

NEBRASKA

Information Technology Services



Department of Administrative Services
Information Technology Services consists of:

Division of Communications
Information Management Services
Intergovernmental Data Services
Office of the Chief Information Officer
Nebraska Information Technology Commission



Governor Dave Heineman

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Mission Statement:

To serve the citizens of Nebraska by providing premier information technology leadership, policy and operations which facilitate an effective, responsive and efficient government.

Statutory References:

Division of Communications

81-1120.01 through 81-1120.39

Information Management Services Division

81-1116 through 81-1117.05

Information Technology Infrastructure Act (CIO and NITC)

86-501 through 86-530

Intergovernmental Data Communications Act

86-531 through 86-573



Photo taken May 20, 1988. Photo shows the excavation of the corner of 14th Street and K in downtown Lincoln, NE in preparation for the construction of the 501 building.



Photo taken August 2, 2005. Photo shows the completed corner of 14th Street and K in downtown Lincoln, NE after construction of the 501 building.



Brenda Decker, CIO

Update from the CIO:

The photo on the previous page was taken during the construction of the 501 building in 1988. I chose this photo because I believe this was the last time that there was as significant a change regarding information technology (IT) in Nebraska State Government as we have taking place today.

Statutorily, the Information Technology Services Divisions of DAS are the Division of Communications, Information Management Services, Intergovernmental Data Services and the Office of the Chief Information Officer. In February of 2005, Governor Heineman, in cooperation with the DAS Director, realigned the delivery of IT services to provide the platform for government to deliver on the Governor's vision of the future. That vision is based on four priorities: education, economic vitality, efficiency in government and protection of our families. As a part of efficiency in government, the realignment of the DAS IT divisions under the CIO allows for a closer relationship between IT policy and IT operations.

The State's current emphasis on shared services and enterprise level thinking has the potential to save dollars and clearly set the stage for standardization and efficiencies. The final section of this report contains information on our shared services initiative. I would like to publicly thank all of the State agencies that have participated in the shared services work. Although this initiative is only a few months old as of June 30, we have already seen successes and work that has advanced the IT support of the business of government.



**IT Leadership Team; Beverlee Bornemeier, Jayne Scofield, Steve Henderson, CIO
Brenda Decker, Steve Schafer, Tom Conroy, not pictured: Dale Fangmeier.**

We have additional work to do. The IT organization has set a mission statement that clearly states that we are here to provide premier information technology leadership, policy and operations that allow our clients to perform their functions. In order to do that we need to build an IT entity that is everyone's provider of choice. So how do we do that?

Our first attempt was a survey that was sent to agencies in June. Using the contact list from the State technology plans, we asked the IT personnel of each agency to take a few moments and give us some feedback on various services and the organization in general. We received some very valuable information back and over the next few months we will be visiting with agencies to implement some of the suggestions and hopefully answer some of the questions. We cannot be the premier provider of IT if we do not know what agencies need us to provide. My request to agencies is that you continue to let us know how we are doing and help us move in the direction you need us to go.

I hope you will continue to participate with us in this journey as we redefine how the enterprise deals with IT issues. We feel the benefits are far-reaching.

Brenda L. Decker
Chief Information Officer

The Nebraska Information Technology Commission

Membership through June 30, 2005

LIEUTENANT GOVERNOR RICK SHEEHY, CHAIR*

GREG ADAMS, Mayor of York

LINDA AERNI, Chief Executive Officer, Community Internet Systems

DR. ERIC BROWN, Station Manager, KRVN-AM

L. MERILL BRYAN, JR., Senior Vice President & Chief Information Officer, Union Pacific Center

DR. DOUG CHRISTENSEN, Commissioner of Education, Department of Education

SUSAN C. HEIDER, Vice President-Support Services & Chief Information Officer, Regional West Medical Center

TREV E. PETERSON, Attorney, Knudsen, Berkheimer, Richardson, & Endacott, LLP

DR. L. DENNIS SMITH, University of Nebraska

SENATOR PHIL ERDMAN, Ex-officio Member

*Lieutenant Governor Rick Sheehy became the Chair in January, 2005. Prior to that time, then Lt. Governor Dave Heineman held this position.

