

CSTARS COMMITTEE MEETING MINUTES
January 22, 2015
1881 Pierce St. – Boards and Commissions Conf. Rm.
Lakewood, CO 80214

CSTARS Committee Members Present: Chair – Sara Rosene (Grand County), , Jean Alberico (Garfield County), Bo Ortiz (Pueblo County) via telephone, Shelia Reiner (Mesa County) via telephone, Matt Crane (Arapahoe County).

CARS Committee Members Present: Pam Nielsen (Larimer/Chaffee County) via Telephone, Linda Bishop (Washington County) via telephone, and P.J. Taylor (Grand County).

County DRIVES Committee Members Present: Tony Frazzini (Denver County), Victoria Krupke (Arapahoe County), Jackie Campbell (Mesa County) via telephone.

Department of Revenue (DOR) and others: Mike Dixon (DOR), Tony Anderson (DOR), Len Meyer (DOR-OIT), Danette Matthis (DOR-OIT), Terri Krupke (DOR-OIT), Kathy Chase (DOR-OIT), Dylan Ikenouye (T&R), Chris Hochmuth (T&R) via Telephone, Patrick Flanagan (T&R) via Telephone, Royal Taylor (DOR-Budget), Robb Chiles (DOR-OIT Budget), Cindi Wika (DOR-OIT), Libby diZerega (DOR-OIT), Noelle Peterson (T&R).

Guests: Jason Salazar (Denver County) via telephone, Marty Hartley (SIPA), Jarod Roth (DOR-PMO) via telephone, Diana Hall (Boulder County) via telephone, Mary Lou LaCouture (OIT-Communications Director).

Sara convened the meeting at 9:36 a.m. A quorum was not yet present.

Mike Dixon:

Mike gave the following Legislative update:

- The Joint Budget Committee met 1/5/2015, that recording can be heard on their website.
- The Joint Technology Board meets 1/23/2015 @ 1:30 p.m. to discuss CO DRIVES for the request of the second half of the required money.
- The DOR Annual report has been published and an email was sent to all County Clerks with a link to the report for review.
- Motor Voter working Group continues to meet. They are doing process mapping for the implementation of DRIVES
- The committee is still reviewing the Vendor submission. Hoping to have a selection for March 2015.
 - It was asked when the contract would be signed. Mike responded that once the Vendor had been selected contract negotiations would begin. The timeline has scheduled 2 months for this process.
 - There was a protest to the RFP process that is being worked through as well.

Tony Anderson:

Tony thanked the Counties for the invitation and the opportunity to present at Conference this week.

- > The New Clerk training agenda has been finalized for the March 11, 2015 session.
- > Documentation for Transaction requirements is ongoing, every Thursday Morning 9-11.

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- > Every 2nd Wednesday is the update to the Counties.
- > ELT – Programming will be in February and March; there are some internal programming groups meeting and moving this forward.
- > CSTARS annual programming – Starfish Web should be deployed.
- > The Vehicle Services Unit here with T&R will begin to process Credit Card transactions as of today.
- > Legislation is already busy – 11 bills have been introduced and 13 that we're watching. Tony gave a brief summary of each of these.
- > Tony has been issuing Legislator plates

PJ wanted to thank Dylan for sending out the Legislation updates every day.

For December, T&R processed 467,198 documents with a 2.81% rejection rate and were in goal 92.66% of the time. Cashiering in the Rotunda has dramatically increased the processing time of some applications. They are working on getting those times back down as the learning curve leans out. For Inventory, there is a 3.7 month supply of Plates on hand at the counties with a 3.76 month supply in recall totaling 7.46 months over all. For County Inventory only, there is a 3.96 month supply. Royal, Dylan and Janet are working on the 4th Quarter order, it will be tight. For Passenger only, there is a 2.62 month supply in the Counties and a 3.95 month supply in recall totaling 4.57 months overall.

