

CSTARS COMMITTEE MEETING MINUTES  
November 19, 2014  
Department of Revenue  
Boards and Commissions Conference Room  
1881 Pierce St., Lakewood, CO 80214

CSTARS Committee Members Present: Chair – Sara Rosene (Grand County), Jack Arrowsmith (Douglas County), Garland Wahl (Washington County), Shelia Reiner (Mesa County) via telephone, Matt Crane (Arapahoe County) via telephone.

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

County DRIVES Committee Members Present: Tony Frazzini (Denver County), Norma Trickey (Boulder County) via telephone, Victoria Krupke (Arapahoe County), Norma Trickey (Boulder County) via telephone.

Department of Revenue (DOR) and others: Mike Dixon (DOR), Tony Anderson (DOR), Len Meyer (OIT), Terri Krupke (OIT) via telephone, Kathy Chase (OIT), Dylan Ikenouye (T&R) via telephone, Rodney Johnson (T&R), Chris Hochmuth (T&R), Janet Gard (DOR-Budget), Robb Chiles (DOR-OIT Budget), , Libby diZerega (OIT),.

Guests: Kennon Warner (OIT), Jason Salazar (Denver County), Mike Ansley (CI) via telephone.

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Sara Rosene called the meeting to order at 1:02 p.m.

**Roll:** Roll call was taken, a quorum was present. Sara called for a motion to approve the minutes. It was moved by Jack and 2<sup>nd</sup> by Garland. The motion passed.

**Mike Dixon:**

Mike gave a brief update on the DMV:

- > CO DRIVES – procurement is proceeding, a project team is being developed, and Michael Brown from OIT is developing his team. The final list will be approved before moving forward.
- > Facility has been selected and 2<sup>nd</sup> and Union. Will most likely be modeled after the CITA project that was at 1560 Broadway.
- > Next week Colorado Automated Testing systems will be available for testing at select Driver's License Offices for testing. Automated Testing vs. written testing.
- > Process mapping is ongoing for the various business processes that are required, with County approvals.
- > The Solution that will be “purchased” and put into place will be a canned system with adjustments and tweaking made to fit statute and our processes.

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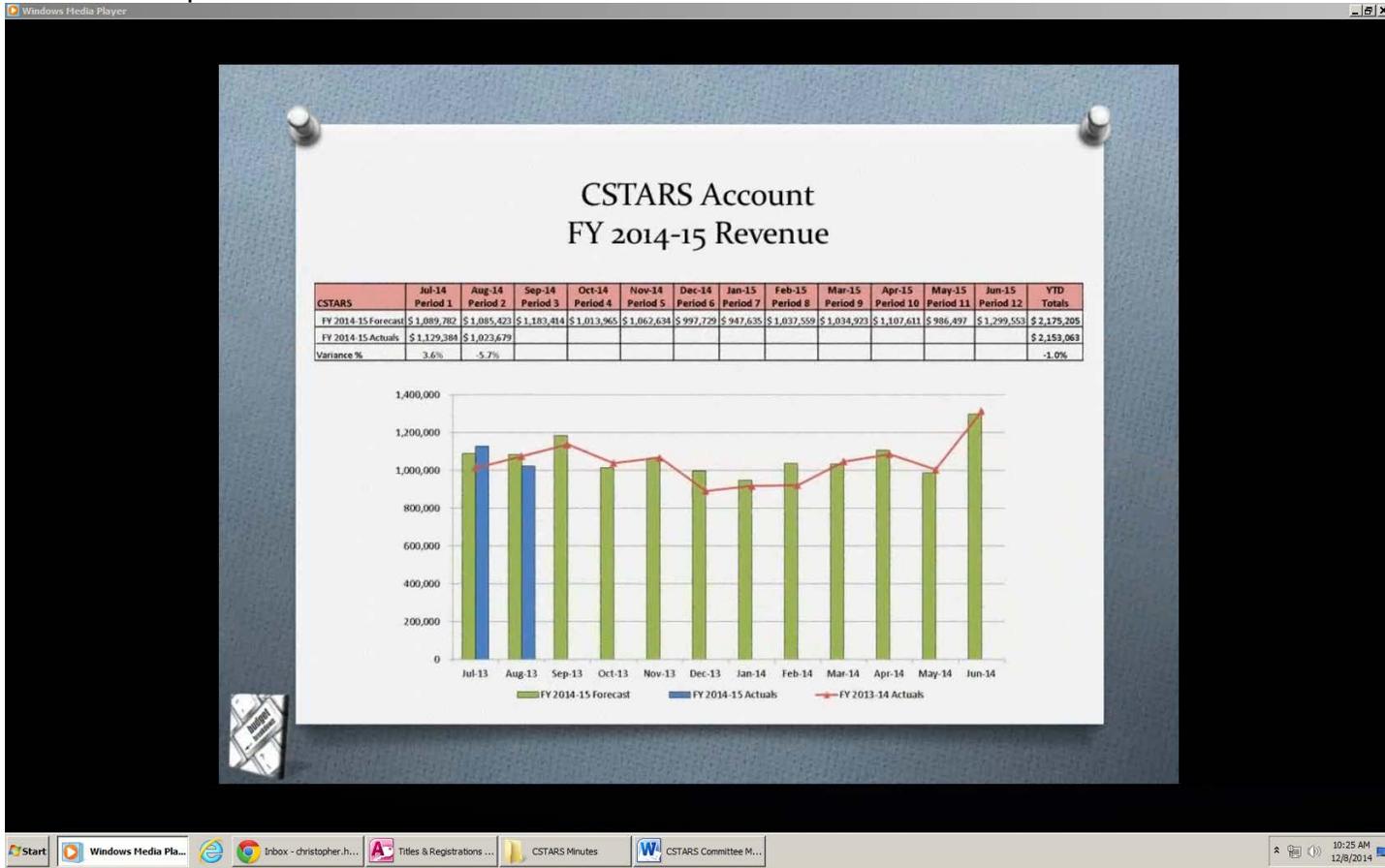
**Tony Anderson:**

