  
8 will be including this in the project portfolio to make sure that  
9 has an appropriate level of visibility and tracking. Phase one  
10 is already underway. It started July 1<sup>st</sup>, and Phase one includes  
11 going through our state security program policy and updating it  
12 to ensure that all of the 20 CIS main controls are reflected in  
13 policy statements. Some of them are already there, some of them  
14 aren't. So, we're going to go through, we're going to map all of  
15 that. This is the first time since 2012, since that policy has  
16 been updated. So, it's due. It's time.

17 I already was looking at doing that anyway; this just gave  
18 us a purpose and a starting point. Along with that, you'll  
19 notice in the handout that each of the sub controls has a green,  
20 orange or blue dot by it. CIS in this most recent version of  
21 their controls, came up with implementation groups, guidance from  
22 them on how to implement all these controls rather than just do a  
23 big bang and try and do it all at once.

24 So, implementation group one is the green dots, and those  
25 controls generally relate to policy standard process and

1 procedure. They're things that you can look at doing without a  
2 lot of funding, without a lot of resources, and you can still  
3 make improvements to your environment. What we're going to do is  
4 take the 33 sub controls in implementation group one and map  
5 those to our state-wide security standards and make sure that, in  
6 some way or another, we are enforcing or enabling those controls  
7 within our environment. And that would take us through the first  
8 implementation group. That's slated to be—or, that's targeted to  
9 be completed by December 2020. SB302's provisions go into effect  
10 January 2021.

11 So, by the time those provisions go into effect, we should  
12 be through with implementation group one of the controls. Phase  
13 two of this project will run concurrent with phase one, and it's  
14 looking at implementation group two, which are the orange dots.  
15 There are 99 unique controls in that group, and they tend to  
16 focus more on technology. We have a lot of technology in the  
17 state already in place, and so we should be able to do—we should  
18 be able to just cross off a lot of those, but sometimes our  
19 technology isn't doing it the way that CIS recommends, so it may  
20 not be up to the standard, and we are missing some. We do have  
21 some gaps.

22 So, the implementation group two controls will be used to  
23 inform and develop our budget requests for the next biennium.  
24 We'll use these as the drivers to make our budget requests.  
25 We'll be looking at doing as many of them as possible and



1 practical at the enterprise level. Since we are applying these  
2 standards and controls across all agencies, it just makes sense  
3 to take the burden of implementation and support off the  
4 individual agencies and do it at an Enterprise level more  
5 possible. And we also get a benefit of economies of scale by  
6 shopping all executive branch than each agency going out on their  
7 own.

8 Now, security isn't necessarily a one size fits all, so  
9 there may be cases in here where it would be more appropriate for  
10 each agency to take on their own interpretation and  
11 implementation of a control, and that's fine. We'll do that  
12 where it makes sense, but I really want to do as much as possible  
13 at the Enterprise level simply because it's a more effective use  
14 of resources and funding.

15 And then in with that, we'll also be looking at  
16 implementation group three. These are more advanced security  
17 controls, and they don't necessarily apply to a baseline. So,  
18 we'll implement the ones that everyone on the security committee  
19 agrees, should apply to the entire state, but we'll back off from  
20 the ones that are maybe too onerous for some agencies that aren't  
21 really dealing with sensitive information, while we'll support  
22 and enable agencies that do have those requirements to go  
23 forward. This phase two is intended to be completed at the end  
24 of the FY 22/23 biennium. Any questions?

1           CONTINE:           I don't see any up here. Any in Southern  
2 Nevada? All right. I think that's it then. Thank you.

3           DEHNHARDT:         Thank you.

4           CONTINE:           All right. Next is Item No. 12, the ITAB  
5 2019/2020 Meeting Schedule. Michael Dietrich, go ahead.