Royal Taylor:

No periods have closed (for any State Agency) since the last report; this is as a result of trying to get Payroll to link. Hopefully they will close before the next meeting and he can send something out for the committee to review, or at the very least have something for the next CSTARS meeting.

Len Meyer:

Len introduced Danette Matthis and Mary Lou LaCouture who will speak about the Service Level agreements that OIT has.

Len handed out the Monthly utilization reports from the Clarity Help Desk System, and the January version of the OIT Organization chart for review.

Danette Matthis:

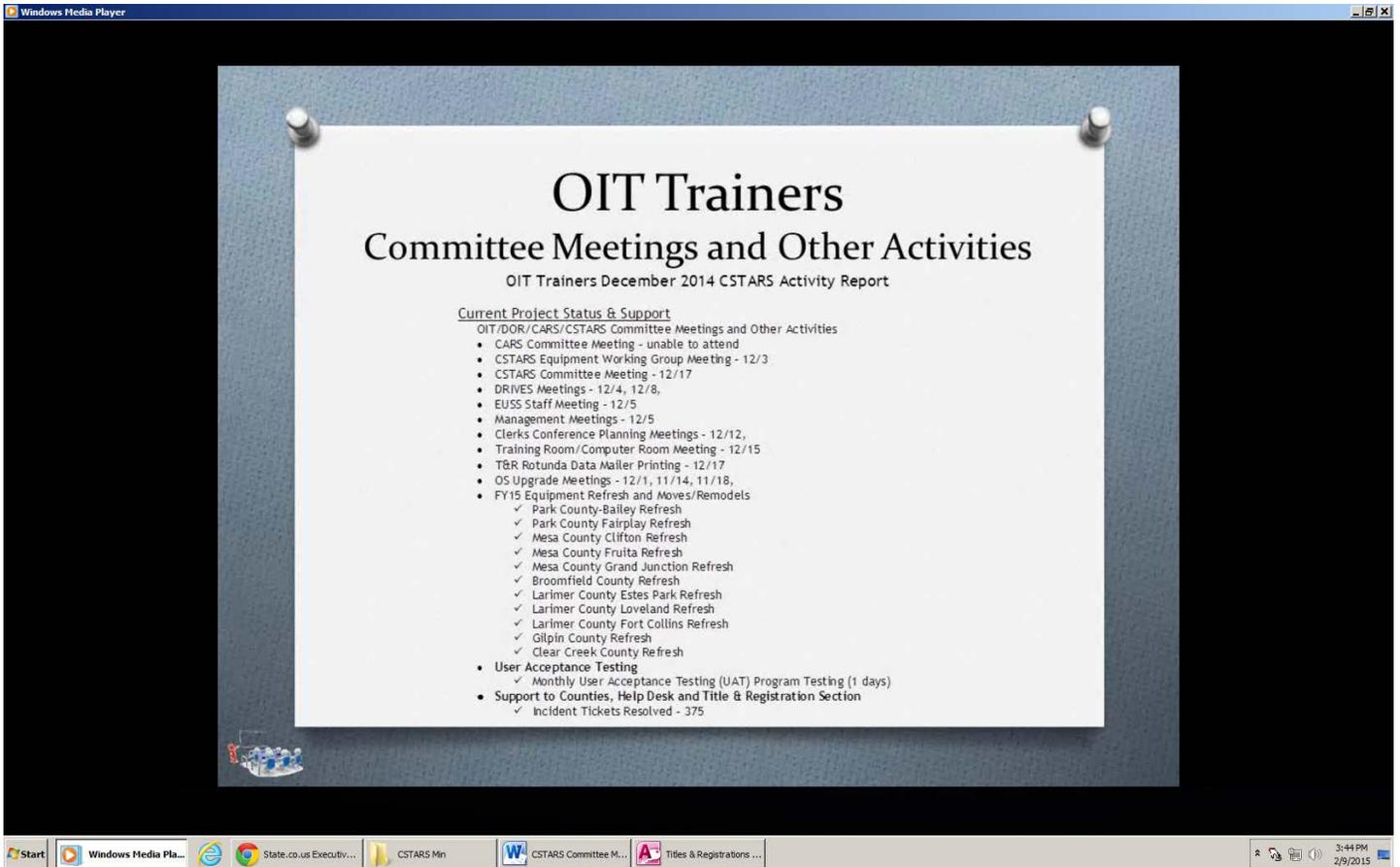
Danette made a presentation regarding the Service Level Commitments with OIT and the Dept. of Revenue (attached).

