

WAFWA 2019 Durant Oklahoma
Information Technology Session Notes

Minutes IT Agenda

Start of meeting:
Tuesday 9-10-2019

Introductions:

Mark Ridings Cio Tennessee

- Next gen it process

Scott Denton Tennessee

Alvin Henry Louisiana

- Active switch over

Bob Ross Idaho

- Talk about Cloud issue NASCIO
- Amazon not accepting State terms and conditions.
- Story about contractor that didn't read the contract

Elaine Jaramillo NMDGF

- Getting systems updated

Matt Oram Cio and John Buckley Washington -

- 120 IT Staff, 120 Apps, State Data Center/ Cloud Data Center, GIS, John Buckley

Wes Cleland Arkansas

- Compensation new hires issue.

Dustin Holden CIO Arkansas

- Administration understanding business rules of IT

Jason Dixon Kansas Section Chief

- Consolidation with the state of Kansas.

Troy Kroeger IT manager Nebraska

- 9 IT staff serving 1900 employees

Deana Vance CIO Pennsylvania

- Aspira, S??3, NIC Switching systems, resources, GIS

Rocky Garret Oklahoma Programmer analyst

- Legacy system 1999 to people soft.
- Licensing system to Brandt system.

- Drew Segal - GIS issues, inventory management

Jay Armstrong Montana - Jessica Plunkett CIO

- RFP consolidation with the state.
- 20 year legacy licensing system. At the point of obsolescence.

Jim Davis Wyoming

- Short staff

Greg Evans Utah

- No issues.

Jason Edwards Wyoming

- Application Development staffing issues
- In house licensing
- Getting everybody in the agency on the same page.
- Data collection and consolidation.
- Bringing data in to a centralized data system.

Tom Graham Wyoming

- <couldn't hear his comment>

Brandt Utah

- It Consolidation

Bob Ross Idaho - Licensing system

- IT consolidation means different things to different agencies.
- Consolidation causes this potentially (diversion or loss of control) PRGJ Funds Breaks State and Federal Law
- Document all the details of the IT group
- Utah saved some money but game and fish did not save it went up
- Be an evangelist to find out what the data needs might be for business area ideas.
- Talked about trail cams creating 15TB of data per year
- Being supportive allows data to be grown.
- Talked about the magnitude of game and fish IT services, locations, data centers, camera data, GIS data, etc.. (House, officers trucks, regional offices)
- Asked question about licensing costs being part of IT or outside of that.

David Southerland Oklahoma

- Consolidation benefit has been better pricing on Microsoft products.

Wednesday 2019-09-11

Idaho MC Talking

1. What new Technologies do you see coming that will have a significant impact on your agency?

New Mexico

- Dashboards visualization of data
- How to collect data for visualization
- Greater need for data warehousing (habitat, fish, insects etc.. to see other factor data)

Arizona

- Consistency of data (ex. dates)
- Business analytics (data warehouse)
- ETL process data warehouse
- Cross correlation between the data to help biologist find other factors
- Microsoft Azure
- Find interested biologist to use the new way instead of Access
- Camera issues - body cameras black hole with data
- Older methods push back to use new data entry methods

Washington

- Unstructured data (biologist dump tons of data in to silos)
- Lay some foundational process to work with it
- FTE Service delivery units due to larger size
- Access data going after the intake (OCR paper conversion to data files) issues security, fish goo on ipad, etc...
- Old method loss of data paper impacts grants
- Teams tools? Using one drive (SharePoint)
- Here are the tools you can use them if you like.
- Pushing Office 365 is more helpful

Kansas

- Migrating data into one
- FTE SAS developer made the difference
- Still get complaints about 365 state forced
- Body cams - what is everybody doing?

Arkansas

- Used python scripts to move data
- Consistency water database data
- Google docs is being used
- Body cams
- Man with glasses
- FTE issues?

Elaine (New Mexico)

- Converting the numerous Access databases

Montana

- Present a common interface to bring in their data
- Build in API to bring in data
- Java on Oracle

David Southerland Oklahoma

- Trying to get upper management to agree on an approach
- Camera looks like phone and doc. Only look at equipment costs but not data costs.

Bob Ross Idaho

- SSD so much better
- Body cams state police drive car in uploads automatically.

- External drives failure rate. Mirrored drives are better.
- Data stores and retention talked with Chief.

2. What data fields are PII? How do we evangelize this throughout the agency?

Idaho MC

- All hunters number and tag numbers are considered PII
- He wrote up what's fish and game's PII may be different than states.
- Federal law adjust last 4 digits
- Disappearing ink issue on licenses
- Trying to push security storage to vendors

Utah

- Number with conjunction with date of birth.

Oklahoma

- Mobile app puts your license and family license data on same phone.
- Until lawsuit happens PII

Kansas

- Last four just happened recently

Washington

- Had large breach PII issue
- Positive now got 1.2 million in cyber funding
- Driver's license number was the big problem.
- Cloud storage security (Threaten analytics) Audit process had to change.
- Require vendors to use cloud flare.

Arizona

- Run scans look at alerts

3. Data Analytics/Data visualization

Arkansas Wes

- ESRI - Geo coding licenses

Washington

- ESRI - GEO coding licenses

Montana

- Analytics with CWD (survey)

Idaho Bob Ross

- Harvest information data for hunt planner
- Made it public
- Works to their benefit hunters spread away from congested areas
- Talked about draw trust and fulfillment.

Washington

Have raffles and draw (with points) JMT contractor does it for them

4. Customer Relations Manager (CRM) - Who is using what?

Oklahoma

- Built into license system.

