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.

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 2nd 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 2nd 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.
Tony Anderson:

→ Viper Migration has been completed.
→ There have been questions about how Projects are prioritized and scheduled
  o Pam, Terri and Tony met last December what was modernization and what wasn’t.
  o Met again in the spring to prioritize the remaining work
  o 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.
  o Charter is being set.
  o Contracts are being developed
  o Firewall request is a hurdle being worked on.
  o 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.
  o 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.
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 25th, 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.
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.
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
Vehicle Services FY 14-15 Expenditures Operations

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.
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.
Robb Chiles:
The spike in hardware and software is a result of licenses etc. all coming due in July each year.
CSTARS Account Expenditures
OIT Personal Services – FY 15 through Period 2

<table>
<thead>
<tr>
<th>Budget Category</th>
<th>Description</th>
<th>FY 15 Budget</th>
<th>Through Period 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contractor Services</td>
<td>Viper Programmer</td>
<td>$37,908.00</td>
<td>$ -</td>
</tr>
<tr>
<td></td>
<td>Help Desk Support</td>
<td>$68,850.00</td>
<td>$ -</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td><strong>$106,758.00</strong></td>
<td><strong>$ -</strong></td>
</tr>
</tbody>
</table>
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.

This is for the County Refreshes.
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.
OIT Trainers
Procedure or Process Updates

OIT Trainers October 2014 CSTARS Activity Report

Procedure or Process Updates

- MIIIDB Instructions under review
- EDW Instructions under review
- NWVTIS Instructions under review
- PCAnywhere Instructions in development
- CI-PayPort Instructions in development
- CI-GRRR 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
Cindy Wika:

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.
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 - Fruta - 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 - 2/13/15
- 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
By the first week in May all the Counties should be on Windows 7
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.
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 2nd.  Motion passed on both.
- Data mailers are being tested.
- 10th 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 10th 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 10th 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
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.