Rob Chiles:

Rob reported that his situation is no different than Royals. The expenditures appear to be normal. There are some billings that are a little behind but most likely as a result of CORE. Cindi discussed some of the moves that are on Task Orders. The Task order will probably be modified to reflect the actual moves and monies spent.

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Libby diZerega:



The screenshot shows a Windows Media Player window displaying a document titled "OIT Trainers Committee Meetings and Other Activities". The document is presented as a white sheet of paper pinned to a blue textured background. The title is centered at the top in a large, bold, serif font. Below the title is a subtitle: "OIT Trainers December 2014 CSTARS Activity Report". The main content is a bulleted list under the heading "Current Project Status & Support". The list includes various meetings, equipment refreshes for several counties, and user acceptance testing. The document is displayed within a Windows Media Player window, which is part of a Windows desktop environment. The taskbar at the bottom shows several open applications, including Windows Media Player, State.co.us Executiv..., CSTARS Min, CSTARS Committee M..., and Titles & Registrations... The system tray on the right shows the time as 3:44 PM on 2/9/2015.

OIT Trainers
Committee Meetings and Other Activities
OIT Trainers December 2014 CSTARS Activity Report

Current Project Status & Support

- OIT/DOR/CARS/CSTARS Committee Meetings and Other Activities
 - CARS Committee Meeting - unable to attend
 - CSTARS Equipment Working Group Meeting - 12/3
 - CSTARS Committee Meeting - 12/17
 - DRIVES Meetings - 12/4, 12/8,
 - EUS Staff Meeting - 12/5
 - Management Meetings - 12/5
 - Clerks Conference Planning Meetings - 12/12,
 - Training Room/Computer Room Meeting - 12/15
 - T&R Rotunda Data Mailer Printing - 12/17
 - OS Upgrade Meetings - 12/1, 11/14, 11/18,
 - FY15 Equipment Refresh and Moves/Remodels
 - ✓ Park County-Bailey Refresh
 - ✓ Park County Fairplay Refresh
 - ✓ Mesa County Clifton Refresh
 - ✓ Mesa County Fruita Refresh
 - ✓ Mesa County Grand Junction Refresh
 - ✓ Broomfield County Refresh
 - ✓ Larimer County Estes Park Refresh
 - ✓ Larimer County Loveland Refresh
 - ✓ Larimer County Fort Collins Refresh
 - ✓ Gilpin County Refresh
 - ✓ Clear Creek County Refresh
 - User Acceptance Testing
 - ✓ Monthly User Acceptance Testing (UAT) Program Testing (1 days)
 - Support to Counties, Help Desk and Title & Registration Section
 - ✓ Incident Tickets Resolved - 375

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The image is a screenshot of a Windows Media Player window. The window title bar reads "Windows Media Player". The main content area shows a slide with a blue background and a white rectangular area in the center, pinned to the background with two silver pushpins. The slide title is "OIT Trainers County Visits and Deployments". Below the title, the text reads: "County Visits and Deployments", "Equipment Refresh/Moves - 11", "Total County Visits - 78", and "Regular County Visits involve equipment maintenance or replacement, site surveys, update changes, PayPort support, OVRP support, routine processing, training, special research and review: (*) Parenthesis denote number of resources." A list of counties and their resource counts follows: Broomfield County (4), Clear Creek County (4), Fremont County, Gilpin County, Larimer County-Ft Collins (10), Larimer County-Estes Park (2), Larimer County-Loveland (4), Mesa County-Clifton (10), Mesa County-Fruita (10), Mesa County-Grand Junction (10), Ouray County, Park County-Bailey (10), Park County-Fairplay (10), and Title & Registration Front Office (Rotunda). The Windows taskbar is visible at the bottom, showing the Start button, taskbar icons for Windows Media Player, Internet Explorer, CSTARS Committee M..., and State.co.us Executiv..., and the system tray with the time 6:55 AM and date 2/10/2015.

