

OCATS Meeting Minutes
6/25/2010

Attendees:

Tim Constantine, Michael Longo, Deborah Watkins, Scott Britton, Mike Heino, Shawn King, Cassey Barrett, Darrin Warren, Kevin Loving, Marti Cummings, Dave Wigent, Deborah Smedley, Lauren Coffey, Randall Derrick, Dean Kepler, Patrick Paunt, Brian Frondorf, Mark Brown, John Wanchick, David DeClue, Patrick Hogan, Bud Hunt, Larry Lynch, Patrick Miller, Rick Copley

Absent: Kevin Armstrong, Joe Krockner, Warren Haydon, Ravi Mereddi, Curt Smith, John Trott

Minutes: Larry Lynch & Kaye Peters

1) Meeting started with Introduction of Members.

2) Over view of charter:

- John Wanchick reviewed the goals of the committee and gave a background of how we got to where we are today with this group. He explained that we have now reached a point where all members have come full term. We still have some of those members with us, as they asked to serve another term. OCATS members consist of overlapping terms. We welcomed all the new members to the committee and shared some of the past successes.

2) Vote on chair:

- John W. reviewed with the group the role of the co-chairs. John W. and Tim Constantine both share this role in the past.
 - a) Tim is ready to pass this role onto a new person. Tim nominated the following: Deb Smedley, Dave Wigent and Darrin Warren.
 - b) Deb Smedley nominated Ravindra Mereddi.
 - c) Each candidate gave an overview of their credentials.
 - Darrin Warren
 - ◆ 20 years experience with County Government. Started from bottom and worked way up including work as a caseworker. Founder of North East Ohio (NEO) committee.
 - David Wigent
 - ◆ David Wigent is from Wood County and is actively involved with IT related projects in Northwest Ohio. David enjoys working with information technology and project management.
 - Deborah Smedley
 - ◆ Working at Franklin JFS for 4 years. Recent success was building the Franklin County Community portal. Worked as a manager in Franklin facilities for 3 years prior to IT. Built agency workflow system. Strives to build partnerships with other Franklin County agencies.
 - Ravindra Mereddi was not present.
- After a vote among committee members, Deb Smedley became our next Co-Chair with John Wanchick. It was asked if Deb could present at the next OCATs her County Portal Solution.

3) Review and approval minutes

- Deb Smedley asked for an clarification of “Call Center Expansion” under the VOIP updates.

- Lynch inquired if she was inquiring about Montgomery County Call Center or JFS call center expansion. Then proceeded to explain Montgomery CISCO solution.
- Wanchick advised that the program group is expanding many types of technology. For example, Interoperability of Data Groups.

4) Update on Data Access Sub-Committee:

- James was not able to be present but ask that the following update be provided.
 - a) "Data Access Sub-Committee hosted a presentation and demo by IBM on Mashups for OCATS members and ODJFS staff. A "mashup" is a lightweight web application created by combining information or capabilities from more than one existing source to deliver new functions and insights. Next step is to determine whether or not to do an abbreviated presentation and/or demo of this technology to OCATS"

5) Update on CRISe direct data base – Ruth James

- Ruth stated they are attempting to provide education to the OIS staff, also working with pilot counties. (Mahoning, Hamilton, Cuyahoga and Trumbull)
- Wanchick asked Ruth James for a timeline for implementation.
 - a) Ruth responded that data is associated with Crise and the release will be dependant upon current Crise work efforts. The development area will have to make that call..
- Lynch-
 - a) Advised that Network Pilot network configurations have been completed and test connections were successful. Counties are awaiting test data to continue
- Gaunt-
 - a) Cuyahoga County has completed baseline configuration for data collection database.
 - b) Constantine shared that he feels all counties should shape efforts with common starting point of data collection.
 - c) Lynch shared that Kevin Armstrong has also made significant progress with database.

6) Update on VoIP – Larry

- Marion County 1st commitment to OIS VoIP offering.
- Still working with Montgomery Co. on their Call Center requirements due to additional scope of work.
- Tuscarawas, Medina and Defiance are currently evaluating their proposal.
- There are 7 more request for VoIP currently in the Pipeline.
- Currently there is discussion about service level agreements. Some counties want to be self servicing and other want to rely on the state for full service. Service agreements will be addendums to current SLA agreements.

7) Copier Security

- Watched CBS News video about security risks associates with Copier Hard Drives
- ODJFS Hard drive disposal- Rick
 - a) Rick Copley - ODJFS is in the process of identifying all the vendors, makes and models of equipments. Then talking to all owners of leased devices to see if they have a policy or process in place to scrub hard drive, or make provisions for ODJFS to purchase the hard drive.
 - Deb Smedley said they require all vendors to put in writing that they clean/scrub their Hard Drive.

- Brian Frondorf said all of their vendors have been very cooperative in allowing them to remove hard drives from copiers prior to going to salvage.

