

State Governmental Technology Applications Review Board
Office of Management and Enterprise Services – 3115 N. Lincoln Blvd., Room 2024
June 13, 2018 – 2:00 p.m.

Regular Meeting

Members present:

Mr. Tony Mastin, Interim Chairman
Ms. Lynne Bajema
Mr. Derrick Silas
Ms. Terri Watkins
Mr. Tim Rhodes

Members not present:

Mr. Mike Patterson
Mr. Dave O'Bannon

Mr. Matt Singleton, Office of Management & Enterprise Service, IS
Ms. Carol McFarland, Office of Management & Enterprise Services, IS
Ms. Ashton Carmichael, Office of Management & Enterprise Services, IS
Ms. Carol McFarland, Office of Management & Enterprise Services, IS
Ms. Shauna Cole, Office of Management & Enterprise Services, IS
Ms. Carol McFarland, Office of Management & Enterprise Services, IS
Mr. Dan Ingram, Office of Management & Enterprise Services, IS
Ms. Patricia Wheeler, Office of Management & Enterprise Services, IS
Ms. Erica Smith, Office of Management & Enterprise Services, IS
Ms. Stephanie Tomlinson, Office of Management & Enterprise Services, IS
Ms. Shelley Zumwalt, Office of Management & Enterprise Services, Public Affairs
Mr. Bud Webster, District Attorney's Council
Mr. Jared Semtner, Commissioners of Land Office
Mr. Ed Reyes, Commissioners of Land Office
Mr. Nicholas Fulton, Oklahoma Interactive
Ms. Vy Le, Oklahoma Interactive
Mr. Heru Ra, Oklahoma Interactive
Ms. Rita Landers, Department of Corrections
Ms. Sarah Lane, Oklahoma Department of Veteran Affairs
Ms. Lisa White, Oklahoma Department of Veteran Affairs
Mr. Mike Carpenter, Department of Corrections
Mr. Terry Howard, Oklahoma Historical Society
Mr. Pierce Winters, Office of Management & Enterprise Services, IS
Ms. Lauren Kelliher, Office of Management & Enterprise Services, IS
Ms. Carissa Terry, Office of Management & Enterprise Services, IS
Ms. Kathy Hart, OK State Board of Licensure for Professional Engineers and Land Surveyors
Mr. Mark Kirk, OK State Board of Licensure for Professional Engineers and Land Surveyors
Ms. Hannah Butler, Office of Management & Enterprise Services, IS
Ms. Lisa Boyd, Office of Management & Enterprise Services, IS

ITEM 1 – Notice Announcement

ITEM 2 – Meeting Called to Order

ITEM 3 – Welcome/Introductions

This is a regular meeting of the State Governmental Technology Applications Review Board (GTARB) held Wednesday, June 13, 2018 in accordance with the Open Meeting Act.

There is no one on the teleconferencing site.

ITEM 4 – Review and Possible Action on Approval of Minutes of April 11, 2018

Members were provided April 11, 2018 meeting minutes for their review. Motion moved for approval of minutes by Ms. Watkins and seconded by Ms. Bajema. Members approved minutes.

ITEM 5 – Telework Applications Not Requiring Board Review

District Attorney's Council, Oklahoma City, OK

Bud Webster, Director of Finance presented for the District Attorney's Council (DAC). This is a new program with a tentative effective date of October 1st. The program is Uninsured Vehicle Enforcement Program (UVEP). DAC is looking for a small work space to bring in approximately 4-5 people that will be reviewing the tags from the pictures taken by cameras to enforce this new program. A vendor has been awarded the contract and will be handling the technical side of this program. Mr. Webster went on to explain how this new program will work, who will be overseeing this unit, and why DAC believes this unit would not be fit for teleworking.

Motion moved to approve request was made by Ms. Watkins and seconded by Mr. Rhodes. All members voted in favor and motion passed.

Department of Corrections – Oklahoma Correctional Industries and Agri-Services Division

Ms. Rita Landers, Director of General Services presented for Department of Corrections (DOC). The requested space is a warehouse for a centralized distribution center along with office space for staff from Oklahoma Correctional Industries (OCI) and Agri-Services. DOC does not believe teleworking would be a good option because the space will provide inmates a place to work. Ms. Landers explained that this request is a replacement to the request submitted to the board on April 11, 2018. This request includes enough space for OCI and Agri-Services.

Motion moved to approve request was made by Ms. Bajema and seconded by Mr. Silas. All members voted in favor and motion passed.

Department of Environmental Quality – McAlester, OK

No one was in attendance from Department of Environmental Quality (DEQ), request was laid over until the next GTARB meeting.

**ITEM 6 – Convenience Fee and Other Fee Proposals –
Review, Discussion and Possible Action**

Commissioners of Land Office State of Oklahoma – PayPort

Mr. Ed Reyes presented for Commissioners of the Land Office (CLO). Currently CLO is using Bill Pay to collect online payments, CLO would like to upgrade from Bill Pay to PayPort provided by Oklahoma Interactive (OI). This will include a \$2.00 payment portal fee and a 2.25% Merchant Fee.

