

MINUTES
OF THE
IT EXECUTIVE STEERING COMMITTEE
OF THE
WOODS HOLE, MARTHA'S VINEYARD AND NANTUCKET STEAMSHIP AUTHORITY

September 22, 2025

VIRTUAL MEETING ONLY

Attendees:

- Peter Jeffrey (subcommittee member)
- John Cahill (subcommittee member)
- Stephen Colman
- Mark Amundsen
- Mark Rozum
- Ian Nichols
- Tom Innis
- Ourania Siabanis
- Lizzy Freeman (minute-taker)

Video and Audio Recording of Today's Meeting:

- It was announced that Ian Nichols was making an audio and video recording of the meeting.

Statement Regarding Remote Participation:

- It was announced that, pursuant to Section 20 of Chapter 20 of the Acts of 2021, as amended, all IT Steering Committee members are participating in the meeting remotely because their physical presence would be unreasonably difficult. All IT Steering Committee members participating in the meeting by Zoom videoconferencing app and all members will be clearly audible to each other.

1. Minutes

- It was voted upon a motion by role call vote to approve the motion to approve the July 18 IT Executive Steering Committee minutes, meeting in public session.
- It was voted upon a motion by role call vote to approve the motion to approve the August 14 IT Executive Steering Committee minutes, meeting in public session.

2. E-DEA Project Update

- E-Dea Onsite Schedule (Week 1)
 - Tuesday: Functional workshop
 - Wednesday: Terminal tours – Hyannis & Nantucket
 - Thursday: Functional workshop (deep dive on RFR customizations)
 - Friday: Terminal tours – Woods Hole, Vineyard Haven, Oak Bluffs
 - Mark A to confirm time for Vineyard Haven tour
 - Sandbox access coming soon – Mark R coordinating
- Project Updates
 - Mark R transitioning from project sponsor to SME at end of October
 - Four E-Dea team members onsite; additional spillover time available
 - Maximize onsite time with E-Dea for integration discussions and team building
- E-Dea Onsite Schedule (Week 2)
 - Technical workshops
 - Website deep dive
 - Preseason portal deep dive
 - Accounting deep dive (with finance system vendor onsite)
 - Functional workshop for operations
 - E-Dea wraps up Thursday afternoon
- Project Plan (Next 90 Days)
 - Review 13 functional & 8 technical requirements through Oct 30
 - Gather SSA logistical info & input into system
 - Use physical boat details already provided for constructive workshops

3. Procurement

- Contract Finalization
 - Final review underway; only minor housekeeping changes (e.g., change periods to commas in pricing)
 - Agreement generally in place; final details being worked out
 - Terence aiming to finalize in person (dependent on E-Dea visitor schedule)
 - No impact on project timeline
- Procurement & Planning

- Mark R working on identifying processes, project scope, resources, and procurement plan
 - Start long-lead-time items early, even if not on the critical path
 - Gather SOWs from support vendors and key hardware info while E-Dea is onsite to speed procurement
 - Board & Timeline
 - November Board Meeting: Present infrastructure updates (separate from E-Dea) and Wi-Fi assessment
 - December Board Meeting: Present full procurement plan
 - Key Points Raised
 - Peter emphasized procurement plan is critical to stay on schedule and meet fiduciary responsibilities
 - Mark R said resources are adequate but scope needs finalizing; many items can use state contracts
 - Committee should confirm commitment from legal and procurement officer to prioritize this work
 - Need to map upcoming projects and notify procurement officer
 - Additional Considerations
 - Plan infrastructure improvements proactively for logistical reasons
 - Vineyard Haven work this winter should not disrupt E-Dea implementation
 - Large project scope requires factoring in related and unrelated projects when planning
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4. Project Dashboard and Updates

- Procurement & Accountability
 - Procurement plan is a shared accountability process → clarify needs, timelines, dependencies
 - Goal: finalize procurement plan and timeline; use dashboard to communicate status
- Dashboard & Project Tracking
 - Dashboard is a living document with stoplight indicators (Green = on track, Yellow = at risk, Red = delayed)
 - Designed for management-by-exception: focus on yellow/red items and decision-making
 - Behind each item is a detailed project plan; dates will be added for next meeting