Windows Media Player

OIT Trainers County Visits and Deployments

County Visits and Deployments
Equipment Refresh/Moves - 11
Total County Visits - 78
Regular County Visits involve equipment maintenance or replacement, site surveys, update changes, PayPort support, OVRP support, routine processing, training, special research and review: (*) Parenthesis denote number of resources.

Broomfield County (4)
Clear Creek County (4)
Fremont County
Gilpin County
Larimer County-Ft Collins (10)
Larimer County-Estes Park (2)
Larimer County-Loveland (4)
Mesa County-Clifton (10)
Mesa County-Fruita (10)
Mesa County-Grand Junction (10)
Ouray County
Park County-Bailey (10)
Park County-Fairplay (10)
Title & Registration Front Office (Rotunda)

Start Windows Media Pla... CSTARS Committee M... State.co.us Executiv... 6:55 AM 2/10/2015

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The screenshot shows a Windows Media Player window displaying a presentation slide. The slide has a light blue background with a white rectangular area in the center containing text. The text is as follows:

OIT Trainers
Procedure or Process Updates

Procedure or Process Updates

- MIIDB Access complete and ready to post
- EDW Access complete and ready to post
- NMVTIS Access complete and ready to post
- PCAnywhere Instructions in review
- Ci-PayPort Access complete and ready to post
- CI-OVRR Access complete and ready to post
- CCR-CSTARS User Access complete and ready to post
- Colorado.gov Notifications complete and ready to post
- Bulk Fleet Renewal Process in development
- CSTARS User Access Form Instructions revisions under review
- Emergency System Procedures under review
- End of Day Reports Overview posted to the CSTARS Information site
- End of Month Reports under review
- Cash Tendering User Manual under review

★ CSTARS FY15 Refresh Trainer Checklist updated multiple times
★ CSTARS Refresh Deployment Book updated

The Windows taskbar at the bottom shows the Start button, Windows Media Player, Internet Explorer, a document icon, and a Chrome browser window titled 'State.co.us Executiv...'. The system tray on the right shows the time as 6:57 AM on 2/10/2015.

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Cindi Wicka:

OIT Project Management

Executive Project Dashboard

Project Name	Project ID	Status				Start Date	Plan Date	% Complete	Planned Budget	Actual To Date	Remaining Budget	
		Overall Project	Initiated	Scope	Budget							
Colorado Department of Revenue												
CSTARS - DRIVES	PROJ000176	On Track	On Track	On Track	On Track	11/20/13	6/29/15	6%	\$63,372,999.00	\$0.00	\$63,372,999.00	
CSTARS - CSTARS FY15 Initial and Upgrade	PROJ000179	On Track	On Track	On Track	On Track	6/9/14	4/22/15	30%	\$1,479,294.84	\$105,884.76	\$137,409.28	
CSTARS FY15 Approved Monthly Reports	PROJ000183	On Track	On Track	On Track	On Track	6/2/14	6/30/15	20%	\$0.00	\$0.00	\$0.00	
Summary									Grand Total:	\$64,857,294.84	\$105,884.76	\$64,751,409.28

Report Run Date: 1/15/15 Executive Project Dashboard / Project List Page 0/1

Terri Krupke:

Working on the logic for DRIVES

Kathy Chase:

Kathy reminded everyone that there was a release scheduled to go out this weekend that included the web based Starfish. The Web version will be the only one updated.

She's also requested another Business Analyst for CSTARS as Terri transitions to DRIVES.

