



# Emerging Technologies Work Group

## Monthly Meeting Notes

Monday, December 14, 2009 - - 2pm - 4 pm

24 Aviation Road, Suite 103 Albany, NY

Dial in 888-387-8686 meeting # 4435001

<b>Type of meeting:</b>	Monthly Meeting	<b>Facilitator:</b> Corinne Brennen	DAverill@nysdhcr.gov 402-3227 Corinne.Brennen@dirad.com 438-6000 x133
<b>Note taker:</b>	Duane Averill	<b>Next Meeting:</b> January 11, 2010	
<b>Attendees:</b>	<p><b>In person:</b> Jim Costello, CTG (Webmasters Guild); Jana Hrdinova, CTG; Derek Werthmuller, CTG; Joe Lynch, Sun (Security); Frank Slade, DCS; Kathleen Moorhead, NYSED; Duane Averill, DHCR; Leslie Brennan, DEC; Corinne Brennen, DiRAD</p> <p><b>On the phone:</b> Brenda Breslin, Health (Project Management); Susan Conway, DOS, (Business Continuity); Cliff Coggins, Citrix; Dave Kroening, State Insurance Fund (Security); Jason Cortez, GORR; Estelle council, Parole (IT Accessibility); Nikki Brate, Insurance (Security)</p>		

### ----- Agenda Topics -----

I. Opening Remarks / Introductions	<ul style="list-style-type: none"> <li>Corinne opened the meeting at 2:10 pm by welcoming members and having each attendee briefly introduce themselves.</li> </ul>
II. Recap to-date	<ul style="list-style-type: none"> <li>Corinne briefly reviewed the history of the NYS Forum Web 2.0 initiative and stated that NYS Cyber Security recently released a draft of security considerations for Web 2.0 - This is scheduled to be discussed by Will Pelgrin at the Executive Council meeting in January.</li> <li>Greg Benson has sent an e-mail to the work group co-chairs announcing the CTG Social Media Project with The NYS Forum as lead partner.</li> <li>Web 2.0 resource area is being created on the Forum web site.</li> <li>During discussion, a question arose as to whose responsibility it is to drive Web 2.0 initiatives within an agency - it was agreed that the Public Information Office should be involved, if not the initiator, in Web 2.0 initiatives for external usage.</li> </ul>
III. CTG Social Media update	<ul style="list-style-type: none"> <li>Jana and Derek provided an update of CTG's Social Media project - they have reached out to organizations outside NYS for Social Media policies and are in the process of reviewing.</li> <li>CTG is presently awaiting approval from SUNY to proceed with interviewing entities.</li> <li>CTG is in the process of collecting Web 2.0 policies for agencies - if you have not responded to CTG regarding your web policy, please make sure you get back to them. Presently, 15 agencies have responded to CTG's call for Web 2.0 Social Media policy and none presently have a policy.</li> <li>Looking for groups utilizing Social Media - had discussions with NYSED and looking at how NYSED is in the process of rolling out information through Social Media tools (Facebook, Flickr, Twitter)</li> <li>CTG is looking for experts in specific areas (Security,</li> </ul>