- Left side highlights recent progress, upcoming activities, key decisions, and risks
 - Recent Progress & Next Steps
 - Completed shipper meetings and E-Dea workshops
 - Finalizing E-Dea contracting, site visit planning, and procurement timeline
 - Business decisions in progress: vessel allocations, system integrations, preseason portal, medical policy, commodity updates
 - Policy & Operations Alignment
 - Workstream includes updating policies to align with future operations
 - Policy updates inform training for terminals and Mashpee staff
 - Change management addressed under operations redesign, cutting across all workstreams
 - Peter requested policy updates at next meeting
 - Customer Involvement
 - Proposal to form a beta/alpha customer team (2–3 participants per port) for feedback and testing
 - Tom has begun collecting names from shipper focus groups; looking for continuity and engagement
 - John and PC members to propose candidates for customer feedback group
 - Goal: ensure user perspective, testing, and communication before rollout
 - Technical & Data Considerations
 - Data migration and launch readiness workstreams still to be developed
 - New data warehouse and reporting structure needed for combining new/legacy data
 - Consider leveraging Oracle Cloud for hosting additional data
 - Explore balanced scorecard approach for management reporting
 - Steve suggested adding integration tracking (including accounting) to dashboard
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5. Change Management Process and Public Engagement

- Quick Wins & Project Goals
 - Team asked to define quick wins before and after go-live
 - Before Go-Live:
 - Modernize and clarify policies
 - Advance strategic plan initiatives

- Improve transparency and stakeholder engagement (public + commercial)
 - Strengthen planning, project management, and procurement
 - After Go-Live:
 - Enhance website functionality and booking flow
 - Update programs and pricing
 - Optimize resource allocation (deck space)
 - Improve customer communications
 - Strengthen reporting capabilities
 - John requested more focus on customer-facing quick wins (e.g., ability to register island residency online every 2 years) within next 90 days
 - Tom and Mark R agreed to capture and define detailed customer quick wins as functional workshops conclude
- Project Teams & Workstreams
 - Subteams meeting regularly; internal working group meets weekly
 - Technical: Future state discussions, procurement, and setup work underway
 - Customer Experience:
 - Town halls planned for late October (before holidays)
 - Terminal wayfinding work in progress
 - Working with E-Dea to document current terminal processes
 - More refined list of quick wins to be shared
 - Commercial Experience:
 - Shipper meetings on 9/10 & 9/12 → good engagement and request for quarterly meetings
 - Gathering shipper names for testing/user group participation
 - Work on vessel allocation and preseason portal underway
 - Accounting:
 - Defining future reporting needs and integration with other workstreams
 - Dashboards show workplans and progress for each workstream
- Customer Beta/Alpha Team
 - John suggested creating a customer advisory team (2–3 participants per port)
 - Peter and Tom agreed; plan to clarify commitment expectations
 - Target to establish group in Q1 (Jan/Feb) for feedback and testing
- Project Planning & Communication
 - Mark A stressed need to finalize overall project schedule
 - Tom will bring updated timeline to next meeting (includes E-Dea solution design phase and configuration proposals)

- Mark R highlighted importance of keeping internal employees informed about changes
 - Peter suggested holding employee town hall
 - Tom recommended leveraging SSA branding from design team to support communication efforts
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6. Public Comment

- Margaret Hannemann asked who has overall responsibility for ensuring project success
 - Peter clarified:
 - Procurement Phase: Mark Rozum is the project sponsor
 - Post-Handoff with E-Dea: Mark Rozum will remain as Subject Matter Expert (SME) on the committee
 - Ongoing Project (Operations Focus): Mark Amundsen (COO) will take over as project sponsor
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Motion to Adjourn:

- It was voted upon a motion by role call to approve the motion to adjourn of the IT Executive Steering Committee, meeting in public session.
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Meeting Duration

2:00 pm – 3:13 pm, EST

Documents Distributed:

- SSA Project Subcommittee Steering Slides 9.19.25_v2
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Next Meeting:

- Date: Monday, October 20
- Time: 3:00 pm
- Location: SSA Admin Offices (228 Palmer Ave, Falmouth MA) -- Virtual and In-Person

Action Items:

Action Item	Owner	Due Date
Follow up with John about Vineyard Haven tour time with E-Dea	Mark Amundsen	9/25/25
Provide further insight about the next 90 days of the E-Dea Res System implementation timeline	Mark Amundsen	Next meeting
Present procurement plan to the Board	Mark Rozum	December Board meeting
Add dates to project dashboard	Gibbous	Next meeting
Follow up with John about customer alpha/beta group logistics	Gibbous	Next meeting
Present customer-specific quick wins	Gibbous	Two meetings from now