- Viper Migration has been completed.
- There have been questions about how Projects are prioritized and scheduled
  - Pam, Terri and Tony met last December what was modernization and what wasn't.
  - Met again in the spring to prioritize the remaining work
  - Tony mentioned that it was time to look at next year's schedule and wanted to know if he should proceed the same way.
    - PJ asked at what time program requests would stop for the implementation of DRIVES, at what time do we stop updating old software in favor of new.
    - Mike noted that the roll out date for the CSTARS portion would be about 2017.
    - PJ also noted that Legislation was up coming and there might be programming for that.
    - Pam said that there hadn't been many requests this year. Pam thought we should look at the current list and see what should be carried over and just add the "Show Stoppers" as needed.
    - Tony suggested and Sara agreed that the CARS committee go through these again and make some prioritization decisions and present them back to CSTARS.
    - The CSTARS committee agreed.
- Tony touched on the process mapping, again 9-11 a.m. every Thursday morning.
- ELT project was selected and prioritized.
  - Charter is being set.
  - Contracts are being developed
  - Firewall request is a hurdle being worked on.
  - Set to deploy on May 1, 2015.
- Legislation for 2015 – on schedule. Two key bills that were dependent on Viper are now being worked on.
- Credit Card payments at Pierce are up coming.
  - All Cashiering will now be done at the Counter.
- CSTARS Refresh and Alamosa office are good to go.
- DPA (Department of Personnel and Administration) has an open invitation to CSTARS to see how the postcards are being done. Mike and Tony will work on a specific date and forward it out.
- Tony has been out doing County Tours. He's done the South and Eastern areas and will be working on the Western and Northern areas for 2015.
- Piloting the issuing of the military exempt plates at El Paso, Arapahoe and La Plata Counties instead of having to do them at the State. With the implementation of P.O.D. this opportunity presented itself, so testing it out for 3 months or so and find out how it works.
- Also piloting a new data mailer with better language and folding. Will be testing these at Mesa, Morgan and Arapahoe Counties.
- The 0.17¢ issue has been resolved for the LPCF.
- There is a NMVITS credit that will be applied to next year's bill.
- Data Cleansing – Terri has cleared approximately 23-25 million records of junk data so that we move as much clean data as possible to DRIVES.

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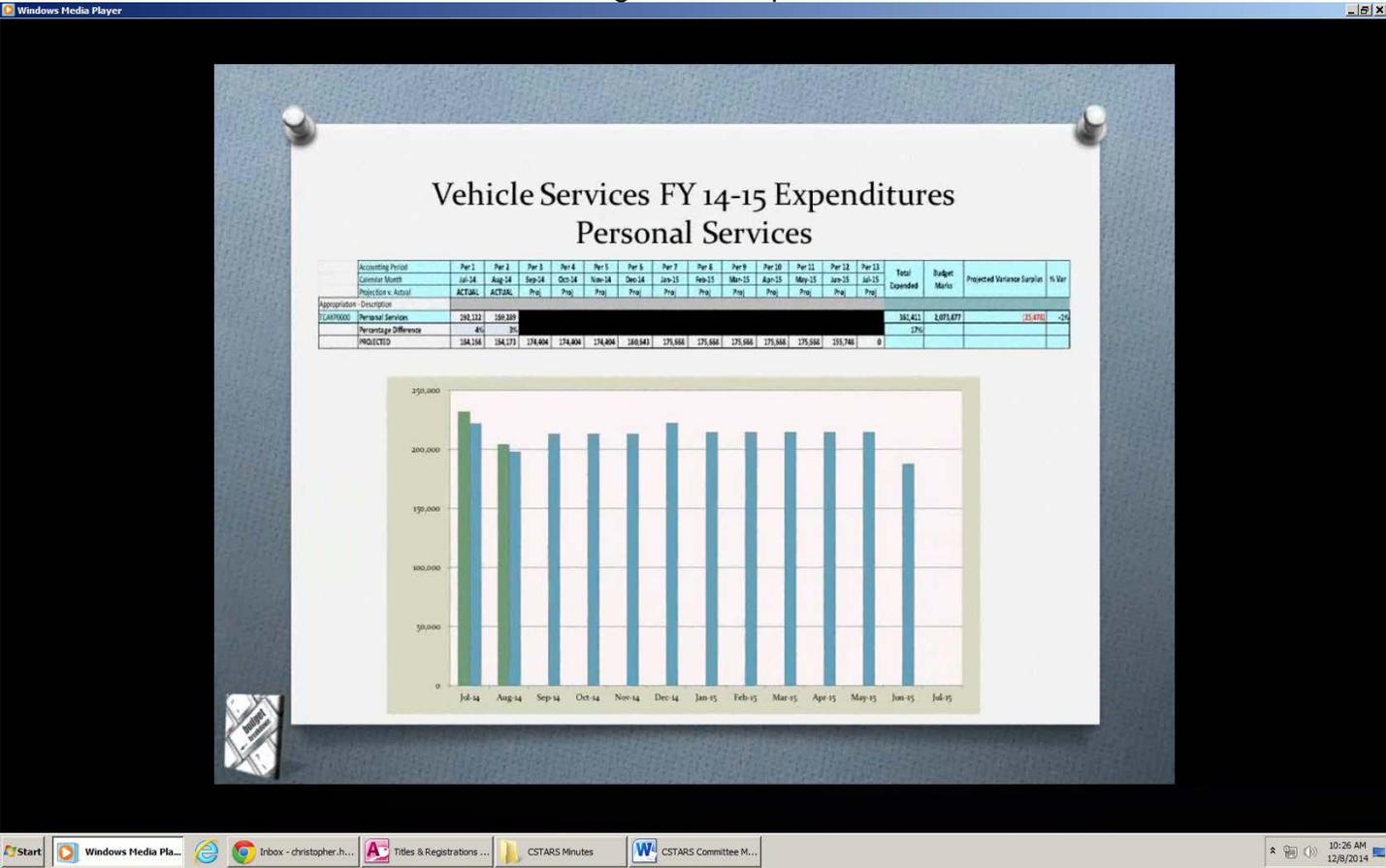
**Janet Guard:**

- ✚ There will be deposits totaling \$243,493.55 over the next several months to resolve the 0.17¢ programming error. This will cover ALL of the money that had been diverted.
- ✚ Periods 1 and 2 are closed (through August). Period 3 is scheduled to close on the 25<sup>th</sup>, and period 4 is scheduled to close 2.5 weeks after that. We will then be on the regular closing schedule after that. There is still some information that they haven't been able to extract from CORE. This is inhibiting the ability to do the normal Cash Flows that you would normally see. But they're getting closer.
- ✚ CSTARS revenue seems to be about 1% down from projections but it seems to be a timing issue and as periods 3 and 4 close it should even out.

