



**Minutes
SSRC Board of Trustees Meeting
October 12, 2009**

A meeting of SSRC Board of Trustees was held on Monday, October 12, 2009 at 1:30 PM at the DOE Turlington Building, Conference Room 1703.

Members Present:

Blanca Bayo, DOR
Joe Wright for David Faulkenberry, DMS
Nelson Hill, DOT
Ron Lauver, DOE
Nelson Munn, DHSMV
David Stokes, DOH
Kevin Thompson, AWI

Members Absent:

Kevin Patten, Member-at-Large

The meeting was publicly noticed: **Florida Administrative Weekly, October 9, 2009, Volume 35/40**

Documents Distributed

Agenda for October 12, 2009 meeting
SSRC Board of Trustees' Meeting Minutes – September 14, 2009
Agenda Presentation

Call to Order/Introductions

Chairman Nelson Hill called the meeting to order and welcomed everyone.

Rick Mitchell called the roll.

Approval of Minutes

Following a review of the minutes of the previous meeting (September 14, 2009), Mr. Nelson Munn moved that the minutes be approved as presented. The motion was seconded by Mr. Kevin Thompson and carried unanimously.



Chairperson's Remarks

Public Notice/Sunshine Law Requirements - Chairman Hill noted that the recently appointed standing committee co-leaders would be setting up initial and on-going meetings that will require public notice. He said that he had asked the board secretary to re-visit this issue with legal counsel to determine what options the standing committee co-leaders might have in noticing their upcoming meetings. Gerry York, legal counsel to the board, advised the board that Florida Statute 120.525 requires 7 day prior notice in the Florida Administrative Weekly for any public meeting except in the case of an emergency. He said that, in some cases, other agencies had noticed a series of meetings with the exact meeting date and times to be announced on the agency's website.

Rick Mitchell, Board Secretary, pointed out that the Customers and Services Standing Committee lead by Mr. Munn and Mr. Patten had recently set up three planning meetings that were appropriately noticed in the FAW. Rick said that as long as he received the information in sufficient time prior to the planned meetings, he could facilitate them being appropriately noticed in the FAW. Chairman Hill asked Mr. Mitchell to provide the co-leaders of the standing committees with a summary of the process required for publicly noticing their upcoming meetings.

Messaging and Public Records – Chairman Hill pointed out that executive branch agencies had recently received direction regarding the use of instant messaging and text messaging on cell phones and other hand-held devices. He suggested that the board may wish to provide direction to Mr. Wade as to policies surrounding the use of instant messaging and the retention of such messages if they are allowed.

Mr. Munn pointed out that HSMV had explained to EOG the law enforcement related need to utilize alternative methods of communication during emergency situations, specifically Blackberry Instant Messaging. He said that they had convinced EOG that as long as such messages were appropriately logged and the content made available upon request, then this type of communication was allowable.

Mr. Hill said that his agency, DOT, had disallowed all casual instant messaging. He noted that they were planning to allow automated text messaging originating from servers that provided appropriate staff with warnings, alerts, etc. He said that those text messages that were allowed would be logged appropriately.

Chairman Hill recommended that the board direct Mr. Wade to review the use of text and instant messaging within the SSRC to determine the appropriate policies that may be needed to govern such messaging.



On a related subject, Legal Counsel Gerry York inquired as to whether the SSRC had a Records Management Liaison Officer. Hearing that there was none, he suggested this be flagged for future consideration. Chairman Hill agreed and suggested that this need can be addressed by both the upcoming organizational and staffing exercises associated with FST and by the newly formed Operations and Finance Standing Committee. In the short term, Chairman Hill said, this could be included as a service provided by DMS via the memorandum of understanding between DMS and the SSRC.

Suggestions for Enterprise IT Management Bill

Chairman Hill reminded the members that legislative staff had solicited input from the board regarding suggestions for inclusion in a proposed Enterprise IT Management (Glitch) Bill. Board legal counsel, Gerry York, said that he had been working with Mr. Faulkenberry on suggested changes that would clarify what constitutes a quorum given the likely discrepancy between number of members and number of votes on a Primary Data Center's Board of Trustees. He submitted the following two versions of a proposed new Section 282.203(2)(g), Florida Statutes.

