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**Date:** 4/6/2007 7:07:56 PM  
**Subject:** Re: Notes from the discussion with David Elwart

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Marcia

THanks.

Not a single surprise here. Right now I am not sure how to deal with all these issues except to say that they are all part and parcel of the same couple of issues - lack of a customer service mindset, lack of transparency in the reimbursement system and finally, something that is emerging quite quickly is the notion in my mind that the role of the CIO seems to be not clearly understood by the CIO or the agency folks. If we are not careful the CIO shop will be the largest IT contractor in the state. My view of the CIO is that he can "administer" statewide contracts, set statewide standards, etc, but the agencies should be free to deal directly with the vendors themselves. The state's role should be minimal except in the procurement process and in making certain that the vendors are meeting the terms of their contracts. The larger state agencies should be members of the RFP preparation committees, procurement evaluation committees and the vendor selection committees. I have seen this done very effectively in other states and frankly it is a good way to get buy-in, to stop the "bitchin" and to get some joint accountability and responsibility.

One thing I would like to have Sam Wilkins do is to do a comparison of salaries, grade levels, number of TERI employees and their salaries, etc, between the CIO shop and the state agencies that we have participating in our group. I want to see this by name if possible (I don't think that salaries of state employees are confidential, are they?) Should we ask Henry White to get Sam to do this?

We can discuss this further next week.

Jamaica is great. We leave tomorrow and return to the world.

Mike Langrehr

>  
> From: Marcia.Adams@SCDMV.net  
> Date: 2007/04/06 Fri PM 04:06:44 EST  
> To: mnlangrehr@bellsouth.net  
> Subject: Notes from the discussion with David Elwart  
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> Mike,  
> I have attached notes from my discussion with David Elwart, IT Director for  
> PRT. He has some major concerns. I don't think that there are any  
> surprises. Hope you have a nice weekend.  
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> Marcia  
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> <<CIO Comments PRT.doc>>  
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