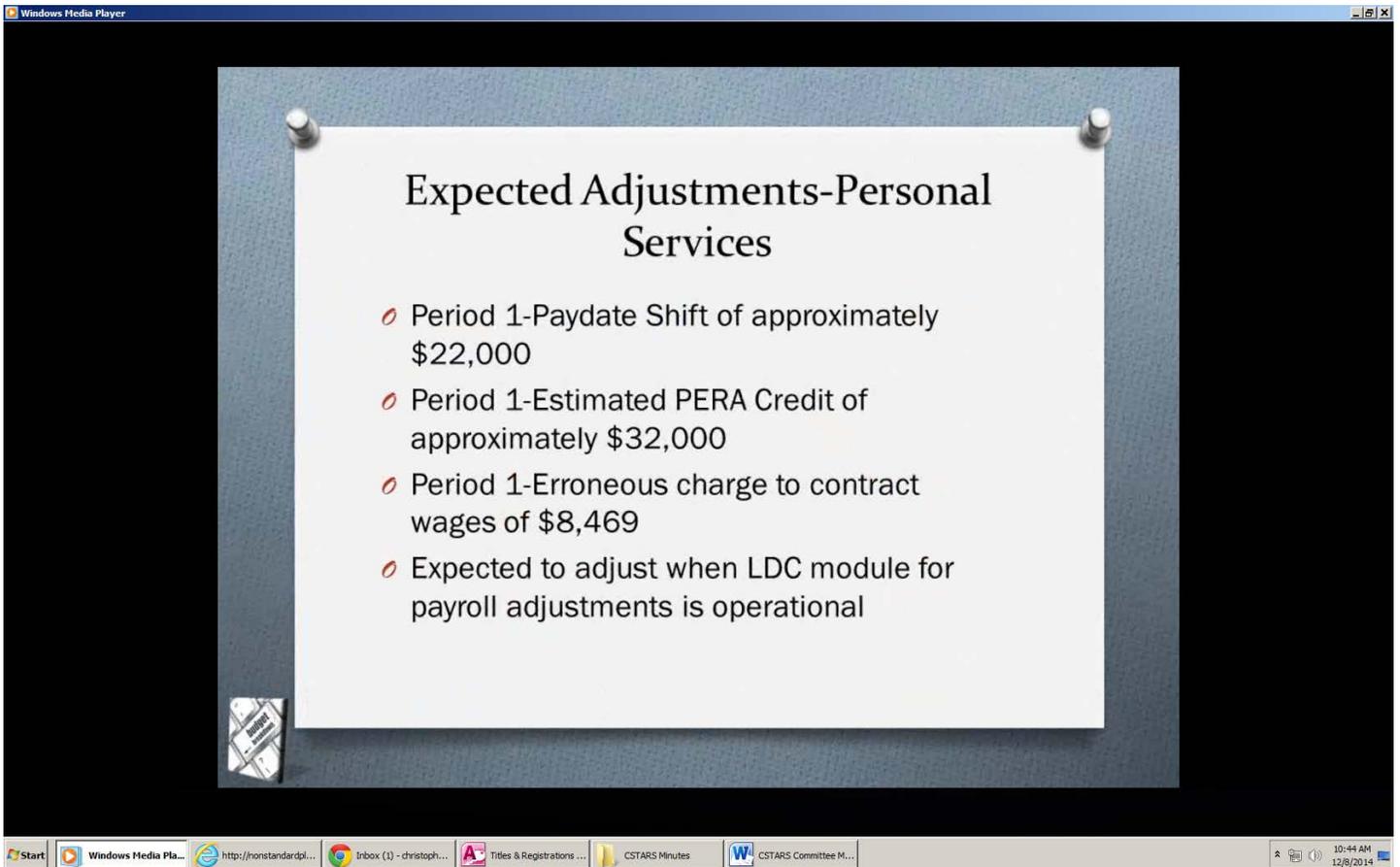


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For Expenditures, normally there would be a condensed view showing everything, but right at the moment Janet is unable to produce this, because of the CORE issues. There was a delay in paying invoices, due to glitches in CORE but they are being paid. Expenditures appear lower but should even out over time as the lag catches up.



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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, pinned to a dark blue textured background. The title of the slide is "Expected Adjustments-Personal Services". Below the title is a bulleted list of four items, each preceded by a red circle with a diagonal slash. The list items are: "Period 1-Paydate Shift of approximately \$22,000", "Period 1-Estimated PERA Credit of approximately \$32,000", "Period 1-Erroneous charge to contract wages of \$8,469", and "Expected to adjust when LDC module for payroll adjustments is operational". The Windows taskbar at the bottom shows several open applications: Start, Windows Media Player, a web browser with the URL http://honstandardpl..., an email inbox, a document titled "Titles & Registrations...", a folder named "CSTARS Minutes", and a document titled "CSTARS Committee M...". The system tray on the right shows the time as 10:44 AM on 12/8/2014.

### Expected Adjustments-Personal Services

- ◊ Period 1-Paydate Shift of approximately \$22,000
- ◊ Period 1-Estimated PERA Credit of approximately \$32,000
- ◊ Period 1-Erroneous charge to contract wages of \$8,469
- ◊ Expected to adjust when LDC module for payroll adjustments is operational

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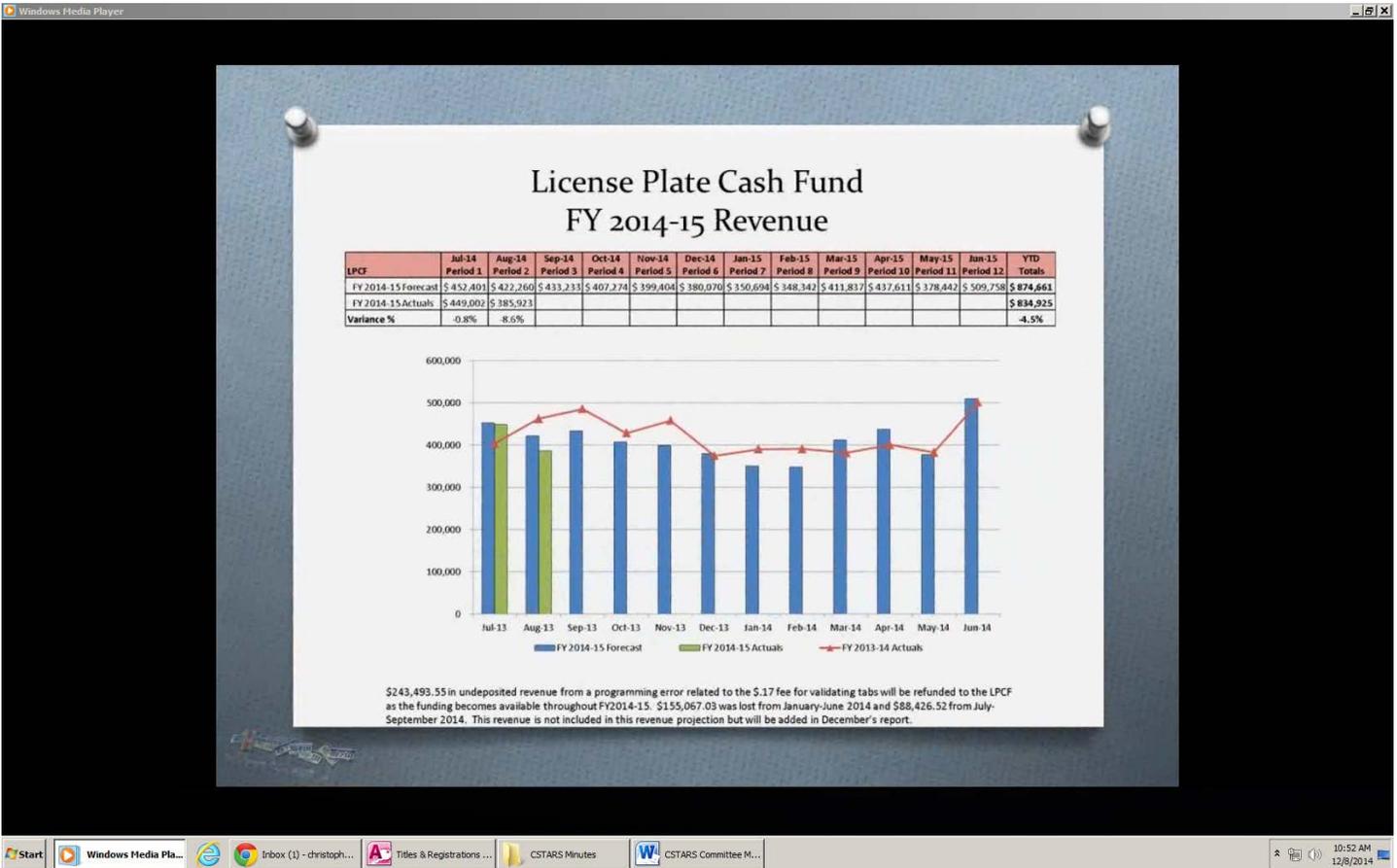
### Vehicle Services FY 14-15 Expenditures Operations

