

**DAS CUSTOMER COUNCIL MEETING MINUTES:
February 24, 2014**

A regular meeting of the DAS Customer Council was held on Monday, February 24, 2014, at the Hoover Building (Conference Room 6) in Des Moines, Iowa. The meeting was called to order by Chair David Roederer at 11:00 a.m.

MEMBERS PRESENT

Mike Carroll, Department of Administrative Services (DAS), Vice-Chair
Jessica Holmes, Department of Revenue
Steve Larson, Department of Commerce – Alcoholic Beverages Division
David Roederer, Department of Management (DOM), Chair
Peggy Sullivan, Judicial Branch
Margaret Thomson, Iowa Department of Agriculture and Land Stewardship
Joel Wulf, Department on Aging

PARTICIPATING VIA CONFERENCE CALL: Lee Wilkinson, Department of Transportation

MEMBERS ABSENT

Carmine Boal, Legislative Branch (House)
Mary Cownie, Department of Cultural Affairs
Michael Marshall, Legislative Branch (Senate)
Jean Slaybaugh, Department of Human Services (DHS)
Nickie Whitaker, Department of Public Safety
San Wong, Department of Human Rights (DHR)

DESIGNEES:

Mary Bowser, DHR, for San Wong
Jodi Lane Molarni, DHS, for Jean Slaybaugh

OTHER ATTENDEES

Matt Behrens, DAS
Kevin Beichley, DAS
Ben Brackett, DAS
Susan Churchill, DAS, responsible for taking meeting minutes
Tera Granger, DAS
Kelly Green, DAS
Ed Holland, DAS
Caleb Hunter, DAS
Mirela Jusic, DAS
Tana Kelce, DAS
Kathy Mabie, DOM
Calvin McKelvogue, DAS
Phil Micolot, DAS
Michelle Minnehan, DAS
Janet Phipps, DAS
Stefanie Pirkl, DAS
Danielle Plogmann, DHR

Julie Sterk, DAS
Sharon Tahtinen, Department of Natural Resources
Robert von Wolffrad, DOM
Bill West, DAS
Nancy Williams, DAS
Others may have been present who did not sign in.

AGENDA ITEMS

- I. The meeting was called to order at 11:00 a.m. by Chair David Roederer.
- II. **MOTION:** Margaret Thomson made a motion to approve the meeting minutes of November 28, 2013.
 - A. Joel Wulf seconded the motion.
 - B. Motion passed unanimously.
- III. Matt Behrens, Chief Operating Officer for the Department of Administrative Services – Information Technology Enterprise (DAS-ITE), provided an update on the events surrounding the power outage on February 18, 2014.
 - A. At approximately 3:00 p.m. on Tuesday, February 18, 2014, there was smoke and fire in the server room on B-Level of the Hoover Building, causing a power outage and building evacuation.
 - B. The storage suppressor, which protects servers, failed and caught on fire.
 - C. Damage was contained to that unit.
 - D. By 6:00 p.m., DAS-ITE brought core-networking components back online.
 - E. Between 6:00 p.m. on February 18 and 6:00 a.m. on February 19, DAS-ITE followed the LDRPS, or Living Disaster Recovery Planning System, which listed the order of repairs:
 1. Power
 2. Network
 3. Servers
 4. Asked agencies to let DAS-ITE know their priorities for bringing systems online.
 - F. During the night, 15 – 20 components failed, and DAS-ITE repaired them while bringing systems online.
 - G. Vendors, such as IBM and their resellers, were onsite to assist with the repairs, and participated in conference calls with DAS-ITE staff throughout the night.
 - H. All agencies were up and running by 7:00 a.m. on Wednesday, February 19, except the Department of Revenue.
 - I. Chair Dave Roederer asked what DAS-ITE learned during this event; Matt Behrens replied that the State needs to:
 1. Move to the cloud. (All executive branch agencies were affected by this event to some degree; therefore, from a risk management standpoint, the State needs to move to the cloud, so that not all servers are located in one building.)
 2. Create a more established procedure for alerting agencies of emergency issues.
 3. Make sure DAS-ITE personnel have needed supplies to handle emergencies.
 4. Increase training of DAS-ITE staff as to what to do in an emergency.
 - J. Vice-Chair Mike Carroll asked if the fire suppression system is automatic; Matt Behrens replied:
 1. It is supposed to be automatic, but it did not deploy until a human pulled it.
 2. DAS-ITE is looking into this.

- K. Chair Dave Roederer asked how DAS-ITE is determining the cause of the fire; Matt Behrens replied:
 - 1. The vendor is doing forensics on the device; however, it is damaged so badly that the cause of the fire may not be determined.
 - 2. Unless Mid-American Energy can confirm a power issue, then the event will be deemed a device failure.
 - 3. The device was installed by the vendor in 2005 and is still under warranty.
 - L. Matt Behrens stated that he would be interested in hearing from state agencies on the impacts of the event from an Information Technology standpoint.
 - M. Chair Dave Roederer asked Matt Behrens to elaborate on why it is important for the State to move to the cloud; Matt Behrens replied:
 - 1. If the state email had been on the cloud, then DAS-ITE could have communicated with all state agencies via email.
 - 2. Cloud vendors spread their customers' data across many different facilities; therefore, an issue at one facility would not affect their customers.
- IV. Bob von Wolfradt, Chief Information Officer for the State of Iowa, spoke about the need to diversity Information Technology systems.
- A. He would like to move key systems, such as email and public websites, away from the Hoover Building.
 - B. In an effort to improve communication with state agencies, he would like to look at an alert system, such as a common website.
- V. Chair Dave Roederer spoke about agenda items for the meeting on May 19, 2014.
- A. He would like agenda items to be cross-cutting, affecting all agencies.
 - B. Council Members should send agenda items to:
 - 1. Chair Dave Roederer, or
 - 2. Vice-Chair Mike Carroll, or
 - 3. Susan Churchill, Administrative Assistant in DAS-HRE.
- VI. Meeting adjourned at 11:35 a.m.