8) Controlling Websites – Kevin

- Kevin explained how the internet is one of our most valuable tools but at the same time can also be one of our biggest dangers too.
- ODJFS tries to filter out this harmful material and unwanted websites using a service called SurfControl.
 - a) This tool filters access to websites in categories like Gambling, hacking, hate speeches, but can't block everything.
 - b) We need everyone's help monitor sites and send inappropriate website that do make it through to him so they can add them to the filtered list.
 - c) Kevin has asked everyone to send the URLs of websites that NEED to be filtered to the OIS Service desk. They will open a ticket and assigned it to his group.
 - d) Dean Kepler inquired if the surf control tool has the ability to block links beyond the home page URL. Kevin responded that we can.
- Larry Lynch asked Kevin if he had the ability to block streaming audio. Kevin said Yes, send us the information via email to the Service Desk.
- Randall Derrick suggested that a GroupWise Mailbox resource be created to submit websites that need blocked.
- Randall Derrick asked Kevin if they filter Ad's. Kevin said no but they would like to hear more about how Randall Derrick / Licking co is currently doing it.

9) Certified Mail Demo – Kevin Green & Lionel Harris

- Certified Mail is only available to current ODJFS GroupWise users.
 - a) CM is not installed by default. Individuals can install it thru their Application Explorer.
- Deb Smedley would like to know how or what might be available for Exchange. John said he believes there are CM tool available, DAS has exchange and they have a CM tool.
- Constantine inquired if all functions at the initial email retrieval screen were available. (I.e. Send as PDF). Kevin responded that they are. Constantine also noted that quarantine will initially intercept certified email responses unless they are added to the trusted list in Message Screen Quarantine Manager. Tim asked if the State could define certified mail as a trusted site globally. Kevin responded that it is best to add individually. Tim also asked if the State could offer terms or policy on when certified mail should be used. Rick Copley explained that policy resides in programs on when to use. Kaye Peters offered a link off the innerweb indicating guidelines when to use certified email.
- Randall Derrick said they had issues with utilizing CM because they share a County resource mailbox.
 - a) Kevin said Randall should follow up with him and they can set up an account for that county shared mailbox.
 - b) Deb Watkins asked for assistance too with their county mailbox.

- Laurie Walton inquired about the expiration terms of email sent using certified mail and that recipients should be aware of the lifespan of mail sitting on the certified mail server. **ACTION ITEM: Identify and share expiration terms of certified mail.**
- Constantine shared that his agency will send external partners a letter explaining what certified mail is and how to use it prior to sending first encrypted email. **ACTION ITEM: Constantine to share letter with OCATS committee**
- Dean asked how a recipient with an account on Certified Mail would reset their password if needed. Lionel Demonstrated it was a self service password reset.

10) Walk - on's

- Self Service Lobby PC offering to CDJFS
 - a) Lynch explained that the Office of Families and Children have shared a vision of self service kiosks to be available in CDJFS lobbies in conjunction with the deployment of the self service portal. The project is in its conceptual stage but we are pursuing a solution consisting of a wireless PC with printer located in lobbies. Lynch asked for OCATS input on county concerns or suggestions.
 - Constantine- Noted that kids are drawn to PC's and that monitoring usage by JFS staff helps prevent occurrences.
 - Declue commented that the PC's will be locked down and can only access the self service website
 - Smedley commented on Franklin Counties experience with self service kiosks.
 - ◆ Users will use PCs when available.
 - ◆ County utilizes a moderator to keep an eye on terminal usage.
 - ◆ No major issues with printers.
 - ◆ Keep PC in open view, prevents damage or inappropriate use.
 - Randall Derrick inquired if the PC's would be ADA compliant with both hardware and software.
 - Wigent asked if counties can add instructions or notices to systems.
 - Watkins asked if this solution is also being considered for CSEA.
 - ◆ **ACTION ITEM- John Wanchick suggested that the Child Support program be offered an invitation to present program vision at an OCATS meeting.**
- Patrick Gaunt asked if there was a model available. Larry said this project is still in its conceptual stage. John Pendergast said a mock is coming and will find out who is involved.
- Michael Longo asked about the wireless technology and wondered if that wireless solution could carry over to resource rooms. He would like to know if people could bring their own laptops and connect into the wireless network. John W. said the question/issue with that is figuring out how to charge for the extra bandwidth. Larry Lynch said we will be learning as we go forward with this project and would hope they could offer this option. **ACTION ITEM- John W. would like Larry to follow up on this request with Michael Longo.**
- Trumbull County is offering a support contract for document imaging systems. (Formally known as Butler imaging). Kevin Loving is now on staff and adding support structure.

All support except for hardware is being developed and should be available by the end of July.

- Randall Derrick asked about TSSP offerings and changes to hardware list. John explained that anyone can request items not on the list. OIT is trying to create a standard. Contact us and we will look into it.
- Deb Smedley asked about Universal Profiles, is the roll out target still Aug 2010? John said YES
 - a) Who will police the profile. John said it will be a joint effort between the State and County LSC's. John suggested anyone with questions should contact Pam Parks.
 - b) Deb has concerns that County staff can contact the state to receive this profile and bypass her county LSC staff.
 - John W. suggested John Pendergast follow up on how the profile will be granted and who can request the profile.
 - ACTION ITEM- John Pendergast to present about Universal Profile limits.