Ms. Watkin spoke in favor of this change.

Motion moved to approve request was made by Ms. Watkins and seconded by Mr. Rhodes. All members voted in favor and motion passed.

Oklahoma State Board of Licensure for Professional Engineers and Land Surveyors- Online Individual Renewal System

Ms. Kathy Hart presented for the Board of Licensure for Professional Engineers and Land Surveyors (PELS). PELS has an online renewal system for licensees. Ms. Hart talked about the current online renewal system, the platform it is currently housed on, and current fees associated the online renewal system. The increase in fees would be \$2.00 per transaction for application fee plus the payment portal fee of \$2.00. PELS will continue to absorb the merchant fee. Approximately 95% of applicants utilize this online system, 5% pay with checks by mail. Applicants who pay by mail do not pay a fee.

A conversation was had in regards to why the application fee, portal fee and merchant fee were needed. OI explained what each fee was for and why they were needed. Ms. Watkins explained to Ms. Hart that this conversation was happening because the board is trying to create more consistency across government, so they won't see inconstant fees. The board has had a number of complaints about fees.

Ms. Bajema asked OI to explain why some agencies have application fees and why others do not. OI explained the breakdown of why each fee is charged and when it is appropriate or not to charge the fee. OI also explained what the customer will see when being charged fees.

Motion moved to approve request was made by Ms. Bajema and seconded by Ms. Watkins. All members voted in favor and motion passed.

Oklahoma Department of Veteran Affairs – Payport

Ms. Sarah Lane presented for Oklahoma Department of Veteran Affairs (ODVA). Electronic payments are something ODVA is looking to increase with the PayPort application. Under the new regulations that are going through the approval process with the Governor's office, ODVA will be strongly pushing towards electronic payments. Currently, this looks like a paper process to the end user, they fill out a piece of paper and then it comes out of there account on a reoccurring basis. This tool is not a good fit for ODVA's needs because they have no ability to redraft if it fails which they will be able to do with Payport. This is a response to an agency need and a demand

from the residence. Primary source for fees are maintenance charges for the seven state veteran nursing homes. The application currently has a typo, it says “agency fee of \$39.25” it should have been \$3,925.00 for the agency fee. That fee is for the co-rate maintenance charge for the monthly stay at the veteran’s center.

Ms. Bajema asked what the estimated merchant fee would be. Ms. Lane said that the individual merchant fee on a monthly charge of \$3,925 would be \$88.31 and a payment portal fee of \$2 with the total recommended online fee \$90.31, the new end user cost would be \$4,015.31. ODVA would be passing on the online payment portal fee and the merchant fee to the end user.

Oklahoma Historical Society – Online Gift Store

Mr. Terry Howard presented for the Oklahoma Historical Society (OHS). OHS is moving from the \$2 to \$4 in online transaction fees for the online gift shop. OHS will be passing on the \$2 application fee and \$2 portal fee to the customer.

Mr. Mastin and Mr. Howard had a conversation around the sales that happen via the online gift shop now, and how this increased fee might affect sales in the future.

Ms. Bajema asked if OI was now doing something for OHS that they were not doing in the past. Mr. Howard explained they had the option to pay the cost for the updates up front or they could increase the fee from \$2 to \$4. The upfront cost was something OHS couldn’t afford. Mr. Howard went on to explain that OHS would be absorbing the merchant fee.

Motion moved to approve request was made by Ms. Bajema and seconded by Ms. Watkins. All members voted in favor and motion passed.

ITEM 7 – CIO’s Comments – Matt Singleton presenting on Bo Reese’s Behalf

Mr. Singleton presented on behalf of Mr. Bo Reese. Mr. Singleton explained that he wanted to go over a brief recap of the IT unification effort and Ms. Terry would be doing a high-level overview of the Operations and Intelligence daily briefings.

Mr. Singleton went on to give a summary of the IT unification that started back in 2009. He explained that the IT Consolidation and Unification Act was passed in 2011 and what that meant for OMES-IS. As of June 30, 2017, OMES-IS had completed the IT unifications of 110 state agencies in just over 60 months. Mr. Singleton explained the accomplishments reached through projects and enhancements in that time. Approximately \$372 million was gained through cost savings and cost avoidance. The number of employees has decreased and the customer satisfaction scores have increased. Mr. Singleton explained that he wanted Ms. Terry to explain how OMES-IS does more with less.

Ms. Terry gave an overview of the Operations and Intelligence Meetings (O&I) that OMES-IS holds daily. She reviewed the background and goals of the O&I meetings and explained where the idea came from and how it was set up to meet the needs of OMES-IS.

ITEM 8 – Chairman’s Comments

No comments

ITEM 9 – New Business

No comments

ITEM 10 – Member Comments

No comments

ITEM 11 – Meeting Schedule

The next scheduled meeting is July 11, 2018.

ITEM 12 – Adjournment

Chairman declared adjournment.

Date

Tony Mastin, Chairman
Governmental Technology Applications Review Board