1. Notwithstanding subsection (2)(a), a simple majority of members shall constitute a quorum.
2. The presence of members holding a simple majority of votes as set forth in subsection (2)(a) shall constitute a quorum.

Following discussion Mr. Kevin Thompson moved that option one (1) above be moved forward as a recommendation for change to the Enterprise IT Management Bill. The motion was seconded by Mr. Ron Lauver and carried unanimously. Chairman Hill directed Mr. York to submit this recommendation to appropriate legislative staff.

Chairman Hill reminded the members that the deadline for recommendations for changes to the "glitch" bill was not until January, 2010. He asked the members to review the legislation for any additional suggested changes they might feel are appropriate.

Standing Committee Reports

Mr. Munn advised the chairman that the Customers and Services Standing Committee had set up three meetings to begin planning and organizing for the committee's ongoing operation. The meeting information is as follows:

Monday, October 19, 2009, 2:00 PM – 2900 Apalachee Parkway, Conference Room A436

Tuesday, November 10, 2009, 1:30 PM – 620 S. Meridian, Conference Room 329

Tuesday, November 24, 2009, 2:00 PM – 2900 Apalachee Parkway, Conference Room A436



AEIT Activity Update

Mr. David Taylor, Executive Director of AEIT, provided the board with a brief update of recent AEIT activities. He said that AEIT is continuing to progress with recommendations for data center consolidation. He noted that AEIT is trying to be sensitive to the SSRC's situation following Full Service Transfer (FST). He said they hoped to allow a full year or the better part of a full year following July 1, 2010, before slating the first full data center consolidation for the SSRC. He pointed out that DOT was tentatively slated to be the first data center consolidated into the SSRC followed by ACHA. He emphasized that the AEIT recommendations were subject to legislative approval.

Mr. Munn requested that AEIT consider as part of their planning a tool or process to document and map the functions and activities of agency positions to the functions of the data center positions so that gaps may be identified. He pointed out that one of the lessons of mainframe consolidation was that some functions previously performed within an agency by mainframe positions later transferred to the data center were not functions provided by the data center. Mr. Taylor noted that such gaps should be identified via fair and honest exchange between the customer (agency) and the provider (data center).

In response to an inquiry from Mr. Wade regarding the status of enterprise email, Mr. Taylor noted that an Enterprise Email Committee made up of agency representatives was working on draft recommendations to AEIT. He said a Request for Information (RFI) had been extended to vendors and that once responses were received, a better understanding of the range of options and prices relative to enterprise email would be available.

Executive Director's Remarks

Mr. John Wade, SSRC Executive Director, provided the board with a brief update on the following topics.

Short-Term E-mail Service

Mr. Wade advised the board that the short-term e-mail project was on schedule. He noted that processes surrounding Change Management, Incident Management and Archival/Backup had been adopted and published. He said that the short-term e-mail implementation plan provided the board at their last meeting was still on schedule.

SSRC Power Build-Out

Mr. Wade informed the board that the power build-out is on schedule and within budget. In response to a question from Chairman Hill regarding the queue for potential customers once the build-out was completed, Mr. Wade noted that the expectation was that the 3000 square feet of tier-2 floor space would allow for a lower, more attractive rate for customers who did not require the more expensive tier-3 service.



Full Service Transfer Project

Mr. Wade told the members that the FST project was currently in the “to be” or modeling phase which includes analyzing, validating and reconciling the agency submitted information in order to produce a new SSRC rate structure and cost model. He noted that the next major milestone was the completion and submission of the SSRC Full Service Transfer LBR on November 13.

Mr. Wade reviewed with the board the current FST dashboard which indicates the status of agency submissions required for the project. He noted that most of the agencies have submitted their required information (green) although some submissions were still outstanding (red). He also pointed out that some of the submissions had to be rejected for one reason or another (yellow) and returned to the agencies to be revised and re-submitted.

Mr. Wade provided the board with a Software Summarization/Aggregation detailing the number of Operating System Versions (22), the number of Operating System Instances (433), as well as the breakdown of Operating Systems by vendor and by version.

Mr. Wade also provided the members with a Cost Summary/Aggregation and an FTE Summary Aggregation based on the agency submitted cost collection workbooks received to date. He pointed out that the FTE Summary indicates a total of 16.27 FTE positions offered by the agencies in support of the FTE equipment as identified by the agencies. The Cost Summary reveals that the agencies have identified \$5.6 million of cost associated with their equipment at the SSRC and have offered \$4.1 million to the SSRC via their submitted FST LBRs.