	<p>Accessibility, Design, etc) to provide information regarding concerns and solutions.</p> <ul style="list-style-type: none"> <li>• CTG is focusing on the public interface of government organizations and the public - desire to see how people can be connected to government and how government can share information through this medium.</li> <li>• Kathleen reported that NYSED has a couple of pilot initiatives under NYSED Gov 2.0, where they are utilizing web 2.0 technology to establish communications through social media sites. NYSED has the Policy in place and Governance process and plan to have this pilot completed by February 1st.</li> <li>• Jim Costello distributed a report from the Webmaster's guild on the results of the .NING pilot proceeding the October pilot rollout. Jim provided a list of findings along with remediations for each of the issues. <ul style="list-style-type: none"> <li>○ Agency Firewalls block Social Networking sites</li> <li>○ Accessibility issues - Section 508 compliance</li> <li>○ Terms of Service have not been resolved</li> <li>○ Google ads appear on the website</li> <li>○ Hosted service - Data ownership/retention issues</li> <li>○ Technology is not intuitive - difficult to use</li> <li>○ Some services are available that won't be used, while other services (wiki, group voting) are not available</li> </ul> </li> <li>• It was decided that the first major hurdle that must be overcome is for Agencies to realize the benefits of Web 2.0 technologies</li> <li>• Discussion ensued as to possibly running a Seminar for PIO and Executive Agency staff showing the value of Social Media and how this technology is being used to communicate with constituents. Issues will not need to be addressed until organizations make a commitment to utilize this technology. We cannot continue if people do not have the ability to access.</li> <li>• It was concluded that we do not need to "test" .NING anymore, yet this tool can continue to be useful in providing collaboration for those workgroups that wish to continue to utilize.</li> <li>• A BIG thank you to Jim for setting this pilot up, answering all the questions and compiling the finding reports.</li> </ul>
<p>III. Report on OFT's internal training offering on Web 2.0 Technology</p>	<ul style="list-style-type: none"> <li>• Kathleen Moorhead shared how she attended OFT's internal training class on Web 2.0</li> <li>• Kathleen explained how OFT did a nice job at introducing their employees to Social Media and assisted in setting them up with accounts and with their security settings.</li> <li>• Kathleen handed out the OFT Web 2.0 guidelines</li> <li>• Kathleen shared the links for the pilot projects she is involved with.</li> </ul> <p><b>YouTube</b></p> <ol style="list-style-type: none"> <li>1. Archives: <a href="http://www.youtube.com/nysarchives">http://www.youtube.com/nysarchives</a></li> <li>2. Museum: <a href="http://www.youtube.com/nysmuseum">http://www.youtube.com/nysmuseum</a></li> </ol> <p><b>Flickr</b></p> <ol style="list-style-type: none"> <li>1. Archives: <a href="http://www.flickr.com/photos/nys_archives">http://www.flickr.com/photos/nys_archives</a></li> </ol> <p><b>Facebook</b></p> <ol style="list-style-type: none"> <li>1. Office of the Professions: <a href="http://www.facebook.com/home.php?ref=home#/pages/Albany-NY/USNY-Pro...">http://www.facebook.com/home.php?ref=home#/pages/Albany-NY/USNY-Pro...</a></li> </ol>

	<p>2. Museum: <a href="http://www.facebook.com/nysmuseum">http://www.facebook.com/nysmuseum</a>  3. Archives: <a href="http://www.facebook.com/nysarchives">http://www.facebook.com/nysarchives</a>  <b>Twitter</b>  1. Archives: <a href="http://twitter.com/nysarchives">http://twitter.com/nysarchives</a></p>
<p>V. Security Work Group update</p>	<ul style="list-style-type: none"> <li>• The Security Workgroup has set up a group within .NING to collaborate and will begin to use this to evaluate this functionality.</li> <li>• Nikki Brate reported that the Security Workgroup recognizes the value in establishing and promoting the use of social networking tools and technologies, but that the information security risk and concerns must be properly considered and addressed with adoption of such communication and collaboration strategies. This was agreed by all in attendance.</li> <li>• Nikki further reported that the Security Workgroup does not consider .NING to be a useful collaboration tool and should not be considered as a viable Web 2.0 solution for the Forum. It was discussed and mutually agreed that .NING was a pilot and that no web 2.0 solution has yet been selected, but is very useful in introducing the technology for collaboration purposes.</li> <li>• The team feels a need to identify the functionalities that are necessary in a Web 2.0 tool and begin to look to see if there are tools that can accommodate these functionalities. It was discussed that OFT hosts their own website and that Groupsite, UserVoice, IdeaScale and Socialtext are some options, although these offer various pricing scales that would need to be addressed.</li> <li>• The team requested that the Security Workgroup and the IT Accessibility Workgroup collaborate and come back to the subcommittee with security and accessibility guidelines for setting up and utilizing Social Media.</li> <li>• It was stressed that the Security workgroup concentrate specifically on security issues and concerns and not on Governance concerns.</li> </ul>
<p>VI. Presentation planning</p> <p>8 areas: resources, legal ramifications, governance, business case, security, accessibility, perception and information overload</p> <p>Audience to be considered</p> <p>Scheduling</p> <p>Legal contacts, Generational Diversity</p>	<ul style="list-style-type: none"> <li>• Corinne broached the subject of a set of presentations that need to be planned within the first quarter of 2010 (no date yet set).</li> <li>• The general consensus is that there should be a set of information sharing sessions addressing the 8 areas of concerns identified in the CTG information-gathering sessions.</li> <li>• The first session that we need to look into is to pull together agencies who are utilizing the Web 2.0 technology to show others the usefulness and advantages of communicating with constituents with this technology.</li> <li>• Discussion ensued as to whether a Roundtable discussion would be beneficial - with allowing the audience to ask questions of the panel.</li> </ul>
<p>VII. Forum updates</p>	<ul style="list-style-type: none"> <li>• IT Skills Development (Matrix) Presentation on Business Analyst position Tue Dec 15</li> <li>• IT Procurement Workgroup Meeting Wed Dec 16</li> <li>• Security Workgroup Webinar Wed Dec 16 (Phishing Scams)</li> <li>• Executive Council Meeting Fri Jan 8 CSCIC presentation Will Pelgrin</li> </ul>
<p>VII. Adjournment</p>	<ul style="list-style-type: none"> <li>• Meeting was adjourned at 3:57 pm</li> </ul>