6           DIETRICH:         Thank you, Director Contine. Michael  
7 Dietrich for the record. So, this is the discussion of primarily  
8 the outcomes of this meeting, kind of what we want, what we as  
9 Enterprise IT and the Office of the CIO would like to accomplish  
10 from this meeting, and a discussion of the meeting cadence. I'll  
11 start with cadence first. And actually, the 2020 cadence is  
12 pretty easy. We have in statute that the ITAB will convene four  
13 times per year, once per quarter.

14           So, we will tract to that schedule in the next year,  
15 however, we missed a meeting at the beginning of this year, so  
16 this was a--this is actually our first meeting for 2019, and it is  
17 our desire to have at least a couple meetings before the end of  
18 the year. So, I wanted to just put that out there to the Board.  
19 If we--I think that having three meetings before the end of the  
20 year is probably a bit too aggressive, but if we do every other  
21 month from now to the end of the year, it puts us at October and  
22 December. I just wanted to see if there was any comment about  
23 that cadence, or if we believed we could schedule three meetings  
24 before the end of the year.

25

1 MCGEE: For the record, Sherry McGee. So, you're  
2 saying that in statute it's calendar year? Not fiscal year?

3 DIETRICH: Michael Dietrich. That is correct,  
4 calendar year.

5 CONTINE: We can make, what? Four happen? Every  
6 other month. So, you're looking at October and December, early  
7 in the month?

8 DIETRICH: Yes. That is correct.

9 CONTINE: For both? Sounds good to me. I don't  
10 know. Would anybody else in Southern Nevada, do you have any  
11 comments on this scheduling?

12 SRINIVAS: Every other month sounds good.

13 CONTINE: Thank you.

14 DIETRICH: Michael Dietrich. Thank you very much. We  
15 will go ahead and schedule a meeting in early October and a  
16 meeting in early December, and then we will get back on track  
17 with our quarterly cadence in 2020, and hopefully we will make  
18 some progress in identifying appointees for open seats and also  
19 reappointing any members as necessary.

20 So, on to the objectives. And as Director Contine alluded  
21 to, we had Assembly Bill 33 which was related to two things. One  
22 was a bit of more definition around the CIO role and the  
23 reporting structure within the Office of the CIO. If anyone was  
24 following that, one of the primary things was the Office of  
25 Information Security and the Chief Information Security Officer

1 reporting to the CIO rather than within Enterprise IT, as a kind  
2 of separation of—or, rather, a reduction of conflict of  
3 interests. You should never have your security oversight  
4 reporting within the structure of the organization that you're  
5 overseeing. And we are just handling that with a current non-  
6 [inaudible] reporting structure of the Chief of Information  
7 Security Officer is reporting to the CIO.

8       The other piece of it was a definition of—a better  
9 definition of the IT Advisory Board, and some of the things that  
10 we hope to accomplish. One where we compose the membership,  
11 bringing in more industry, private sector knowledge and  
12 expertise, and the reason for that, even though that didn't  
13 happen, we do have some great industry expertise on the board now  
14 and we're hoping to fill the open seat with more of that. But  
15 kind of the reason behind that, again, I like to ask why. Why do  
16 we have an IT Advisory Board? You know, everybody's time is  
17 valuable. Again, we very much appreciate folks joining us for  
18 this meeting, but we really want to get something out of it. And  
19 it's—we as State IT, we cannot operate in a vacuum.

20       Often times—it's all too common that state agencies do  
21 things in a similar way as time goes on, without looking to areas  
22 of improvement. And I always want to make sure that we do that,  
23 and I've been out of the private sector for about a year and a  
24 half now and I'm already seeing, as I keep in touch with  
25 colleagues in the industry, that things are changing. There's

1 things that are very new to me, and things that I wasn't aware  
2 of, and I always want to make sure that we exercise every  
3 opportunity that we have to stay as current as possible. That's  
4 one thing that we would love to get from this body.