Len Meyer:

Len re-introduced Mary Lou reminding everyone of Jack Arrowsmith's request for a discussion about the relationship between OIT and CenturyLink; Mary Lou is here to make that presentation.

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Mary Lou LaCouture:

Mary Lou made the presentation regarding the Colorado State Networks (attached). The presentation discussed how it's managed through CenturyLink and the Service Level Commitments that go with it. OIT oversees the management of the system.

Sara asked (on behalf of Jack) why the Counties were getting notices everyday about outages and what was driving this giving the impression that the level of service was not what was expected. Mary Lou discussed how the level of notices can be adjusted so that the counties only see what they need to see vs. the notices of every little blip in the network. If people see or are starting to see issues, please bring them to Mary Lou's attention and she can hold CenturyLink accountable.

Mike asked about a monthly report that they used to receive regarding what the outages were and how they were addressed and if they could start to receive those again as the information is very useful. Mary Lou believed she could make this information available. Mike detailed how this information is useful required as many of these people answer to elected officials and County Commissioners, etc.

Mike also wanted to be sure that in the budgeting for CSTARS they are accounting for all of the equipment necessary to keep the network upgraded and working. Cindi talked about the existing routers and equipment and how it was added into the 4 year refresh plans.

Sara Rosene:

- ✚ Sara opened a discussion about the certification of the County employees (in the DMV offices) and how that might work and be accomplished. There was a lengthy general discussion about this topic and the history around it including how other State Agencies and some Counties do it or are currently doing it.

Sara believed that training should come from Title and Registration and some from the OIT Trainers. Mike thought this was an awesome idea, but thought the definitions of what is being looked for really needed to be defined as the Counties were always looked at as independent operators; but this could be an opportunity to standardize the training and processes. Mike recommended a group to identify the goals and the resources necessary. He also noted that Tony would start working on Inter-Governmental agreements with all the Counties so that there is a level of standardization agreement between the Counties to get rid of the uncertainty.

Libby discussed the Trainer's Alliance and everything involved with that. She believed that a full time person would have to be in place to maintain the materials, keep it up to date, etc.

Tony will put a working group together and provide updates.

- ✚ Sara then asked Jason to talk about the Firewall working group. Jason said that he and Cindi had met and noted that where things are at now, there seems to be a normal process and user requests and firewall requests are happening in a timely fashion. Jason believed that a

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uniform process needed to be established along with training and best practices about how to fill out the forms and where to submit them. He did want to ask if there was further need or to simply provide the forms, direction and training. Sara agreed that getting the process down was to most beneficial. Libby also believed some flowcharts and job aids would be helpful.

Mike asked Len to work on standardizing of the requests and their tracking. Len said he could work on that.

Everyone agreed that there needed to be a clearly communicated procedure of notifications, sign-offs and assignments so they could be prioritized and tracked.

Pam Nielson:

CARs committee met on January 14, 2015.

- ☒ Tony reported that the military exempt plate issuance at the county pilot program is ongoing in El Paso
- ☒ Tony, Mike and Chuck Forman met with Veteran Affairs about the overview of the Military Plate Initiative – this was also covered at conference – this will be to allow the issuance and renewal of all military exempt plates at the counties.
- ☒ Starfish – There were changes that were required so it didn't go out with the refresh, but once those are completed and Starfish is deployed it will replace Title Tracking.
- ☒ Diana is testing WinMain errors on Collector Plates.
- ☒ State will be testing Fast Renewal program on the December Renewals.
- ☒ Fallen Service member WWII plates are in the pilot counties are being addressed.
- ☒ Equipment Requests;
 - El Paso is asking for 2 PC's and a printer for their Union Town Center until the new office is set up at the base. Cabling is in place. Equipment is available, but El Paso could purchase and donate back if it was desired by CSTARS.
 - Arapahoe would like to have a previous request reconsidered. This is the one where Driver's License transaction could take place on CSTARS PC's. CSTARS approved 6 additional work stations so they could have dual stations. Arapahoe would like to use on utility to do both. There was discussion at CARS about the funding and support and would like to have CSTARS weigh in.