Accounting Period	Per 1	Per 2	Per 3	Per 4	Per 5	Per 6	Per 7	Per 8	Per 9	Per 10	Per 11	Per 12	Per 13	Total Expended	Budget Merit	Variance Surplus	% Var
Calendar Month	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15				
Projection v Actual	ACTUAL	ACTUAL	Proj														
Appropriation - Description																	
TTARS2000 - Operating Expenses	14,953	1,123												20,221	483,685	240,579	50%
Percentage Difference	-50%	97%												5%			
PROJECTED	29,916	14,947	14,955	14,880	10,901	11,291	11,630	11,670	12,794	13,711	14,380	17,454					

It is expected that Operating expenses will be higher than projected in upcoming months to make up for bills that were not paid due to the conversion to CORE from COFRS. FY 14-15 variance should be consistent with projections.

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The variances here seem to be timing issues again, due to CORE, plus the adjustments for the \$243,000. Also CORE isn't doing the inter-agency transfers yet. Corrections didn't get paid until October, 2015.

December reports should be able to show the real cash flow.

**Len Meyers:**

Len thanked everyone for their attention to the morning's budget briefing and let Dylan know that some of the reports and things they'd asked for had been emailed out to them for distribution.

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**Robb Chiles:**

**CSTARS Account Expenditures**  
 OIT Expenditure Summary - FY15 through Period 2

Description	Appropriation	Encumbered	Expensed	Balance
Personal Services	\$442,688.00	\$106,758.00	\$0.00	\$33,593.00
Operating	\$2,617,535.00	\$974,531.52	\$146,314.52	\$1,496,688.96
County Asset Maintenance	\$568,230.00	\$554,612.66	\$0.00	\$13,617.34
County Improvements	\$40,000.00	\$37,134.65	\$2,615.35	\$250.00

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**CSTARS Account Expenditures  
 OIT Operating - FY 15 through Period 2**

Budget Category	Description	FY 15 Budget	Through Period 2
Vendor Managed Services	DRC Task Order # 1 County Equipment Maintenance	\$ 495,631.92	\$ -
Building/Equipment Maintenance	Monthly Preventative Maintenance and Materials for A/C Units at Pierce and Annex	\$ 6,500.00	\$ 3,240.00
Software Maintenance	Renewals for Software Maintenance on Servers, Database, Applications, Etc.	\$ 214,263.48	\$ 84,143.36
Hardware Maintenance	Renewals for Hardware Maintenance such as EVA Storage, Smartnet, and Destruction of Storage Devices	\$ 59,591.24	\$ 37,671.63
Consumables	Toner & Maintenance Kits, Copy Paper for County Offices, Title Paper and Forms	\$ 814,337.57	\$ 5,130.34
Travel & Training	CSTR Trainers, County Clerk Conferences, Employee Training	\$ 44,000.00	\$ 5,577.59
Telecommunications	Cell Phone Service for Employees, Conference Calls, Telephone Service, Etc.	\$ 39,000.00	\$ 2,299.74
Administrative	Surplus Inventory, Official Functions, Freight, Equipment Rental	\$ 14,100.00	\$ 6,056.93
Special Projects	DRC Task Order # 4 (Operating System Upgrade)	\$ 578,219.00	\$ -
Special Projects	DRC Task Order # 5 (Replace Printers, Office Moves)	\$ 65,428.00	\$ -
Special Projects	DRC Task Order # 3 (County Refresh)	\$ 253,130.00	\$ -
Discretionary		\$ 33,333.79	\$ 2,194.93
<b>TOTAL</b>		<b>\$ 2,617,535.00</b>	<b>\$ 146,314.52</b>

The spike in hardware and software is a result of licenses etc. all coming due in July each year.

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CSTARS Account Expenditures  
OIT Personal Services - FY 15 through Period 2

Budget Category	Description	FY 15 Budget	Through Period 2
Contractor Services	Viper Programmer	\$ 37,908.00	\$ -
	Help Desk Support	\$ 68,850.00	\$ -
<b>TOTAL</b>		<b>\$ 106,758.00</b>	<b>\$ -</b>