Chairman Hill requested that, if possible, Mr. Wade provide the board with an analysis of what makes up the difference between the identified costs of supporting the equipment today and the total agency LBR submissions.

Mr. Wade presented the board with the projected costs for the additional FST project resources. He noted that the actual cost-to-date for these additional resources was \$232,400. He said that the total expected cost-to-complete was \$478,315. He pointed out that the SSRC has committed \$91,200 from operational savings to this cost, leaving an expected shortfall of \$387,115 that will be passed on to the FST agencies based on the percentage of each agency’s FST resources.

In response to a question from Mr. Hill as to whether the total cost-to-complete was a worse-case estimate, Mr. Wade said that it was not a worse-case estimate but rather a best-guess estimate to complete all phases of the project.

Following discussion, Chairman Hill suggested to the other members that for future projects requiring resources outside the ability of the SSRC or the member agencies to provide, the board may want to consider submitting an LBR to fund such additional resources.

Mr. Munn said that he agreed that an LBR is an appropriate alternative and noted that his agency head concurred with that notion. He further reiterated his desire that the SSRC negotiate aggressively with vendors and wherever possible try to employ local talent in order to



avoid exorbitant travel expenses. In response, Chairman Hill agreed and noted that the need for additional resources was not initially apparent with FST. He suggested that the SSRC and the board needed to “get out in front” of these projects in order to be more proactive in preparing for whatever additional costs may be needed.

Finally, Mr. Wade provided the members with a pro-rated breakdown of each agency’s portion of the additional anticipated FST costs.

NSRC Technical Committee Representation

Mr. Wade advised the members that the Northwest Shared Resource Center had requested that a representative from the SSRC be named to serve on the NSRC’s Technical Committee. He said that he had tried but failed to contact the NSRC today in order to determine whether they were requesting a SSRC Board member or a technical resource from the staff of the SSRC. He said that if they were requesting a technical staff member of the SSRC, he would designate someone and if they were requesting a SSRC board member, then he would bring the request back to the board for a decision.

Review of Outstanding Action Items

Rick Mitchell reviewed the outstanding action items from the previous meeting as follows.

- **Invite Members to Cost Allocation Discussion** - send calendar notice of Mr. Hill and Mr. Thompson’s review of cost allocation methodologies – **COMPLETED**
- **Meet with Delinquent FST Agencies** – hold a meeting with those agencies with outstanding FST submissions – **COMPLETED**
- **FST Info** - Provide updated FST product summary and Cost-Staff Summary to board at next board meeting – **COMPLETED** – see **Full Service Transfer Project** under **Executive Director’s Remarks** above.
- **Correct FST Tables** - Correct and re-issue FST Resource Funding table and FST Customer Equipment Table and send to members – **COMPLETED** – see **Full Service Transfer Project** under **Executive Director’s Remarks** above.
- **FST Cost Notification** - Notify FST agencies of their prorated share of FST cost – **OPEN**
- **Member Feedback on Committees** - Solicit feedback from members as to how to implement the standing committee process – **COMPLETED**
- **Quorum Review** - Review the quorum issue and determine whether clarification language should be put forth for consideration by the legislature – **COMPLETED** – see **Suggestions for Enterprise IT Management Bill** under **Chairperson’s Remarks** above.



- **Review Delegation of Authority** - review the delegation of authority and make a recommendation regarding the granting of full or partial authority to the SSRC Executive Director in granting exceptions to the 180 day notice requirement for service termination – **OPEN** – Mr. Thompson suggested that a meeting be set for he and Ms. Bayo to review the delegation of authority and discuss any potential changes.

Following the review of action items, Mr. Joe Wright inquired about a previous action item calling for the identification of specific management reports for the board's routine review. Following discussion, it was agreed that the identification of the management reports was to be a function of the standing committees once they were formed and operational. Mr. Wade advised the board that in lieu of and until the standing committees could recommend specific reports, the SSRC was working on a consolidated report that would provide the board with key measures of the SSRC's financial and operational status. Chairman Hill suggested that this and other pertinent internal SSRC reports be shared with the board and the standing committees.

