

MINUTES OF THE  
MARICOPA ASSOCIATION OF GOVERNMENTS  
TELECOMMUNICATIONS ADVISORY GROUP

August 28, 2003  
MAG Office  
302 North First Avenue  
Phoenix, Arizona

MEMBERS ATTENDING

Greg Binder, Phoenix, Chair  
\*Kevin Hinderleider<sup>1</sup>, Avondale  
✓ Jim Keen for Betsy Wise<sup>1</sup>, Carefree  
\*Pat McDermott, Chandler  
\*Mike Ciccarone<sup>1</sup>, Fountain Hills  
\*\*Shawn Woolley, Gilbert  
Ajay Joshi, Glendale  
\*\*John Imig<sup>1</sup>, Goodyear  
Cary Parker<sup>2</sup>, Maricopa County

Shirl Butler, Mesa  
\*Duncan Miller<sup>1</sup>, Paradise Valley  
✓ Ralph Spencer, Peoria  
\*\*Lester Godsey for Kazi Haque, Queen Creek  
\*\*Kevin Sonoda, Scottsdale  
Randy Jackson, Surprise  
✓ Dave Heck for John Laue, Tempe  
Bruce Johnson, Tolleson  
\*Karen Strickland, ADOT  
Randi Alcott<sup>1</sup>, RPTA

\*Members neither present nor represented by proxy.

OTHERS PRESENT

\*\*Tim Wolfe, ADOT  
\*\*Richard Shannon, EKS Associates  
Chris Cummiskey, GITA  
\*\*Mark Goldstein, IRC

Debbie Kohn, MAG Telecommunications Assoc.  
Heidi Pahl, MAG  
Rita Walton, MAG  
✓ Sandy Teetsel, Peoria  
✓ Glen Cronk, Tempe

\*\*Participated via telephone conference call.

✓ Participated via video conference call.

<sup>1</sup> = RVS Site Coordinator

<sup>2</sup> = RVS Backup Site Coordinator

1. Call to Order

The meeting was called to order at 10:05 a.m. by Chair, Greg Binder. Voting members John Imig, Shawn Woolley, Lester Godsey and Kevin Sonoda attended via telephone conference call and voting member Ralph Spencer and proxies Dave Heck and Jim Keen attended via videoconference. All members introduced themselves.

2. Approval of June 26, 2003 Meeting Minutes

It was moved by Randy Jackson seconded by Cary Parker and unanimously recommended to approve the June 26, 2003 meeting minutes.

3. Government Information Technology Agency (GITA) Update

Greg Binder welcomed Director Chris Cummiskey, Chief Information Officer (CIO) of GITA. Mr. Binder explained that MAGTAG's Information Sharing Working Group extended the invitation for Chris Cummiskey to provide an update to the TAG membership on the State's Information Technology (IT) vision and initiatives.

Chris Cummiskey gave personal background stating that he spent 11 years in the State legislature and became Director of GITA in January 2003.

Chris Cummiskey stated that GITA's vision or roadmap is still very much involved in planning, monitoring and oversight of State IT projects. He noted that staff at GITA reviews projects of \$25,000 to one million and anything over a million goes to the Information Technology Authorizing Committee (ITAC). ITAC meets once a month.

Chris Cummiskey said that in terms of e-government the State of Arizona received national recognition last year for being number one in the country for digital government and GITA is trying to maintain that position.

Chris Cummiskey focused his presentation in three areas: telecommunications, homeland security and e-government.

In terms of telecommunications, Chris Cummiskey reported that the legislature directed GITA to deliver a scalable, actionable Request for Proposals (RFP) by October 31, 2003 for a 5-year telecommunications plan for the State of Arizona. Mr. Cummiskey noted that the Burton Group is the consultant that is assisting GITA with developing the 5-year roadmap for telecommunications with a converged network for voice, video and data throughout the State and improving functionality and services for State agencies. He noted that the Department of Administration (DOA) would put the RFP on the street. He added that this is a fairly large-scale operation, broken down into phases. He reported that the draft roadmap would be available next week, and interested parties can contact GITA's office to review the five-year telecom roadmap.

Chris Cummiskey announced that the State legislature is moving to VoIP and phone numbers at the State legislature may change.

Chris Cummiskey gave an update on homeland security initiatives at the State. He noted that the Governor, listing a ten-point plan for the State's homeland security, approved the blueprint

document for homeland security. He added that the Office of Homeland Security, Department of Emergency Management, Maricopa County and local governments are involved.

Chris Cummiskey said there are some issues with homeland security, noting interoperability of radio communications as an issue. He said that the cities of Phoenix and Mesa are creating an 800 MHz system, and the State may piggyback off of the cities' efforts so as not to replicate the system and to ensure they do not work off of different frequencies. Chris Cummiskey stated that AC1000 type of technology is being deployed in the short term for first responders in the event of an emergency. He said the AC1000 is positioned in the Sheriff's office. He noted that the State is trying to avoid having uncoordinated efforts, they want to work with local governments.