5       And also, it's just—in the advisory capacity, just kind of  
6 looking at what it is that we have going on within Enterprise IT  
7 and across the state, and suggesting best practices helping guide  
8 us in good directions, as well as advocating—because we can't  
9 have membership from all of the agencies but helping us to  
10 advocate the benefits of some of the things that we're trying to  
11 do.

12       So, that is really my desire of what the IT Advisory Board  
13 means to Enterprise IT and the Office of the CIO. That said,  
14 you, members of the Board, have to receive information in order  
15 to help us with that, and that's really what—to me, what the meat  
16 of this discussion is about, is, are we bringing the correct  
17 things to this forum? Are we sharing the right things with you?  
18 I heard loud and clear that we really need to get that project  
19 dashboard in a way that it is consumable by everyone on the board  
20 so you can really see what is going on within State IT. I think  
21 the portfolio is going to help with that as well, which is why we  
22 are really putting a lot of effort into those things up front.  
23 Are there other things we can do—other ways we can deliver  
24 information so that the Board feels like you can give us that

25

1 feedback that we need to improve state IT? And with that, I will  
2 take questions—

3           MARCELLA:           Michael, I'm going to—for the record, Joe  
4 Marcella. Michael, I'm going to ask you a question in light of  
5 providing some kind of background of support and information.  
6 Did you get in this budget cycle, the priorities that you were  
7 looking for? Or was everything a compromise?

8           DIETRICH:           Michael Dietrich for the record. Thank  
9 you, Mr. Marcella for the question. We did—we went after quite a  
10 few things, and some of them I would say were truly aspirational.  
11 So, while—for instance, not getting the funding, the budget  
12 authority to build the shared computing platform, that was  
13 something that I believed and still believe we need as a state.  
14 It is just, to me, ineffective and a waste of resources for the  
15 state to be operating multiple expensive data centers in various  
16 geographic locations across the state rather than consolidating  
17 those into one area which is what the industry is doing. You  
18 know, I've heard terms as powerful as, the datacenter is dead.  
19 The individual datacenter is dead. It's a dinosaur concept.

20           So, I would say that was certainly disappointing that we  
21 weren't funded for that, and I believe that we need to continue  
22 to build the business case in order to be successful with that  
23 initiative. So, that was not—that was beyond a compromise. That  
24 was just simply a loss. Other areas I would say that did get  
25 funded, there is always a desire to have funding to be able to

1 purchase resources and establish levels of service at a higher  
2 level. However, we also are very good at accomplishing with what  
3 we are able to, what resources we are given. Would I want more?  
4 Absolutely. And I don't know if that directly answers your  
5 question, but hopefully that's a bit more information.

6 MARCELLA: Well, it does. The point I was trying—Joe  
7 Marcella for the record, Joe Marcella. One of the—the reason I  
8 asked the question is that, for some of the priorities that are  
9 particular to IT, that are obvious that they should be done  
10 [inaudible] and not usually or consistently obvious to those  
11 folks providing the funding. What kind of support could this  
12 body give you in the budget process? And then how could we  
13 acquire the kind of information that we can give you that  
14 support? And then what kind of teeth would our advisory, or our  
15 opinion or support, written or otherwise, provide you in that  
16 budget process? In other words, can we help there?

17 DIETRICH: So, Michael Dietrich for the record. I  
18 truly appreciate the additional clarification and commentary. If  
19 I—you know, and I'm kind of stepping out—or possibly stepping out  
20 of the boundaries of what we could ask for on the Board, but I'll  
21 just go ahead and put it out there.

22 I love the comment about, how can you help with the budget  
23 process, and I think knowledge—and I think acknowledgement, that,  
24 in any forum, whether it be a board room of a company whose core  
25 competency is not technology, or the state, there is the

1 difficulty of speaking the language of technology—or, rather,  
2 speaking the language of business, not the language of  
3 technology, and presenting technology asks in a way that everyone  
4 can understand the true benefit to the company or to the state.