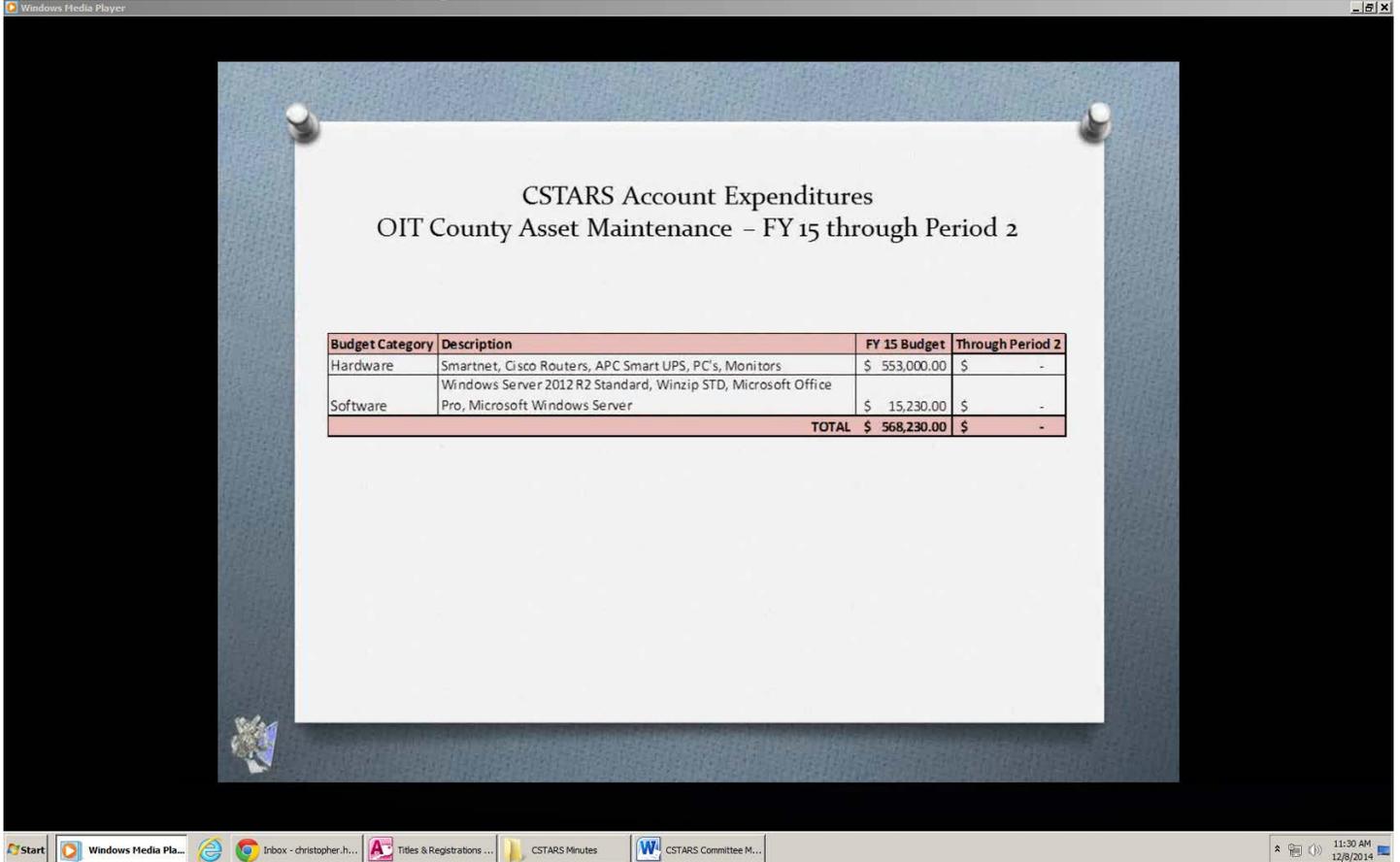
The screenshot shows a Windows Media Player window with a document titled "CSTARS Account Expenditures OIT Personal Services - FY 15 through Period 2". The document contains a table with the following data:

Budget Category	Description	FY 15 Budget	Through Period 2
Contractor Services	Viper Programmer	\$ 37,908.00	\$ -
	Help Desk Support	\$ 68,850.00	\$ -
<b>TOTAL</b>		<b>\$ 106,758.00</b>	<b>\$ -</b>

The Windows taskbar at the bottom shows the Start button, Windows Media Player, Internet Explorer, Google Chrome (Inbox (1) - christoph...), Firefox (Titles & Registrations...), File Explorer (CSTARS Minutes), and Microsoft Word (CSTARS Committee M...). The system tray on the right shows the volume icon, network icon, and the date and time: 11:02 AM 12/8/2014.

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Because of the previously mentioned issues with CORE they have not been able to extract and report on this information either, hoping to have it soon.

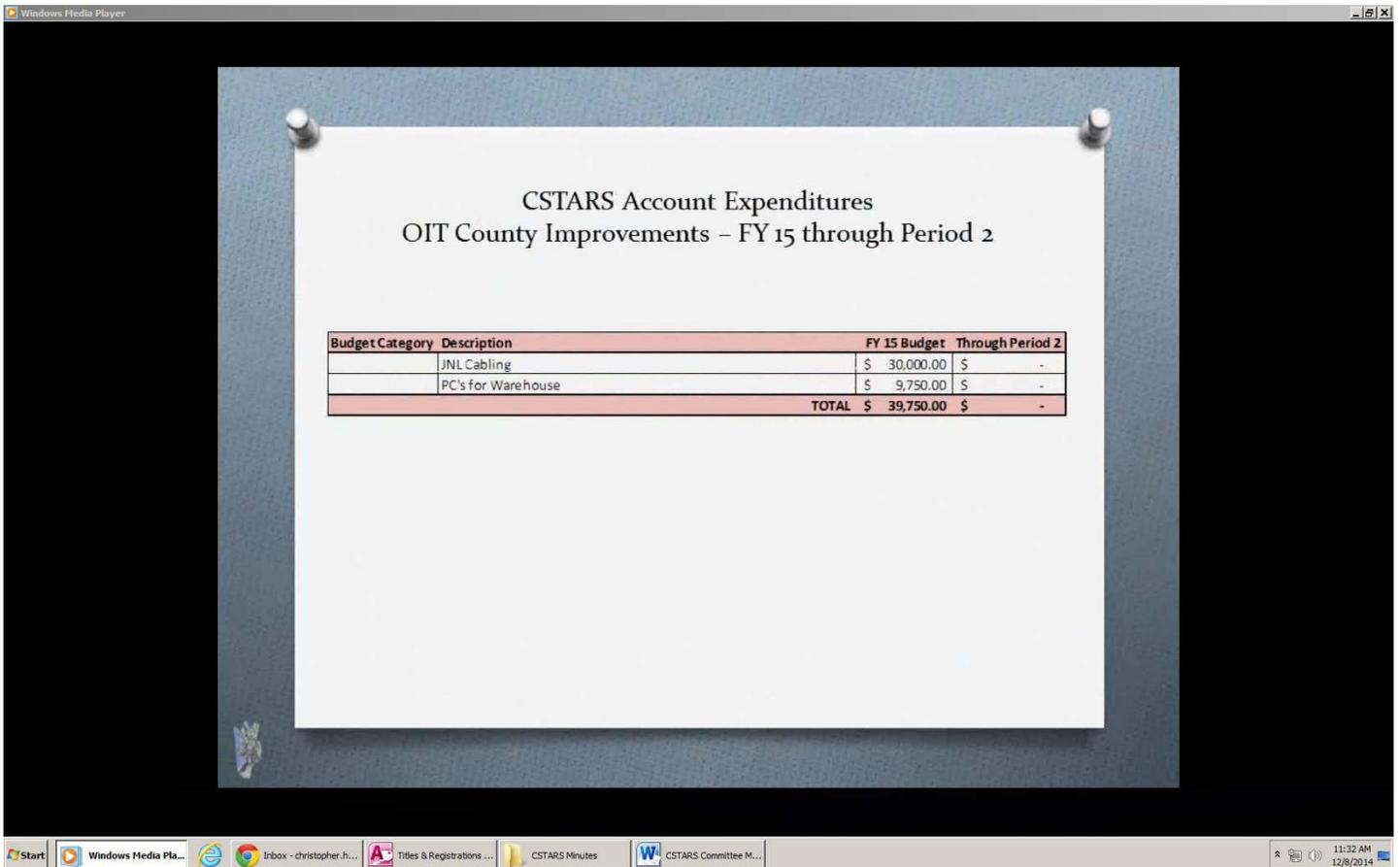


CSTARS Account Expenditures  
OIT County Asset Maintenance - FY 15 through Period 2