Chris Cummiskey said Arizona is looking at rolling out a 211 system, which is the prefix used for reducing pressures on the 911 system. He stated that 211 is viewed by the State as a web based system accessed by emergency response agencies, it also has a call center approach for public to call in, and a case management approach for State law enforcement, Child Protective Services (CPS) and non-profits and other agencies to access centralized records. Chris Cummiskey announced that the Governor approved a three-day session as a systems design meeting for the 211 system.

Chris Cummiskey gave an update on e-government activities, reporting that the State Motor Vehicles Division (MVD) has been on the forefront of activities by having more e-services available to the public (e.g. vehicle license renewal on the Web). He noted that e-government reduces costs to the agency. He added that IBM is working with the State in creating a survey that will be sent to all State agencies asking them to identify critical business processes or transactions that would make sense to migrate from current practice to a more e-government solution. He said a list will be generated for the Governor's consideration. He added that this is an exciting time, that he would appreciate TAG input. He invited any TAG member to come down to the State Capital and share interests and glean best practices from the governments out there on the landscape.

Randy Jackson noted that local governments are straining to comply with the Arizona Criminal Justice System (ACJS) certification through the Department of Public Safety (DPS), and asked Chris Cummiskey if assistance is foreseeable. Chris Cummiskey responded that the Department of Homeland Security is spending a lot of time on first responders, and that he recognizes the need to broaden dialog and talk about other stress factors such as Mr. Jackson's concern.

Greg Binder asked if Chris Cummiskey foresees any culture shift or organizational impact by virtue of GITA's work. Chris Cummiskey responded that silos are difficult to impact, and State silos are fairly entrenched so new leadership is interested in using technology to improve the way they do business (e.g. Department of Economic Security). He added that there is interest in a cultural shift but there are years and years of ingrained thinking and there has been a dissonance in the leadership and the IT teams. Agency heads are dealing with these challenges. Change is a slow process. GITA is asking for open dialog and is being assertive and proactive.

Randi Alcott asked how the State's deployment of connectivity for home to work is progressing. Chris Cummiskey said that the State is looking at more aggressive strategies for compliance and addressing how to increase the connectivity of workers so that they do not have to travel into work. He noted that the State is creating a migration strategy and the State would be happy to keep Ms. Alcott informed.

Randy Jackson asked if there were any plans for Statewide contracts for cell phone plans or long distance service. Chris Cummiskey said that the Telecommunications Carrier Services contract is under review and is set to expire in a month. He noted that the Telecommunications Executive Governance Committee would like to retain access for universities and local governments and anyone else who wants to utilize these State contracts for affordable pricing mechanisms.

Debbie Kohn asked who sits on the Governors Information Technology Council and Executive Governance Committee and what kind of projects are they are working on. Chris Cummiskey said that the Governor created the Council on Innovation and Technology with an Executive Order earlier in the year. He noted that there are 30 members on the Council and it is light on government representation with only two government State agency directors, and the rest of the Council is mostly populated with industry CEOs and the universities have a strong presence. The Council has three areas of focus: technology transfer of university information to the private sector, venture capital and generating pools of money that can be utilized for ideas that come out of the universities, and an infrastructure roadmap. The Executive Governance Committee was formed prior to the legislation being passed on outsourcing, for the purpose of State agency directors, county, and cities all coming together to discuss a telecommunications vision for the future. He noted that the outsourcing process was dropped in the middle of the Executive Governance Committee process.

Greg Binder thanked Chris Cummiskey for his presentation.

#### 4. MAGTAG Working Group Projects

Debbie Kohn said that the Digital Oasis working group met in August and at that meeting they heard an update regarding the City of Buffalo, New York certification program, reviewed a Washington Post article regarding a potential security threat from identifying publicly available information on telecommunications infrastructure and they reviewed the draft scope of work. She noted that all of the working groups changes to the scope of work had been incorporated. The group also discussed a draft timeline for the project.

Ms. Kohn said that there was discussion at the group meeting about a commercially available database used by commercial search firms to find buildings to rent, lease or buy. She added that it is a subscription database and that the City of Phoenix subscribes to this commercial database. She noted that a subset of the working group was tasked to look into this further as well as to look at International Economic Development standards created by the International Economic Development Council, which is the trade association for economic developers, that have been put together for learning about and collecting data regarding buildings and other property available commercially. She noted that the smaller working group will be having a demonstration of the commercial database from a company called COSTAR directly following

the MAGTAG meeting. She said that the purpose is to find out what information is located in the database so that we do not duplicate efforts with the MAG Digital Oasis Project. She said the group wants to determine if the database information is proprietary and if there is a partnering opportunity.

Greg Binder asked if we should pursue the International Economic Development Standards. Debbie Kohn replied that Jack Tomasik of MAG staff supplied the working group with information on the International Economic Development Standards (IEDS) and we will work with him offline to determine if we need to include information on IEDS in the RFP.