5       And even when you kind of abstract technology out of it,  
6 you're still speaking to a group of decision makers of very  
7 diverse backgrounds and diverse skillsets of knowledge and  
8 expertise. So, even some of the very high-level concepts are not  
9 clearly communicated. So, I think that having any forum where we  
10 can speak the language of technology as it relates to the needs  
11 of the business, and then have that translated and subsequently  
12 advocated to the decision makers in such a way that it is  
13 understood and effective, would be helpful.

14       I did hear that in the last session there was a technology  
15 advisory board and I wasn't—or, I'm sorry. A tech caucus,  
16 rather. I wasn't certain what the desired outcomes of that group  
17 was, but I heard tech and I thought, it would be great to have a  
18 voice in something like that speaking to what was going on in  
19 technology within the state. If there is any way that we can, as  
20 this Board, this body, get plugged into a forum like that, that  
21 would assist us to communicate technology—have the technology  
22 conversation with the decision makers, it would be, I think, a  
23 wonderful opportunity. But, obviously, finding those  
24 opportunities can be challenging.



1           CONTINE:           This is Deonne Contine for the record. I  
2 would just add, some of that—especially with respect to the AB33  
3 that didn't go through—and I know that—and Michael testified when  
4 the bill was presented that many of those initiatives had been  
5 brought to this Board and discussed extensively. And I know some  
6 of it—I mean, I don't really think there was a lot of  
7 controversy, but I think that bill really was—I think—at the end  
8 of the day, I think most people will agree that it was—that it's  
9 good policy. The changes—that creating the structure where the  
10 CISO reports to the CIO and not to EITS, and some of the other  
11 things—changes to the boards, it was just—I feel like that was  
12 due to a change in administration in all honesty.

13           And so, there just wasn't enough time to educate a new  
14 Governor and a new team that work for that Governor, about the  
15 importance of that. And so, and I think that's what Michael's  
16 getting to as well. It's like, we, internally, he and I, need to  
17 figure out, how do we communicate that and how do we help people  
18 see the importance of that? Even if it's just a policy and not a  
19 budget. So, that's something we can continue to work on, but  
20 also bringing those issues to this Board and having the Board  
21 discuss it and support it, I think will help in that regard.

22           DENIS:           This is Senator Denis. And I will say,  
23 there's—on some of these issues, I don't—when I saw the bill, it  
24 never got to us on the Senate side, and so I don't know what the  
25 decision was to introduce it on the assembly side first, how that

1 ended up happening. And nobody really reached out to me, which I  
2 probably could have been helpful because I serve both on finance,  
3 and I also happen to be a member of the tech caucus. But I could  
4 have probably been some help there. We just—I saw some of that,  
5 and once we get into session, everything just gets kind of hectic  
6 to be able to do that, but I probably could have been more  
7 helpful, but I didn't realize what was going on. I was told it  
8 was too late and it was on the assembly side, and it's real hard  
9 for me to do anything once it gets over there.

10 So, I think as we move forward if I can be helpful there, I  
11 could of—you know, I was hoping it would get through from the  
12 assembly side over to us so I could have that discussion with  
13 some folks. But since I didn't really know what was going on  
14 there, I didn't help out as much as I could of.

15 CONTINE: I appreciate that—this is Dion—because I  
16 think that bill was heard, I don't know, five days after I  
17 started. So, I was right there with you.

18 DIETRICH: So, Michael Dietrich for the record. Is  
19 there any other suggestions, going back to how we can deliver  
20 information to the board and encourage the discussion and the  
21 feedback from the Board that would—again, my goal is to ensure  
22 that we are making good decisions and through the collaboration  
23 with this body, and the hoped-for collaboration with the law  
24 makers, the decision makers, gain support for those decisions. I

25

1 mean, that really is the thing that makes things happen around  
2 here, right?