- Give access to marketing people (role rights privileges)

Washington

- Used sales force for a year and dropped it.
- Used Microsoft dynamics still very pricey.
- Licensing vender manages counts

5. Mobile computing/Access security/ Mobile device...

Washington

- Chose not to go mobile app for customer
- Internal apps for mobile device
- Policy to not seize staffs phones for data used in field
- Website is the preferred method for mobile phones

<Not sure who said this>

- Air watch worked for them.

Kansas

- React Java Script (Background push) still infant stages
- Open Coach DB
- Store the data on the phone.
- Offline storage on phones.
- Scan QR code has customer data officer can give permissions.
- PWA google product
- Drone training class (IT was able to see)

Idaho

- MDM Citrix is protected via connection engine
- Zen mobile
- Develop that taxonomy for surveys
- GIS and IT need to be together
- Got the groups together to work with GIS
- IS folks volunteering to work with other departments get them out in the field to understand the mission of the agency.
- Talked about fin clipping trailer

Arizona

- Mobile development mobile friendly
- Web app is elastic.

Oklahoma

- GIS is outside of IT (Wildlife Management Division) created collector apps

Washington

- Salmon cannon

New Mexico

- Understand the data quantity for GIS

6. Multi Factor Authentication (MFA) Who is using what?

New Mexico

- Google authenticator on servers and VPN

Arizona

- Microsoft authenticator

7. Using Drones and trail cams for fish

Idaho

- Move data from expensive storage to less expensive data to less expensive storage
- Move data based on utilization

Arkansas Wes and Dustin

- Going to google storing the data makes this unlimited
- Always back up the data to local from cloud daily

Washington

- Mounted storage with google (Cold storage) store petabytes of data
- Egress charges if you move from cloud to cloud
- Moving towards 1 gig lines between offices
- PRD?

8. Business Email Compromise of Government Employees

Alabama

- Ransomware issues and concerns

Idaho

- Communicate to other agencies about target schemes
- Users were trained about security tricks
- If everyone does not take their security training raises for all employees are held back.

Florida

- Homeland security scanned them to let them know what was wrong.
- Certain devices purchased by biologist would broadcast back to origin example.

9. Micro services and Containerization

Arkansas

- Netflix containerize idea
- Python shop run on Jengo, Nginx
- Breakdown everything into a service
- Docker is used
- 75% runs on the cloud

Arizona

- Understanding of separation of duties
- Cross training and understanding somebody else's job

Idaho

- Include developers in business meetings

Idaho

- Help an ISD problems as a team
- I'm too busy to do that. (Chop wood with a dull axe)

New Mexico

- Never knock someone trying to do their job

- Work as a team operations and applications

10. Application Development

Kansas

- Talked about new systems that they are developing

Idaho

- Hybrid Agile
- Talk about the requirements with the customer before creating an email storm of questions
- Like coming to work
- Agile development needs communications

Montana

- Going back and forth with programmer
- Younger generation users were being horrible to developers

New Mexico

- Draw a visualization/storyboard for prototyping

Washington

- Dividing Dev/Ops older apps and newer apps
- Better to train someone and have them leave than not train them.

11. Rerouting, retaining, growing IT teams

Arkansas

- Out of college

Florida

- Ex-military resources have a close proximity
- Use analogy benefits of what helped them for (angler fish)

New Mexico

- Older developers 2nd time around as a developer calmer lifestyle, appreciates the family aspects, consistent hours, less stress compared to private career
- Show and tell complex things

Idaho

- Retirement, better work hours, health care
- Older tire of rate race
- Family more important
- Closer relationships with co-workers
- Help list out all the things that happen
- Establish relationships
- Work with the program areas talk their language only

Arizona CIO

- Better work environment
- Millennials give them a sense of purpose

Montana

- Trying to show them what they are paying for

Oklahoma

- Participate in some of their duties to understand them so you can help find a solution

12 ESRI What's new, what's exciting, what's not?

<Missed what was said>

13. Enforcement records management

<Missed what was said>

14. Cybersecurity: Nist framework, Cis controls

Florida

- Cybersecurity increase security footprint
- Constant defacing of website
- People are attacking efforts to do work
- Work order system is getting attacked (Old php system)
- Eco terrorism efforts
- Malware bytes
- Buoys in the ocean being hacked
- cameras trail cams threat protection
- Cybersecurity campaign
- Examples messing with data integrity
- Asset management

New Mexico

- PCI compliance made us more security sound for everything as well as credit card data
- CSI Hardening of production servers will make a huge difference in protection
- Outside security firm helps us validate our security measures

Arizona

- PCI compliance is a good way to tell business areas why additional funds are needed
- OWASP Zap tool really helps developers finds vulnerabilities

Oklahoma

- Pass the audit before transparency

Idaho

- Cybersecurity firm hiring
- MSI SEC Subscription

15. Database data classification

- Was mentioned in earlier discussions

16. Cloud(XaaS) Who is using what?

<skipped this>

17. Data sharing of license data between states for enforcement to identify person who say they are resident in multiple states.

Open question: Feds funding sources

- PRDJ Funds - States will not be allowed to divert funds. State laws have to match. Only game and fish has these limitations. State law was changed that only FTE that are employed not FTE's that are not hired.

- Both logical and physical access has to be controlled by the game and fish agency.

Montana

- How are they getting away from that.

Doug Cummings AFWA

- Setup a way to communicate with each other
- Connection point for game and fish IT from all states to work together and exchange issues and solutions.
- Example Auto renewal question put out there, Ask questions of each other
- CIO management network (Private)
- Site is for IT management and leads