

## ROSWELL PARK CANCER INSTITUTE CORPORATION

### IT Oversight Committee Meeting

A meeting of the IT Oversight Committee of Roswell Park Cancer Institute Corporation was held on Wednesday, February 13, 2020 at 8:30 a.m. in the Scott Bieler Clinical Science Center, 9<sup>th</sup> Floor, Patrick P. Lee Board Room.

**Present:** Ken Manning, Esq., Chair  
Chris Lorenz  
Gail Mitchell  
Elyse NeMoyer  
Genevieve Schimpfle  
Hannah Taylor  
Candace Johnson, PhD, President & CEO

**By Phone:** Meghan Corcoran  
Gregory Daniel  
Chuck Fried  
Shaun Stoltz

**Excused:** Michael Joseph

**Staff:** Eugene Cullen, Vice President, Internal Audit  
Christopher Darlak, Deputy Chief Information Officer  
Ryan Grady, Vice President, Fiscal Administration  
Betsy Doty-Lampson, Administrator –Board of Directors  
Thomas Furlani, Chief Information Officer  
Martins Innus, IT Infrastructure Projects Team Manager  
Shirley Johnson, Senior Vice President  
Boris Kuvshinoff, Chief Medical Officer  
Gregory A. McDonald, Chief Financial Officer  
Jon Neumeister, Director, Clinical Practice Plan  
Michael B. Sexton, Chief Administrative Officer, General Counsel,  
and Corporate Secretary  
Paul Visco, Chief Technology Officer  
Everett Weiss, Chief Medical Information Officer (telephonically)

#### Opening Remarks/Minutes

Mr. Manning opened the meeting by welcoming all and calling for a review of the Minutes for the IT Committee meeting held Wednesday, November 20, 2019. After review, *a motion was made for approval by Ms. NeMoyer, seconded by Ms. Mitchell, which motion was unanimously carried.*

### Future State of IT Infrastructure

Mr. Furlani then gave a presentation on IT Infrastructure needs. He indicated that he has now been CIO at Roswell Park for one year and he plans on giving a core infrastructure report at the next IT Committee meeting to update on needs and present his strategic plan for IT.

*At that point, a motion was made by Ms. Mitchell to move the meeting to Executive Session for the purpose of reviewing and discussing the revenue cycle replacement project and contract negotiations for that project. The motion was seconded by Ms. NeMoyer and unanimously carried.*

### Contracts

At that point, *a motion was made to return to Open Session by Ms. Mitchell, which was seconded by Ms. NeMoyer and was unanimously carried.*

2) **Backup Storage Refresh.** Mr. Furlani then gave an update to the Committee on data storage at Roswell Park. He described the different types of storage for data, noting differences between the storage of research data, clinical data and finance data. Much of the data is deployed at 901 Washington's data center and at the VTC data center which will provide once fully implemented redundancy and fail-over capability. The current system warranties expire in July, 2020. Mr. Furlani noted that storage needs at Roswell Park have multiplied from 500 terabytes in 2014 to 1400 terabytes now, greater than triple growth. He is recommending adoption of the Exagrid storage platform. \_\_\_\_\_ and \_\_\_\_\_ systems were also looked at but they were much more costly. The purchase of Exagrid will be on the Vizient GPO at cost of \$2.4 million for hardware and a \$300,000 installation cost. The project will come with a five (5) year warranty included. This storage is physical location storage, not Cloud storage but Exagrid will integrate with Cloud storage requirements in the future. Mr. Furlani noted that all backup systems will be on Exagrid, and in addition, he noted that a document management system is needed to reduce the need for storage in the future.



3) **High Performance Storage Refresh.** Mr. Furlani reviewed high performance storage systems for Citrix, EHR, and other high-performance systems at Roswell Park. The HPE system provides 1100 terabytes of storage, 650 of which will be fully utilized by July, 2021. He is looking at several other potential solutions. He is proposing to do a renewal of the HPE 3-par system. That system will auto-replicate to the VTC data center. Mr. Furlani was successful in the negotiating a five (5) year warranty as part of that renewal and a reduction in the per terabyte cost to \$2,500 from \$4,000. The total cost of \$2.7 million in capital plus \$300,000 in operating to replace storage on the EOL system. An RFP will be done when the remaining storage needs become current.

Dr. Daniel questioned whether the storage system would apply to Roswell Park's off-site locations and why a system approval is required to take the Institute out to Fiscal Year 2024. He suggested that the purchase of that much hardware now might not make sense when he expects the price to come down in the future. Mr. Furlani responded that he is asking for approval of the overall acquisition price of \$2.7 million capital plus \$300,000 in service but his plan is to only spend \$1 million on end of life storage. He indicated that he will be circulating an RFP at that point to address additional storage needs. Ms. Taylor questioned whether it's been discussed that the offsite data center be held outside of the WNY area, or even the State, for mitigation purposes, should a crisis occur here. She suggested it is worth looking into.

