

## OCATS MEETING MINUTES March 25, 2011

### Attendees:

Dave Wigent, Mark Brown, Brian Frondorf, Dean Kepler, Patrick Gaunt, Scott Britton, Mike Heino, Deb Smedley, Marti Cummings, Tim Constantine, Warren Haydon, Daron Raynor, Joe Krockner, Robert Iler, Lauren Coffey, Faith Griffith, Curt Smith, Shawn King, John, Trott, Randall Derrick, Kumar Rachuri, Bud Hunt, David DeClue, Patrick Hogan, Sylvan Wilson, Larry Lynch, Pat Miller, Rick Copley, Trudie Bormann, Don Womeldorff,

*Absent:* Ravindra Mereddi, Amy Ruppert, Kevin Armstrong, Laurie Walton, Darrin Warren

*Minutes:* Dawn Plantz, & Kaye Peters

### Administration

1. Review & approve of 01/14/2011 meeting minutes
2. Review Acton Items from last meeting
  - a. Send link to TPOCs and OCATS will be done with today's meetings
  - b. Speech Recognition Software – will be discussed later today.
3. Introduction of Kumar Rachuri (OIS-CIO) – been around for 15 years. Kumar has traveled all 88 counties and has been to every one of the offices. OCATS is new to him and he is here to take notes and see the intent of this forum. Kumar was CIO of OBM, Ohio Shared Services Project. Looks forward to meeting with each and every one of the members. Would be more than happy to work on any issues you may have.

### Old Business & OIS Updates

1. Collarbor8 Project Update – Trudie Bormann
  - o As of today, from a policy will recognize all 8 counties.
  - o July to September rollout we can do that.
  - o Still signature, moving to virtual call center concept.
  - o Don't believe there will be a problem with getting waiver.
  - o Draft MOU, executive team in ODJFS, hope to have it out.
  - o WIP - CRISE enhancements. (Notices/Alerts)
  - o Technical side – Dave Wigent indicated the heavy design, call centers, telephone, VoIP, telephony. Been unable to negotiate a price point. Started examining other options. Trying to evaluate what will fit in their budget.
  - o If you have any questions- eMail Trudie Bormann in GroupWise.
2. Update on CRISE Direct Database Access – David DeClue
  - o Integration testing, started on 03/24/2011
  - o Plans to go into system testing next week.
  - o Performance load test to stand up to high volume.
  - o User acceptance test – will work with counties
  - o Production ready date, somewhere in mid to late April.
    - Q. Patrick Gaunt – Are you going to put the test against the data?
    - A. Ironing out some of the production issues. Added three more fields, in the process of testing, then we will coordinate with you to open up the queues. (Cuyahoga is the pilot county for testing this product)

3. Speech Recognition Software – Patrick Hogan/David DeClue
  - Put in our test lab (Dragon Naturally Speaking) working, learning, seeing what we can do with it.
  - Contacted Gartner and they suggested utilizing tablets to fill out forms and record to later be uploaded into system. Tablets are very good for holding forms, return on the recorder and then fill out form, and then upload it. Gartner feels a tablet is more friendly and open than laptops create a wall or barrier between the caseworker and client.
  - The next step is to form a sub-committee, April 1<sup>5th</sup> or 29th Pat Hogan will send out an email to the group. (Action Item)
  
4. IE8 Update - Walter Sutterlin
  - We have been able to successful work through the upgrades.
  - We are at a point to focus on pilot testing.
  - Will be done internally, to make sure everything works properly and no further issues.
  - The project team will be looking for County's to become early Adopters.
  - Target date is still end of the fiscal year.
  - We still continue to monitor issues reported to Service Desk.
  