Sara started the discussion on the El Paso request – Cindi believed there were some Win XP machines that could be deployed and the upgraded to Win 7 in March when necessary. Matt moved there was a 2nd; the motion for El Paso was approved.

The discussion started on Arapahoe's request. It has been discussed before, but got tabled due to DRIVES. The question of who will fund and maintain started again. Mike noted that the fidelity of the networks had changed so that usage could be tracked. If they could do the dual purpose work stations that frees up 6 additional PC's. There was general discussion about the various requirements of each of the purposes (DL & T&R). It was moved by Jean and 2nd that Arapahoe be allowed to use 1 PC for multipurpose (DL & T&R) transactions with analysis of the usage. Motion passed.

- ☒ Touched on the 2015 Programming Plan.

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- Determined what programming requests could be held over to DRIVES vs. those that needed to be completed.
- There are 14 requests that they'd like to have completed in 2015.
- There are 18 that can be addressed by DRIVES in one fashion or another.
- 8 Pending requests that will still be on the list.
- Several requests were withdrawn
- T&R and OIT have those lists and are aware. Pam will share these lists with the Committee off line.

☒ Discussed data mailers and the costs of paper and what the process looks like at DPA. Also looking at the PWD data mailers.

☒ Still working on the diesel vehicle on line process, nothing has changed here.

☒ Looking at Denver County's Mobile renewal application. Seems like there's very little needed from CARS or CSTARS in the way of programming or funding. Pam is presenting it to CSTARS for final OK. Tony F. said that it was on the PMO's list at the top.

Sara asked for a motion to endorse the project. Mike commented on the fact that Denver County was going to absorb the convenience fee and that the other counties would have to charge it. It was moved and 2nd to Endorse the Mobile Application. The Motion passed.

☒ POD Update – There was a presentation at Conference. A process has been worked out to shorten the delay between Corrections and the State to 3-4 days instead of waiting for the Citizen to activate the plate. This is moving faster than the batching process, so they'll start looking at that. Best Practices were also shared. All past records will be queried and looked at to be sure nothing got over looked.

☒ They are looking at the non-posts to resolve those and have written a query to address these as well.

Tony Frazzini:

Tony reported that the evaluation of the Vendors is continuing. Should have something in place by May 1. The space planning on the offices is moving forward and looking good.

Marty Hartley:

Marty reported that there was an outage on Sunday afternoon at 5:00 p.m. Some of their hardware needed to be replaced. The part was to be delivered Monday, in the meantime there were still some intermittent errors. Then it was discovered that the problem was bigger and the entire server had to be replaced, synced and backed up. There was only a small window of time where there was no service. A Full report will be available to anyone who wants the details.

Additionally, there were some other errors that were as a result of Java and there should be a fix for that within the next 10 days.

For the Mobile application for Denver, they believe that it should be fairly straight forward and shouldn't require too much effort. They are working with Denver and Kathy Chase's team to make sure it all works smoothly with Emissions and Insurance data bases will start in earnest once they get

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the official OK from JR. They will then examine the application to see how portable it is to other Counties.

Marty then gave an update on the Card Reader encryption updates. They are asking for some help with this from CSTARS and maybe the OIT trainers to physically inspect all of the card readers to ensure their compliance with the new system. CI will buy all of the necessary equipment. They will also do all of the programming and software updates. Still working out the details on who gets called if a reader fails (OIT vs. CI). Libby said they'd started mapping the readers and scan guns if that was helpful. Libby and Marty will follow up and work out the logistics.

Sara noted that the minutes for the last meeting were posted with some corrections and will be reviewed for a vote at the next meeting.

Meeting adjourned at 12:03 p.m.

The Next meeting will be Wednesday, February 18, 2015 9:30 a.m. at the Boards and Commissions Conference Room at DOR – 1881 Pierce St., Lakewood, CO 80214 and via GoToMeeting.