Budget Category	Description	FY 15 Budget	Through Period 2
Hardware	Smartnet, Cisco Routers, APC Smart UPS, PC's, Monitors	\$ 553,000.00	\$ -
Software	Windows Server 2012 R2 Standard, Winzip STD, Microsoft Office Pro, Microsoft Windows Server	\$ 15,230.00	\$ -
<b>TOTAL</b>		<b>\$ 568,230.00</b>	<b>\$ -</b>

This is for the County Refreshes.

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CSTARS Account Expenditures  
OIT County Improvements - FY 15 through Period 2

Budget Category	Description	FY 15 Budget	Through Period 2
	JNL Cabling	\$ 30,000.00	\$ -
	PC's for Warehouse	\$ 9,750.00	\$ -
	<b>TOTAL</b>	<b>\$ 39,750.00</b>	<b>\$ -</b>

Whatever JNC doesn't use will be reverted back to the CSTARS funds.

There was a question as to what the "Discretionary" funds of \$33,333.79 was for and Robb explained how it was to cover contingencies or things that hadn't been thought of or planned for and if they aren't used they'll revert back to the CSTARS funds.

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Libby diZerega:

The screenshot shows a Windows Media Player window with a document titled "OIT Trainers County Visits and Deployments". The document content is as follows:

## OIT Trainers

### County Visits and Deployments

OIT Trainers October 2014 CSTARS Activity Report

- Support to Counties, Help Desk and Title & Registration Section
  - Incident Tickets Resolved - 403

**County Visits and Deployments**

Equipment Refresh/Moves - 0  
Total County Visits- 33

Regular County Visits involve equipment maintenance or replacement, site surveys, update changes, PayPort support, OVRP support, routine processing, training, special research and review:

- Alamosa County (11)
- Bent County
- Cheyenne County
- Conejos County
- Costilla County
- Denver County Tremont Office
- Garfield County Glenwood Spgs Office
- Garfield County Rifle Branch Office
- Gilpin County
- Las Animas County
- Mesa County Grand Junction Office
- Mesa County Clifton Branch Office
- Mesa County Fruita Branch Office
- Moffat County
- Otero County
- Pitkin County
- Rio Blanco County Wecker Office
- Rio Blanco County Rangely Office
- Title & Registration Front Office (Rotunda) (5)

The screenshot also shows the Windows taskbar at the bottom with several open applications: Start, Windows Media Player, Internet Explorer, Firefox (inbox - christopher.j...), Microsoft Word (Titles & Registrations...), and another Microsoft Word window (CSTARS Minutes). The system tray shows the time as 1:55 PM on 12/8/2014.

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The screenshot shows a Windows Media Player window with a slide titled "OIT Trainers Procedure or Process Updates". The slide content is as follows:

**OIT Trainers**  
**Procedure or Process Updates**

**OIT Trainers October 2014 CSTARS Activity Report**

Procedure or Process Updates

- MIIDB Instructions under review
- EDW Instructions under review
- NMVTIS Instructions under review
- PCAnywhere Instructions in development
- CI-PayPort Instructions in development
- CI-OVRR Instructions in development
- CSTARS User Access Form Instructions revisions under review
- Emergency System Procedures under review
- End of Day Reports Overview under review
- End of Month Reports under review
- Cash Tendering User Manual under review

The taskbar at the bottom shows the Start button, Windows Media Player, Internet Explorer, a Chrome browser window titled "Inbox - christopher.h...", a folder window titled "Titles & Registrations...", a folder window titled "CSTARS Minutes", and a document window titled "CSTARS Committee M...". The system tray on the right shows the time as 1:58 PM on 12/8/2014.

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Cindy Wika:

**OIT Project Management**

Executive Project Dashboard

**Project List**

Project Name	Project ID	Status				Start Date	Finish Date	% Complete	Planned Budget	Actual To Date	Remaining Budget
		Overall Project	Schedule	Scope	Budget						
<b>Colorado Department of Revenue</b>											
Colorado DRIVES	PROJ005784	■	■	■	■	11/25/13	12/31/17	5%	\$93,372,000.00	\$0.00	\$93,372,000.00
CSTARS - CSTARS FY15 refresh and upgrade	PROJ007579	■	■	■	■	9/9/14	4/23/16	19%	\$1,479,294.04	\$54,612.00	\$924,681.38
CSTARS FY15 Approved Monthly Releases	PROJ007553	■	■	■	■	9/2/14	6/30/15	33%	\$0.00	\$0.00	\$0.00
<b>Summary</b>									<b>Grand Total:</b>		
									<b>\$94,851,294.04</b>	<b>\$56,461,216.00</b>	<b>\$38,390,078.04</b>

Phase I of the CSTARS refresh and upgrade was Chrome/Payport icon – done in Oct. Phase II is the metro counties refresh. Phase III is an overall Operating System upgrade for the remaining counties that are on Windows XP. This will probably happen with machines being re-imaged on site which will save tons of time and effort – possibly servers as well which might save some money.

You'll notice that VIPER is not on this list because it's done!

Refresh schedule below over the next several slides.

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The screenshot shows a Windows Media Player window displaying a presentation slide. The slide has a blue background with a white rectangular area in the center, pinned to a blue textured surface. The slide title is 'OIT Project Management CSTARS FY15 Refresh'. Below the title is a bulleted list of projects, organized into two columns. The list includes county names, project names, and dates, with some dates in parentheses indicating pilot projects. At the bottom left of the slide, there is a small logo for 'PROJECT' with a map of Colorado. The Windows taskbar is visible at the bottom, showing the Start button, several open applications (Windows Media Player, Internet Explorer, Google Chrome, State.co.us Executiv..., Titles & Registrations..., CSTARS Minutes, and CSTARS Committee M...), and the system tray with the time 2:31 PM and date 12/8/2014.