3 MCGEE: Sherry McGee for the record. So, that  
4 whole communications piece, because I know there's a lot of—it's  
5 a very small community, right? Our legislature is the public,  
6 and then the folks that work throughout the agencies as well.  
7 So, I think that communication piece, making sure that what we're  
8 talking about here is communicated out so that other people hear  
9 that same message and hear the things that you're doing, the good  
10 things that you're doing and the things you're trying to achieve.  
11 That will come back around through some of those back channels as  
12 well. So, I'm a real advocate for that communication and I think  
13 that will help a lot.

14 DIETRICH: Michael Dietrich. Thank you, Ms. McGee,  
15 for the comment. And we will certainly work on better  
16 communication, both from this group and out to agencies, and  
17 receiving the communication as well. And I will just go ahead  
18 and conclude with, we'll continue to improve the project  
19 dashboard and the portfolio and expect more of that to—  
20 information at the next meeting, and we can refine from there and  
21 hopefully that will be a good vehicle for some of these  
22 discussions. Thank you.

23 CONTINE: Okay. Item No. 13, Board Discussion. So,  
24 Michael Dietrich, the Board may discuss issues raised by the  
25 agenda items or identify concerns within its statutory mandate to

1 be addressed. And then, I don't know if you want to say  
2 something about Mr. Diflo?

3 DIETRICH: Yes.

4 CONTINE: Go ahead.

5 DIETRICH: Michael Dietrich. So, first of all, I'd  
6 like to thank Mr. Paul Diflo, and I think he had another  
7 commitment and had to leave the meeting. He was attending as a  
8 member of the public after resigning his Board seat and also  
9 resigning his Chair. And he just did a great job since I've been  
10 here, with conducting the meetings and keeping us going in the  
11 right direction. So, thank you to Paul Diflo for his service as  
12 Chair.

13 And I also wanted to thank all the folks from Enterprise IT  
14 for their presentations and all of the effort around portfolio  
15 project management, ADA, security. All very critical  
16 initiatives, and I think it's really wonderful that these folks  
17 are putting together this communication for the board and also  
18 all the work that is being done within Enterprise IT.

19 CONTINE: Okay. Thank you. Does anybody have  
20 anything for future agenda? All right. Okay. Well, then moving  
21 on to Item No. 14, is there any public comment in Las Vegas?

22 Denis: No one is coming forward.

23 CONTINE: Okay. Thanks. Is there any public comment  
24 in Carson City?

25 UCHEL: Yes, there is.

1           CONTINE:           Go ahead.

2           UCHEL:            Good afternoon. My name is Dora Uchel and  
3 my last name is spelled U-C-H-E-L. For the record, I am the  
4 National Federation of the Blind, Northern Nevada, Reno Chapter,  
5 Vice President. I am totally blind. I want to say thank you to  
6 Linda—I'm sorry, I lost her last name, but kudos for her for  
7 doing all the ADA compliance. And this guy next to me,  
8 [inaudible] I want to say thank you to all of you guys here and  
9 not cancelling the meeting today. It is really important to have  
10 ADA compliance.

11           It's been difficult. I have a twelve year old and  
12 sometimes I would need her to help me fill out applications for  
13 the DWSS website because it's not accessible. I'm hoping on the  
14 Friday, it will be because we use a mobile phone, we don't have  
15 laptop or computer, so hopefully when we do this moving forward,  
16 that we all keep in mind that this day in age, everybody has  
17 mobile phone to use for—as a computer. I have a backpack, but  
18 it's heavy to carry a laptop with everything else, so mobile  
19 phone is the way to go. And I appreciate your time and thank  
20 you.

21           CONTINE:           Thank you. Go ahead, sir.

22           KERNS:            For the record, my name is Thomas Kerns.  
23 I'm an MFB member, also board member of the state. I first want  
24 to say that this has been a twelve year voyage for me. I started  
25 knocking on the accessibility door for the state and very few

1 people would even answer the door, and then when they would  
2 answer the door, they say, yeah, yeah, get back with me. Or  
3 they'd say, oh, no, no, see ya. Does that, so then I would reach  
4 out to Sam and then inevitably Sam wasn't there anymore and  
5 somebody else took over the job.

