

**STATE GOVERNMENT COUNCIL**  
**Nebraska Information Technology Commission**  
Thursday, February 12, 2009, 1:30 p.m. - 2:30 p.m.  
Executive Building - Lower Level Conference Room  
521 S 14th Street, Lincoln, Nebraska  
**MINUTES**

**MEMBERS PRESENT:**

Brenda Decker, Chief Information Officer, Chair  
Randy Cecrle, Workers Compensation Court  
Tom Conroy, OCIO-Enterprise Computing Services  
Josh Daws, Secretary of State's Office  
Pat Flanagan, Private Sector  
Rex Gittins, Department of Natural Resources  
Dorest Harvey, Private Sector  
Bob Shanahan, Department of Correctional Services  
Len Sloup, Department of Revenue  
Rod Wagner, Library Commission;  
Brad Weakly, OCIO-Network Services  
Bill Wehling, Department of Roads

**MEMBERS ABSENT:** Bob Beecham, Nebraska Department of Education; Michael Behm, Crime Commission; Dennis Burling, Department of Environmental Quality; Mike Calvert, Legislative Fiscal Office; Carlos Castillo, Department of Administrative Services; Lauren Hill, Governor's Policy Research Office; Cathy Lang, Department of Labor; Bev Neth, Department of Motor Vehicles; Gerry Oligmueller, Budget Office; Jim Ohmberger, Health and Human Services; Terry Pell, State Patrol; and Janice Walker, State Court Administrator's Office;

**OTHERS PRESENT:** Kelly Lammers, Department of Banking

**ROLL CALL, MEETING NOTICE & OPEN MEETINGS ACT INFORMATION**

Ms. Decker called the meeting to order at 1:30 p.m. There were 12 voting members present at the time of roll call. A quorum existed to conduct official business. Meeting notice was posted to the [NITC website](#) and [Nebraska Public Meeting Calendar](#) on December 12, 2008. The agenda posted to the NITC website on February 6, 2009.

**PUBLIC COMMENT**

There was no public comment.

**APPROVAL OF MINUTES DECEMBER 11, 2008**

Mr. Harvey moved to approve the [December 11, 2008](#) minutes as presented. Mr. Shanahan seconded. Roll call vote: Conroy-Yes, Decker-Yes, Sloup-Yes, Flanagan-Yes, Daws-Yes, Gittins-Yes, Harvey-Yes, Cecrle-Yes, Weakly-Yes, Shanahan-Yes, Wagner-Yes, and Wehling-Yes. Results: Yes-12, No-0. Motion carried.

Ms. Decker introduced Kelly Lammers, of the Department of Banking.

**SHARED SERVICES UPDATES**

*Secure File Transfer, Tom Conroy.* The federal Social Security Administration is providing a new secure file transfer application to the state. The work group was tasked with exploring options for leveraging this product to be used as a shared service for state government. Product demonstrations have been

provided. Kevin Keller will be organizing more demonstrations. The next step will be to develop a business model.

*Content Management, Tom Conroy.* Beverlee Bornemeier has been assisting with this shared service. At their last meeting, the work group worked on definitions, functions, agency scenarios and cases that agencies experience. These will be used to determine existing State of Nebraska products and/or systems that will work. No determination has been regarding a product. Mr. Conroy entertained questions from the members.

*Field Support Services, Tim Cao.* ([Handout](#)) Intergovernmental Data Services (IDS) field support services is a suite of IT field services, available to state agencies, political subdivisions and local government, including county government. It is available throughout the 93 counties. IDS services will include the following: onsite support for personal computers/laptops, printers and other computing devices; IT equipment setup and installation; cable/wiring for local area networks (LAN); LAN and WAN network analysis, problem assessment and resolution; LAN/WAN network installation; and end-user training and assistance. Services do not include the following: parts and materials hotel and meals for overnight traveling. The question was raised regarding wiring and staff certification. IDS and Network Services will work together regarding wiring.

*Customer Relationship Management (CRM) Len Sloup and Steve Henderson.* Mr. Sloup approached the Office of the CIO regarding the agency's interest in CRM. The Office of the CIO suggested determining if there would be interest from other agencies. Revenue is exploring CRM to provide higher level of service to customers as well as steer them to the web site, and hopefully provide a cost saving to state. The Department of Revenue is developing a self service web site. Taxpayers will be able to go the site for keyword searches or more sophisticated searches to get information. CRM will create a huge knowledge base of customer service as well as provide a customer contact history. It was recommended that the Department of Revenue work with OCIO to determine needs. Interested council members were asked to contact Rick Becker. After interest level is determined, the Office of the CIO will convene a group if necessary.

## **OTHER BUSINESS**

*Secure Email.* Ms. Decker announced that the Office of the CIO has launched a secure email service. It will be provided to agencies for an additional \$1.20 per mailbox.

## **AGENCY REPORTS**

Agencies were given an opportunity to provide agency reports.

## **NEXT MEETING DATE AND ADJOURNMENT**

The next meeting of the State Government Council will be held on March 12.

**Mr. Flanagan moved to adjourned. Mr. Harvey seconded. All were in favor. Motion carried.**

The meeting was adjourned at 2:19 p.m.

Meeting minutes were taken by Lori Lopez Urdiales and reviewed by Rick Becker of the Office of the CIO/NITC.