- Review Action Items

- Wishing everyone a Happy Holiday Season and very Merry Christmas!

## Action Items:

Action Item Tracking Number	Action Item Description	Date Opened	Status	Date Closed	Person Assigned	Comments
5	Solicit individual to become active in Ning.com web site and provide feedback, questions, concerns	10/5/9	Ongoing	10/15/9	Corinne Brennen/ Duane Averill / Jim Costello	Many members have joined. Duane & Corinne will encourage Work Groups to get involved in this site.
6	Develop a purpose statement for web 2.0 adhoc subcommittee (5 weeks)	10/5/9	Ongoing		Mike LaFrancis / ad-hoc sub committee	Mike presented a purpose statement to committee. Still soliciting feedback to finalize statement.
7	Create web 2.0 group for ad-hoc web 2.0 sub committee	10/5/9	Ongoing	10/9/9	Jim Costello	
8	Send message to adhoc web 2.0 sub committee members to collaborate through new group within ning.com site	10/5/9	Ongoing	10/9/9	Corinne Brennen	
9	Get National Housing Agency who is looking to use Social media instead of listserv.	11/9/9	New		Duane Averill	Provide this information to Derek
10	E-mail to go out to all workgroup co-chairs recapping activities to date on Web 2.0., outline of next steps, ask workgroup participation in Ning pilot if possible.	11/9/9	New	11/14/9	Corinne Brennen/ Duane Averill	
11	Touch base with PM Work Group / IT Accessibility / Web Masters Guild for joint "project"	11/9/9	New		Jim Costello / Kristin Albright / Jon Haverley	
12	Solicit input on Jan/Feb Web 2.0 presentations from Work Group Co-Chairs	11/9/9	New		Corinne Brennen/ Duane Averill	
13	Report on OFT's internal training offering on Web 2.0 Technology and provide at next meeting	11/9/9	New	12/14/9	Kathleen Moorhead	
14	Security Workgroup to present a list of concerns and issues, along with remediation for these concerns	12/14/9	New		Nikki Brate	
15	IT Accessibility Workgroup to present a list of concerns and issues, along with remediation for these concerns	12/14/9	New		Estelle Council	
16	CTG is looking for web 2.0 policies	12/14/9	New		All Agencies	Send CTG your policy if you have one developed.
17	Setting up presentation for first quarter of 2010	12/14/9	New		Corinne Brennen/ Duane Averill	