At that point, a motion was made by Ms. Taylor to approve the backup storage purchase from Exagrid at a cost of \$2.4 million in capital plus \$300,000 installation. That motion was seconded by Ms. NeMoyer and unanimously *approved*.

*A second motion was made Ms. Schimpfle to approve the high-performance storage purchase of the HPE system for a price of \$2.7 million capital plus \$300,000 service. This motion was seconded by Ms. Mitchell and unanimously approved.*

4) **Forte Research EVAL Implementation Project.** Mr. Darlak then gave a presentation on the proposal to procure the Forte Research EVAL software system for a total cost of \$293,000 including \$14,000 for implementation. This is a software system that supports and assists in management of the business processes in the cancer center support grant (CCSG) office. The cost will be borne by the fiscal year 21-25 budgets and the purchase is proposed to be a sole source purchase. The only competing system is the USC Norris system, which is much more costly. It also does not cover all of the needs of the Institute and most importantly it does not work with the Windows 10 operating system that is utilized at Roswell Park.

*A motion for approval of this purchase was made by Mr. Stoltz, which was seconded by Ms. NeMoyer and unanimously approved.*

5) **IT Temporary Staffing Spend Increase.** Mr. Darlak presented on a request to increase the budgets for the IT temporary staffing contracts that were awarded in 2018. These were three (3) year term contracts with a total spend of \$3 million. Staffing needs have greatly increased due to the ERP and multiple other capital IT projects, along with increased maintenance needs. Needs for engineers to do testing have significantly outpaced these contracts. These contracts were done in three separate IT RFPs: one for quality assurance staffing, one for project management staffing, and one for infrastructure staffing. Mr. Darlak noted that the capital budget for IT has increased by fifty percent (50%) and the operating budget has increased by sixty percent (60%), both resulting in



increased needs for temporary staffing. He is requesting an augmentation of the approved spend under these contracts from \$3 million to \$6 million for the three (3) year term. The increase will be spread over the remaining two (2) years of the three (3) year terms. Much of this is attributable to maintenance on the operating side.

In response to a question, Mr. Darlak noted that seventeen percent (17%) of FTEs on the IT side are contractors, noting that industry norm is thirty percent (30%).

Ms. Schimpfle mentioned the loss of knowledge when temporary staff leave, and she recommended that significant effort be made to ensure an appropriate knowledge transfer from temporary staffers. Mr. Manning discussed the initial estimate noting that better information is now available. He encouraged an effort to be proactive going forward on these issues.

Dr. Daniel discussed the significance of the spending on IT matters recently. He questioned whether the bar was now set at a higher level and whether a retrospective review could be done in the future to ensure that the spending that is now being approved was advisable. Mr. Darlak agreed that retrospective reviews are entirely appropriate.

*A motion was made to approve the increase in the IT Temporary staffing contracts by Ms. NeMoyer, which was seconded by Ms. Mitchell and unanimously approved.*

6) **Microsoft Contract Renewal.** Mr. Furlani then turned to the renewal of the Microsoft Operating system licenses. The total cost is \$1.4 million annually and this will include full usage of the new Windows 10 and Office 365 systems, both of which provide Roswell Park with much higher security features and ability to use Cloud based applications. The systems are more secure from a HIPAA compliance perspective and provide for improved communication. The Microsoft Team system addresses these issues as well as cell phone access to the Electronic Health Record (EHR) for the medical staff. These systems also provide one terabyte of Cloud based storage that can now be accessed with better security features. The Microsoft Team system also provides a unified conferencing system which will improve conference calling capabilities throughout the Institute. The Microsoft Team system also allows sharing between MAC systems and Desktop PCs. This will also permit hourly employees to remote access Roswell Park's network on a secure basis.

Mr. Visco went through a list of the capability enhancements used on this system across the Institute. He also offered to demo Microsoft Team at a future meeting if the Committee wanted.

The request is for renewal for three (3) years at a price not to exceed       million. The purchase will be through Dell but Mr. Furlani is also looking at possibly doing an RFP for the reseller

on this. *A motion was made for approval of the renewal of the Microsoft contract by Ms. Taylor, which was seconded by Ms. NeMoyer and unanimously carried.*

There being no further business, *a motion to adjourn the meeting was made, which was seconded and unanimously carried.*



Michael B. Sexton, Secretary