6         And so, what I was really doing was helping individuals  
7 like Dora get accessibility on statewide websites, and we would  
8 just—you know, fight after fight after fight, and usually we'd  
9 never get anywhere or worse, get the reaction of, the other  
10 individual in the—on the other side would say, well, can't you  
11 fill that out? Or, can't Dora's children fill that out? Or.

12         And so, basically, it was denying the individual access to  
13 statewide services and goods. And the truth of the matter is,  
14 depending on which website you go to, we have somewhere between  
15 100 to 110,000 visually impaired and blind people in Nevada, and  
16 many of them do not have access to state goods and services. And  
17 it's very important that this process keeps going.

18         This ITAB and the EITS are truly a light on top of a hill,  
19 and you're not keeping it unshown. As you heard Linda talking  
20 about this, from Michael's directive, to Suzie's encouragement  
21 and leadership, and Linda's Jersey girl attitude, she is not  
22 liable to stop and she has pushed it, the EITS has pushed it and  
23 encouraged it.

24         I know that you are only a small portion of the websites in  
25 the state, but by your encouragement, by the EITS encouragement,

1 it is spreading. For instance, Director Whitley approached me  
2 three ITABs ago and ever since, I know for a fact he has been  
3 trying to make progress and is making great strides to doing  
4 that, and with the help of EITS and this commission, you're doing  
5 it. But it's a huge task.

6 Every time I hear Linda talking about it, I almost see as a  
7 little boy, the Ed Sullivan show and that guy spinning plates,  
8 and he's got ten plates in front of him, and then a dog shows up  
9 and he's doing dog tricks and spinning plates, and what really  
10 isn't known, there's a hundred more plates off stage. And the  
11 EITS is still spinning those plates. They need help.

12 We as a group, the National Federation of the Blind want to  
13 be your team members in this. We want to encourage you. We want  
14 to help you. We will give you all the advice and time that you  
15 need to move this forward. So, please use us. Please think  
16 about us. And a few things that we can think about as a group,  
17 there are things that has to be done. There is no [inaudible]  
18 statewide standard. They keep pointing at—oh, this standard, or,  
19 that standard, but the truth of the matter is, is they're  
20 [inaudible] standards such as the WCAG that have clearly pointed  
21 at those standards.

22 Michael alluded to them, Linda alluded to them, and they  
23 put those in place. But the truth of the matter is, the state  
24 doesn't have a standard that they say, we're following this. And  
25 that needs to be done.

1           And along with that [inaudible] standard, we also need a  
2 purchasing process standard. And that purchasing process  
3 standard must, must ask for a VPAT 2.0 and above request. A VPAT  
4 stands for Voluntary Private Accessibility Template, 2.0 points  
5 to 508, which is of course a federal standard. But they've ran  
6 through these processes. And so, for instance, a vendor cannot  
7 buy anything—I mean, sell anything to the federal government  
8 without this VPAT standard, and what it comes down is a report on  
9 their product and how accessible it is.

10           So, I encourage written standards for website  
11 accessibility, written standards for purchasing processes because  
12 without that, let's say we all stick to VPAT—I mean, to  
13 [inaudible] standards, if we're buying inaccessible content and  
14 inaccessible products, we're just undermining our work and it's  
15 just going to all fall back to the problems we have today. But  
16 once again, I really, really want to thank you for being this  
17 beacon for the state and it's accessibility. Thank you very  
18 much.

19           CONTINUE:           Thank you. Is there any other public  
20 comment in Carson City? Okay. Going to Item No. 15 then,  
21 Adjournment. Do we need a motion? Okay. We're adjourned then.  
22 Thank you, everybody.  
23 [end of meeting]

24

25