5. Office 2007 – Larry Lynch
  - Planned to deploy January – June 2011.
  - Difficult to roll out due to its size. We cannot use our normal deployment method.
  - Deployment is underway. (Slide show).
  - County Deployments are lower than expected; we need a better way of communicating to the counties.
  - WE are looking at a new deployment method - Agency wide deployment overnight. Leave PCs on overnight, but locked. We can schedule a deployment overnight. 5-7 mins or you can do the TPOC control method.
  - We can also have the remote techs help out. This will require scheduling.
  - See handout for training web sites and for Office 2007 website.
  - After today, Larry will send out all of this information to the TPOCs. (Action Item)
    - Tim Constine provided some information on Office 2007
    - Accessing data on the shared drives with MS Access generates an error message that required a few extra steps of “Trusted” locations (checking the boxes).
  - All New computers come with Office 2007/ re-burned computers will be loaded with Office 2007

### **New Business:**

1. CFIS Web Project – Martha Arter, Project Manager
  - Redesigning CFIS.

- Provided slide on background of CFIS
  - Will replace QuiC and the need to continually update that application.
  - RFP was placed on the street on 03/23/2011.
  - Civic Solutions, target installation date for RMS system is June 1, 2011. (Reconfiguration of what they already have).
  - Target implementation date of CFIS web is April 30, 2012.
  - Project Schedule slide
    - There will be no more paper for the RMS system, moving to paperless system
    - JFS/RMS coordinators will still manage the website.
    - All approvals will be done via internet/web.
    - If a county has no internet/web accesses, there is still the option to submit by paper.
2. OCI Office of the Chief Inspector – Jennifer Demory, Investigations Supervisor
- Three investigators (responsibility for all county and state)
  - See Slide show
    - OCI can assist with Internet monitoring, email, P:/drive, inappropriate access to Mainframe systems and Forensic review of hard drives (details of each can be found on the slide show.)  
Q. older tools appear to look as if you are on the internet for long periods of time, when you may have forgotten to close a window and it remains running in the background, etc. Current monitoring does in fact do this, OCI has to “scrub” the data to remove those entries.
    - You will most likely receive an update for internet monitoring in about 2 wks. A more formal final report will most likely follow in about two more weeks.
    - Criminal cases make sure you get legal approval before (Chief Inspectors office) touches PC. If this is a criminal case, local authorities may not want OCI (administrative) involved with touching the computer.
    - Monitoring blackberries and thumb drives (yes) is also reviewable.
    - If you have any questions – feel free to contact Jennifer, contact info available on slide.

**Walk-Ons: 12:00 p.m.**

- Lobby PCs – lessons learned, being used?
  - Randall Derrick asked if a Link to (Self Service – 7102 form) website can be made available off their Northwoods / Onbase training PC. Larry meeting with Northwoods today, and will work with Kumar, we should consider it.
  - Registration key being sent to email account before they can log in. (Clients having to wait due to having to create email accounts). This is creating a misconception of being able to sit down in one setting and complete the entire process. Some Clients don’t have email accounts and it creates a delay for them.
  - Brian of Hamilton County indicated that they have signage up and also has a video that they allow the clients to review.

- (Showed Hamilton YouTube video in meeting)
- Deb Smedley brought up the Northwood Maintenance \$\$ – At the point where we have to pay another \$329,000.00. Indicated that they were not interested in paying this due to budget constraints. She posed the question - if we could collectively put pressure on Northwood's maintenance, we pay per user. Find a way we can talk about this or reduce the fee. They may have drawn the line, but they haven't had ALL of us at the table. Key to this negation is you may have to be willing to walk away. **If you are interested in having a conversation regarding Northwoods, please contact Deb Smedley.**
- Curt Smith brought up the recent RSA Secure ID security seeds breach. Rick Copley said they are waiting to hear back from RSA with an announcement. James Matheke is working with our technical staff. **Guidance that has come from RSA is pretty high level, once we get more information, it will be passed along.**
- County Involvement in this meeting – Kaye would really like to have some county input. Like to encourage folks to get more involved and someone come forth with a presentation at the net Meeting. Please contact Kaye or Larry with ideas / input.
- Location change 4200 or 4020 – Most seem to like the larger facility, we will keep the next meeting at 4020 as well.

**Next Meeting: May 27, 2011 @ 4020 in A118/A119**

- The next OCATS meeting date is the Friday **before** Memorial Day. A vote was taken to move the meeting up 1 week to May 20. More than 70% agreed to this change. **Next meeting is now scheduled for May 20, 2011** at the AirCenter 4020, Room A118 /A119.

**After note:**

\*\*Due to room and schedule availability the meeting has been scheduled for May 24 – in our old location of 4200 / Room G179. Appointment has been sent out.