Heidi Pahl provided an Additional Sites and Outreach update. She noted that the four web-based scheduling vendors submitted their product information spreadsheets and were granted a second extension until September 2, 2003 to add information to the spreadsheet. She said that five MAG staff will review the vendor responses the weeks of September 8 and 15<sup>th</sup>. She anticipated that a vendor would be selected by the September MAGTAG meeting.

Heidi Pahl reported that the second component of the Additional Sites and Outreach project is the purchase of high quality conference room speaker phones for member agencies for the purpose of beginning or improving their audio conference experience, thereby reducing travel and improving air quality. She noted that a letter from the MAG Executive Director with a sample letter of authorization will be sent to each city manager asking them to accept or decline the phone. She said that the MAGTAG members and site coordinators will receive a copy of the letter.

Randy Jackson gave an Information Sharing Working Group update. Mr. Jackson stated that the group met in August to plan for future MAGTAG topics of interest. He hoped the TAG enjoyed Director Cummiskey's presentation on the IT vision of the State of Arizona and GITA's many technology-related initiatives.

Randy Jackson noted that cyber security will be the informational topic for the September MAGTAG meeting. The tentative speakers are Tom Liffiton of the local FBI office, Al Crawford, chair of the ATIC cyber security subcommittee, and a representative from the City of Phoenix IT department in charge of cyber security. He asked the TAG to invite others in their organization who may be interested in this topic to attend the September meeting.

Randy Jackson noted that the group is tentatively planning to have public safety telecommunications as the topic for the October MAGTAG meeting. He said that possible areas include the DPS conversion to IP, the 800 MHz public safety communications band conversion project, and examples of incident management through technology and telecommunications.

Mr. Jackson said that for future MAGTAG meetings, the working group would like to have a series of presentations focusing on projects, applications, and trends in information technology (IT) and/or telecommunications. The cities of Phoenix and Surprise have volunteered to start off the

presentations. He said that the working group would like to ask MAGTAG for their opinions on this idea and get suggestions for future presentations from both small and larger cities. He noted that the thought is that cities might have good ideas to share that could be replicated or adapted by others. For example, an off-the-shelf solution may do the job for a smaller city and maybe a larger city or town is looking at something similar on a larger scale. He said the group wants this to be a time when the large and small cities can network and share solutions. He added that the focus of the presentations could be on the human and logistical aspects as ideas that transfer across organizations, not necessarily focus only on the technology itself.

5. Regional Videoconferencing System (RVS) Marketing Initiatives

Heidi Pahl stated that two site coordinator meetings were held in the month of August and were well attended. She gave an update on the material covered at the RVS site coordinator meeting beginning with: a demonstration of a multipoint videoconference, member agency RVS round table, RVS marketing, and a future presentation to MAG Management Committee in October to discuss FY 03 RVS usage and MAGTAG projects. She noted that the site coordinators were given details on the activities of the RVS marketing group, training and demos, e-tutorials for audio conferencing, and efforts with Arizona State Retirement System (ASRS) staff to engage them in the use of videoconferencing for the ASRS retirement planning workshops. She added that the site coordinator newsletter is going to be revamped to include a broader audience. Ms. Pahl explained that the “How to Videoconference and Audio Conference” poster and wallet cards have been laminated and personalized for each member agency and will be mailed to each site coordinator and backup site coordinator.

Heidi Pahl stated that MAG held three focus groups: RVS Users Focus Group, MAG Staff Committee Liaisons Focus Group, and a Committee Chair Focus Group. She noted that the focus groups were one-time meetings for one hour only. Debbie Kohn gave an update on the focus groups stating that a total of 27 people participated with a broad cross section of the RVS users and committees. She noted that honest and constructive feedback was received and that MAG should concentrate future marketing activities on raising awareness and educating potential users, researching and implementing some technical and logistical changes to make meeting preparation easier and meetings run smoothly, and continue training and educating staff and elected officials due to staff turnover.

Heidi Pahl stated that a videoconference participants survey was created at the request of the Marketing Working Group and is being reviewed by MAG staff before final approval by the group and MAGTAG. Ms. Pahl noted that a recognition program for the RVS was created and Debbie Kohn gave the details of the program.

Heidi Pahl and Debbie Kohn gave a PowerPoint presentation on RVS FY 03 usage. Shawn Woolley requested a copy of the presentation for audio conference participants. Heidi Pahl said she would e-mail the PowerPoint presentation to all MAGTAG members.

Randy Jackson asked what the funding level is for RVS. Heidi Pahl said that the annual amount spent on the RVS is \$450,000.

Randi Alcott asked when the funding ceases for RVS. Heidi Pahl stated January 2005 for service and support and near that timeframe for the network lines.

6. Announcements and Public Input

Mark Goldstein announced that Galen Updike is Brad Tritle's replacement at GITA for telecommunications economic development. Mr. Goldstein announced that the next ATIC public meeting will be held September 18, 2003.

Greg Binder announced that CIO magazine published its CIO 100 and City of Phoenix was in the top100 for the fourth year in a row.

7. Date of Future Meetings

The MAGTAG meeting was adjourned at 11:30 AM.