NEW BUSINESS – Presentation of Agenda Items

ITEM 1 – Standing Committee Review and Planning

As discussed earlier in the meeting (see **Chair Person's Remarks** and **Standing Committee Reports**) Mr. Wade reiterated that the board members asked to serve as leaders of the three standing committees had all agreed to do so. He also noted again that Mr. Munn and Mr. Patten have already set up three meetings to begin planning and organizing for the Customers and Services Standing Committee. The standing committees, member leaders and high level committee functions are as follows:

Customers and Services (Nelson Munn, Kevin Patten)

- Define Processes and reporting
- Consult on product portfolio
- Define customer impact reporting

Technology (Ron Lauver, Nelson Hill)

- Determine service portfolio
- Consult on enterprise architecture
- Clear Technical Issues

Operations and Finance (Kevin Thompson, Blanca Bayo)

- Consult on policy and procedure
- Advise on fiscal and operational customer service
- Approve annual spend plan and rates

Following discussion, Chairman Hill suggested that in addition to the above standing committees, a short-term workgroup will be needed to assist Mr. Wade in developing the SSRC's organizational structure and staffing chart. He asked the members to consider who among them or within their organizations might be able to serve on such a workgroup.



Chairman Hill went on to elaborate on the role of standing committees and workgroups. He noted that in his view the standing committees were on-going extensions of the larger board whereas a workgroup was a short-term group formed to address a specific need over a time-limited duration. The board concurred with this distinction.

ITEM 2 – SSRC Organizational Structure and Staffing

Mr. Wade noted that he had met with the members individually to review the plans and progress in developing a revamped SSRC organizational structure and staffing plan. He noted that the SSRC staff is continuing to work toward a recommendation and that the current target date is October 21st.

Mr. Wade then reviewed with the board the organizationally related questions/issues raised by members during his individual sessions with them as detailed below:

Office Space – There is insufficient space available to house the anticipated increase in staff following Full Service Transfer (FST) and eventually Data Center Consolidation (DCC). Noting that the SSRC facility itself has limited office space, Mr. Wade said that he is working with DMS Facilities to locate an acceptable location to house all the current and future SSRC staff members that cannot be housed at the SSRC. He mentioned that he has discussed with Ms. Bayo the possibility of utilizing CCOC Building 4070 which is currently occupied by DOR. He said that although DOR is not slated to move to their new facilities until October, 2010, he would like to explore the possibility of “growing” into Building 4070 by occupying currently empty offices until such time as DOR permanently relocates to their new facility. Mr. Wade told the members that he expected to bring to them in the near future a list of possible options and the associated cost of each.

Network and Security Functions – Mr. Wade explained that currently the SSRC gets its local area network support from DMS Division of Telecommunications. He said that he has been working with Charles Ghini of DMS DIVTEL to coordinate moving this function to the SSRC. He said both he and Mr. Ghini feel that this will be beneficial to the service’s cost and performance. He noted that the SSRC is currently the only local area network supported by DIVTEL. Mr. Wade advised the members that they will likely see an increase in the SSRC’s network capabilities and security functions. He noted that the SSRC identified the organization’s first information security manager in March and he has been working diligently to get the SSRC up to standards in regard to statewide security guidelines. Mr. Wade explained that both FST and DCC will significantly increase the complexity of our security program.

Customer Relations Management – Mr. Wade mentioned that Mr. Patten had offered some analysis on customer relations management (CRM). He noted that this is a current deficiency within the SSRC and said that the board would likely see some recommendations for improvement in this area.



Inspector General, Legal, and Budget Functions – Mr. Wade noted that Ms. Bayo had inquired as to whether the SSRC should consider incorporating into the SSRC organizational makeup some of the functions currently acquired via the DMS MOU.

Mr. Wade explained that the special called meeting of the board on November 2nd would be exclusively devoted to a review of the recommended SSRC organizational structure and staffing plan. He presented the members with a rough analysis of the anticipated increase in staff resulting from FST (see below) and pointed out that the analysis was without any staff increase related to enterprise email.