**OIT Project Management**  
**CSTARS FY15 Refresh**

- Lake - Leadville - 11/20/14 (Pilot)
- Park - Bailey - 12/2/14 (Pilot)
- Park - Fairplay - 12/3/14 (Pilot)
- Mesa - Clifton - 12/9/14 (Pilot)
- Mesa - Fruita - 12/10/14 (Pilot)
- Mesa - Grand Junction - 12/11/14 (Pilot)
- Broomfield - Broomfield - 12/15/14
- Larimer - Estes Park - 12/16/14
- Larimer - Loveland - 12/17/14
- Larimer - Fort Collins - 12/15/14
- Gilpin - Central City - 12/22/14
- Clear Creek - Georgetown - 12/29/14
- Washington - Akron - 1/5/15
- Weld - Del Camino - 1/6/15
- Weld - Fort Lupton - 1/7/15
- Weld - Greeley - 1/8/15
- Douglas - Castle Rock - 1/13/15
- Douglas - Highlands Ranch - 1/14/15
- Douglas - Lone Tree - 1/15/15
- Adams - Bennett - 2/3/15
- Adams - Commerce City - 2/4/15
- Adams - Aurora - 2/5/15
- Adams - Pecos - 2/9/15
- Adams - Westminster - 2/10/15
- Adams - Brighton - 2/11/15

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**OIT Project Management**  
**CSTARS Operating System Upgrade**

- Elbert - Kiowa - 2/18/15 (Pilot)
- Yuma - Yuma - 2/24/15 (Pilot)
- Yuma - Wray - 2/25/15 (Pilot)
- Jefferson - Evergreen - 3/2/15 (Pilot)
- Jefferson - South - 3/3/15 (Pilot)
- Jefferson - Lakewood - 3/4/15 (Pilot)
- Jefferson - Arvada - 3/5/15 (Pilot)
- Jefferson - Golden - 3/6/15 (Pilot)
- Arapahoe - Byers - 3/9/15
- Arapahoe - Aurora - 3/10/15
- Arapahoe - Centennial - 3/11/15
- Arapahoe - Littleton - 3/12/15
- El Paso - Centennial Hall - 3/16/15
- El Paso - Union - 3/17/15
- El Paso - Powers - 3/18/15
- El Paso - CSC - 3/19/15
- Boulder - Longmont - 3/23/15
- Boulder - Lafayette - 3/24/15
- Boulder - Boulder - 3/25/15
- Kiowa - Eads - 4/6/15
- Rio Grande - Del Norte - 4/6/15
- Cheyenne - Cheyenne Wells - 4/7/15
- Conejos - Conejos - 4/7/15
- Kit Carson - Burlington - 4/8/15
- Costilla - San Luis - 4/8/15
- Lincoln - Hugo - 4/9/15

Windows Media Player

Start | Windows Media Pla... | State.co.us Executiv... | Titles & Registrations... | CSTARS Minutes | CSTARS Committee M... | 2:33 PM 12/8/2014

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The screenshot shows a Windows Media Player window displaying a slide. The slide has a light blue background with a white rectangular area in the center, pinned to a dark blue background. The text on the slide is as follows:

## OIT Project Management

### CSTARS Operating System Upgrade - cont.

- Baca - Springfield - 4/13/15
- Gunnison - Crested Butte - 4/13/15
- Prowers - Lamar - 4/14/15
- Gunnison - Gunnison - 4/14/15
- Bent - Las Animas - 4/15/15
- Saguache - Center - 4/15/15
- Otero - La Junta - 4/16/15
- Saguache - Saguache - 4/16/15
- Las Animas - Trinidad - 4/20/15
- Chaffee - Buena Vista - 4/20/15
- Huerfano - Walsenburg - 4/21/15
- Chaffee - Salida - 4/21/15
- Pueblo - Pueblo - 4/22/15
- Fremont - CTCF - 4/23/15
- Custer - Westcliffe - 4/27/15
- Teller - Cripple Creek - 4/27/15
- Crowley - Ordway - 4/28/15
- Fremont - Canon City - 4/28/15
- Phillips - Holyoke - 5/4/15
- San Juan - Silverton - 5/4/15
- Sedgwick - Julesburg - 5/5/15
- Hinsdale - Lake City - 5/5/15
- Logan - Sterling - 5/6/15
- Archuleta - Pagosa Springs - 5/6/15
- Morgan - Fort Morgan - 5/7/15
- Mineral - Creede - 5/7/15

The Windows taskbar at the bottom shows the Start button, several open applications (Windows Media Player, Internet Explorer, Google Chrome, State.co.us Executiv..., Titles & Registrations..., CSTARS Minutes), and the system tray with the time 2:34 PM and date 12/8/2014.