– Network	3
– Project Management	3
– System Admin	6
– DBA	10
– IT Manager	1
– Admin Assistant	1
– Business/Customer Support	<u>12</u>
Total	36

During ensuing discussion several members expressed concern regarding the obvious discrepancy between this analysis and the number of FTE anticipated to be acquired via FST. Mr. Lauver specifically noted his concern regarding the 12 Business/Customer Support FTEs in the analysis. He noted that he did not expect agencies to identify this type of resource as part of their FST resources.

Mr. Wade explained that the final recommended organizational structure and staffing plan will be derived from looking at the following:

- current staffing as compared to current inventory
- the impact of Full Service Transfer
- standard industry metrics
- staff analysis of what is needed to support the services

ITEM 3 – FY 10-11 Rates and Spend Plans

Mr. Wade provided the board with an overview of the current activities underway to identify projected rates and spend plans as detailed below.

Current activities due by Oct 31

1. Collect/Estimate agency (28) transfer data
2. Prepare service quantity and spend plan estimates



3. Allocate intra-fund and indirect costs
4. Determine service rate
5. Prepare customer LBR issue code for DP Services

Mr. Wade further explained that the most critical FST activity is service estimation, which is identifying the number of instances of each particular service that will be required of the SSRC to support once FST is complete.

Mr. Wade told the members that he had hoped to bring to them today a comparison of the FY 09-10 direct costs and percentage of costs by platform with the direct costs and platform percentages related to FST and the resulting direct costs and platform percentages projected for FY 10-11. He explained that due to the delay in receiving some of the FST data from agencies, he will not be able to provide this information until the special called board meeting on November 2nd.

Mr. Wade reiterated that the special called meeting on November 2nd will be exclusively devoted to a review of the proposed SSRC organizational structure, staffing plan, spend plans, rates, and customer impact. He noted that during this meeting and for the ensuing week, members will have opportunity to review, question, and recommend changes. However, both Mr. Wade and Chairman Hill emphasized that on November 9th at the regular board meeting, members will be expected to approve a final recommendation on all of this in order that the SSRC meet the November 13th deadline for submission of the SSRC's Full Service Transfer LBR.

ITEM 4 – SSRC Cost Allocation Review

Mr. Kevin Thompson provided the members with a review of the recent meetings held to review the SSRC's cost allocation methodology as it specifically relates to mainframe services. He explained that actual mainframe utilization has been significantly greater than the original estimate of utilization upon which rates were initially determined. This has resulted in higher than expected service charges as charges are based on rate multiplied by utilization. He said that Mainframe Services user agencies will pay one-twelfth (1/12) of the originally forecasted annual cost per agency each month for the first three months of this year. After the first quarter, the SSRC will reassess rates based on actual utilization.

ITEM 7 – Open Board/Public Discussion

There was no additional board or public discussion.

The SSRC Board Meeting's agenda was concluded and the meeting was adjourned.



Next Meeting

November 2, 2009, 1:30 PM, Turlington Building, Conference Room 1706

Action Items:

#	Status	Date Assigned	Date Due	Responsible	Short Title – Description
1	OPEN	9/14/09	10/1/09	J. Wade	FST Cost Notification - Notify FST agencies of their prorated share of FST cost
2	OPEN	9/14/09	10/12/09	B. Bayo/K. Thompson	Review Delegation of Authority - review the delegation of authority and make a recommendation regarding the granting of full or partial authority to the SSRC Executive Director in granting exceptions to the 180 day notice requirement for service termination
2.1	OPEN	10/12/09	10/31/09	R. Mitchell	Review Delegation of Authority - set a meeting for Mr. Thompson and Ms. Bayo to review the delegation of authority and discuss any potential changes
3	New	10/12/09	10/13/09	R. Mitchell	Public Notice Summary - provide the co-leaders of the standing committees with a summary of the process required for publicly noticing their upcoming meetings.



#	Status	Date Assigned	Date Due	Responsible	Short Title – Description
4	New	10/12/09	11/09/09	John Wade	IM Policy Review - review the use of text and instant messaging within the SSRC to determine the appropriate policies that may be needed to govern such messaging.
5	New	10/12/09	10/15/09	Gerry York	Quorum Recommendation - submit board agreed recommendation to appropriate legislative staff
6	New	10/12/09	11/09/09	John Wade	FST Support Cost Delta - provide the board with an analysis of what makes up the difference between the identified costs of supporting the FST equipment today and the total agency LBR submissions.