By the first week in May all the Counties should be on Windows 7

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**OIT Project Management**

Incident #	Site	Incident Description	Incident Start	Service Restored Time	Root Cause / Resolution
2014218	Custer county	Network Connectivity unavailable	7/14/14 - 9:06am	7/15/14 - 10:00am	Power outage at site- power restored but State router did not recover. Router replaced
2022938	Rio Blanco - Rangley	Network Connectivity unavailable	7/22/14 - 9:58am	7/22/14 - 2:53pm	CenturyLink circuit issue
2027585	Grand County	Site Power outage	7/28/14 - 11:35am	7/28/14 - 11:34pm	Site power outage
2028516	Grand County	Site Power outage	7/29/14 - 10:29am	7/29/14 - 12:25pm	Site power outage
2028522	Larimer - Estes Park	Site Power outage	7/29/14 - 12:34pm	7/30/14 - 1:28am	Site power outage due to lightning strike
2029513	Rio Blanco - Rangley	Network Connectivity unavailable	7/30/14 - 6:50am	7/30/14 - 1:28am	CenturyLink router configuration change
2030995	Kiowa County	Network Connectivity unavailable	7/31/14 - 9:52am	8/1/14 - 4:25pm	CenturyLink router did not power on after power outage at site
2032929	Sedwick County	Power outage strike	8/4/14 - 7:05pm	8/4/14 - 7:58am	Power Outage in County equipment room
2036433	Bent County	Site Power outage	8/8/14 - 5:42pm	8/9/14 - 4:25pm	Site Power outage
2038845	Weird - Fort Lupton	Network Connectivity unavailable	8/11/14 - 8:44am	8/11/14 - 11:21am	CenturyLink work in CORE caused issues with router
2038889	Park - Fairplay	Site Power outage	8/11/14 - 8:54am	8/11/14 - 10:37am	Site power outage
2038908	Adams - Brighton	Network Connectivity unavailable	8/11/14 - 9:04am	8/11/14 - 11:23am	CenturyLink work in CORE caused issues with router
2043009	Larimer - Fort Collins	Network Connectivity unavailable	8/14/14 - 10:50pm	8/15/14 - 7:22am	CenturyLink Fiber cable out
2048788	Morgan County	Network Connectivity unavailable	8/19/14 - 2:15pm	8/20/14 - 8:22am	CenturyLink Fiber cable out
2048880	State County	Network Connectivity unavailable	8/21/14 - 9:32am	8/22/14 - 8:05am	CenturyLink Trunk Failure
2048880	Bent County	Network Connectivity unavailable	8/21/14 - 9:32am	8/22/14 - 8:05am	CenturyLink Trunk Failure
2048880	Crowley County	Network Connectivity unavailable	8/21/14 - 9:32am	8/22/14 - 8:05am	CenturyLink Trunk Failure
2048880	Lake County	Network Connectivity unavailable	8/21/14 - 9:32am	8/22/14 - 8:05am	CenturyLink Trunk Failure
2048880	Otero County	Network Connectivity unavailable	8/21/14 - 9:32am	8/22/14 - 8:05am	CenturyLink Trunk Failure
2048880	Proves County	Network Connectivity unavailable	8/21/14 - 9:32am	8/22/14 - 8:05am	CenturyLink Trunk Failure
2072379	Jackson County	Network Connectivity unavailable	9/22/14 - 7:42am	9/22/14 - 8:01am	CenturyLink Trunk Failure
2074955	Boulder County	Internet connectivity unavailable	9/24/14 - 8:01am	9/24/14 - 11:49am	Sec-Ops blocking traffic under anti-spoofing rule because they are seeing traffic come in an unexpected interface.
2075004	AspenHole County	Internet connectivity unavailable	9/24/14 - 8:01am	9/24/14 - 11:49am	Sec-Ops blocking traffic under anti-spoofing rule because they are seeing traffic come in an unexpected interface.
2078489	Larimer - Fort Collins	Error 28 and 4	9/28/14 - 10:23am	9/28/14 - 8:13pm	CenturyLink Trunk Failure
2078433	Montrose - Nunda	Error when starting workstations	9/28/14 - 8:15am	9/28/14 - 10:00am	Server needed to be rebooted
2075517	Adams - Pecos	Server will not power on	9/29/14 - 7:04am	9/29/14 - 11:14am	Server fan failure, server replaced.
2080082	Boulder- Lafayette	Network Connectivity unavailable	10/15/14 - 6:09am	10/15/14 - 7:45pm	CenturyLink Fiber cable out
2097507	Clear Creek	Network Connectivity unavailable	10/22/14 - 10:16am	10/22/14 - 8:35pm	CenturyLink Fiber cable out
2101843	Larimer- Loveland	Network Connectivity unavailable	10/28/14 - 7:30am	10/28/14 - 8:33am	Site power outage

This is a list of all the network related-service outages with CenturyLink. Some are equipment failures, some are power failures most are CenturyLink. They are working with CenturyLink and the rep is willing to come in next month and discuss the relationship with OIT/DOR/CSTARS and CenturyLink.

**Kathy Chase:**

- ✘ Working with Terri to start documenting what he does and works on daily for his transition to the DRIVES team so there is a smooth transition.
- ✘ Clean releases so there's not the 0.17 problem again
- ✘ Looking to hire Chuck's replacement by December's meeting
- ✘ Working on moving forward on the Mobile Application for online renewals

Jack asked about a several of the recent outages and what the Service Level Agreement between OIT, CenturyLink and DOR and what is the policy for communicating these outages with the public (how, when, where, under what circumstances). Mike noted that when there are state wide outages it is updated on our website, but when it's just a County or County by County issue there should be a central point and procedure for dealing with this. Tony will set up some meetings with Sara, Kyle and the rest of his team to deal with the communication piece. Len will bring back the answers regarding the SLA's at the next meeting to have when the CenturyLink person is here.

CSTARS COMMITTEE MEETING MINUTES  
November 19, 2014  
Department of Revenue  
Boards and Commissions Conference Room  
1881 Pierce St., Lakewood, CO 80214

**Pam Nielson:**

- Met on November 12, 2014
- Jon Zook talked about the new ticketing system that should be up on the Thanksgiving weekend.
- Equipment requests:
  - Otero is requesting an XP Machine and cabling (chief clerk & deputy sharing a machine)
  - Alamosa is requesting a Windows 7 machine and no cabling. (Found out after the move they'd mis-counted)
  - CARS has approved both waiting for CSTARS approval.
  - Jack moved to approve – someone 2<sup>nd</sup>. Motion passed on both.
- Data mailers are being tested.
- 10<sup>th</sup> Mountain data mailers were quite the discussion but are being readied to go
- First program update for all the new plates: New USS Colorado, Emergency Medical Serviced, New Legislator, and 2 new versions of the 10<sup>th</sup> Mountain Division plates.
- Program change for the new Emissions changes, model year exemptions and the hybrids – the edits should be available for January.
- Terri is going to do an extract so counties would know what the impact would be, if they wanted to pre-contact their customers regarding the 10<sup>th</sup> Mountain change over.
- Viper upgrade
- Data Mailer mailing transition to DPA and the savings that will be generated
- There are some PWD issues, mailing addresses – Terri's working on.
- Diesel Vehicles renewing on line – CDHE found some unused Grant money that can be used for this.
- FAC presented another Audit report that they are asking for that will compare the CTS time with what the transaction-online time to see if they match up. Variances will work towards an audit trial.
- Program request from the Emissions Section so the emissions records move with the vehicle record if and when it should switch counties.
- Request to collect material fees for the dealer stub packets, but it wasn't worth it so it got pulled.
- The Mobile Renewal App has been approved in concept – program request is waiting for more information to move forward.
- POD updates – Diana Hall created a Best Practices to be reviewed and ultimately shared out to the counties.

**Tony Frazzini:** Mike, Tony and Len pretty much covered it.

**CI Update:**

Mike Ansley updated CSTARS with the new PCI standard that comes into effect next year. In 6/2015 PCI version 3 becomes a mandated requirement. CI has been working on this in anticipation. For the counties, there will be new Card Swippers/Card Readers going out for the upgraded data encryption. Mike was wondering where the best place to gather information about getting contact information for deployment. After some discussion it sounds like the training group (Libby) will be the

CSTARS COMMITTEE MEETING MINUTES  
November 19, 2014  
Department of Revenue  
Boards and Commissions Conference Room  
1881 Pierce St., Lakewood, CO 80214

best place to start. (They'll exchange information off line.) Deployment will start somewhere between February and April.

Eventually an asset inventory will have to be set up and maintained as to which county has what type of reader and what type of encryption.

Sarah asked about outages that seem to be occurring at the end of the month. Mike said yes it was and it was difficult to track it down –turns out it was back at corporate which has been fixed and has better monitoring.

There being no further business, the meeting was adjourned at 2:40 p.m.

Next meeting will be December 17, 2014 at 9:00 at Len Meyer's office and Conference facility at OIT on the Mental Health Institute at Fort Logan -- 4045 S. Lowell Blvd., Denver, CO 80236.

Meeting adjourned.