The Legislature established the Nebraska Information Technology Commission (NITC) in 1998 to provide advice, strategic direction, and accountability on information technology investments in the state.

The vision of the NITC is to improve the quality of life of all Nebraskans by promoting the use of information technology in education, health care, economic development and all levels of government. To achieve this vision, the NITC has identified four goals:

1. Support the development of a robust statewide telecommunications infrastructure that is scalable, reliable, and efficient;
2. Support the use of information technology to enhance community and economic development;
3. Promote the use of information technology to improve the efficiency and delivery of governmental and educational services, including homeland security;
4. Promote effective planning, management and accountability regarding the state's investments in information technology.



March 15, 2005, Governor Heineman (left) accepts a plaque of appreciation for his service to the NITC, from Lt. Governor Sheehy

The Nebraska Information Technology Commission:

The NITC identified eight strategic initiatives addressing the NITC's goals.

- **Nebraska Telehealth Network.** A telehealth network which connects all hospitals, providing access to consultation with medical specialists, continuing medical education, and bioterrorism training and alerts is critical for health care in rural areas of the state. This network is in Phase II of deployment.



- **Network Nebraska.** The primary objective of Network Nebraska is to develop a broadband, scalable telecommunications infrastructure that optimizes the quality of service to every public entity in the state of Nebraska. The backbone of the network is in place and community aggregation areas are being established.



Former Governor Mike Johanns announces the Nebraska Telehealth Network

- **Statewide Synchronous Video Network.** This initiative will establish an Internet Protocol (IP)-based network that will interconnect all existing and future distance learning and videoconferencing facilities in the state. The work group set a state standard for video this year.
- **Community IT Planning and Development.** In order to compete in the global economy, communities need access to advanced telecommunications services and a tech-savvy workforce. Businesses need to understand how to utilize technology to expand their markets, increase efficiency, and reduce costs. Information technology can enhance the quality of life by improving access to health care, educational opportunities, and community information.
- **Nebraska eLearning Initiative.** This initiative will promote the effective and efficient integration of technology into the instructional process and to utilize technology to deliver enhanced educational opportunities.
- **Enterprise Architecture.** Establishing a common enterprise architecture for state government makes it simpler to get systems to work together. Benefits include lower costs, easier interoperability among systems, greater data sharing, and improved services.
- **E-Government.** Through the use of technology, state agencies can enhance information sharing, service delivery, and constituency and client participation.
- **Security and Business Resumption.** This initiative will define and clarify policies, standards and guidelines, and responsibilities related to the security of the State's information technology resources.

The NITC has determined that for FY 2006, the strategic initiatives will be updated to address the following:

- **Nebraska Telehealth Network.** Assist with the implementation of Phase II of this network, including the assistance to lay the foundation for the development of a statewide electronic health record system.
- **Network Nebraska.** Continue with Tier II aggregations of the network and formalize the business relationships and agreements to enhance the current network.
- **Statewide Synchronous Video Network.** Work on the establishment of an IP based network to interconnect all existing and future distance learning networks.
- **Community IT Planning and Development.** Continue to foster community and economic development in communities through the effective use of information technology.
- **Digital Education.** Promote the effective and efficient integration of technology into instructional, learning, and administrative processes.
- **State Government Efficiency.** Address multiple items improving efficiency in state government, including shared services; standards and guidelines, and project review processes.
- **E-Government.** Continue the use of technology, allowing state agencies to enhance information sharing, service delivery, and constituency and client participation.
- **Security and Business Resumption.** This initiative will define and clarify policies, standards and guidelines, and responsibilities related to the security of the State's information technology resources from an enterprise perspective to protect the public trust.

Enterprise Computing Services



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SERVICES:

Applications Solutions - Analysis of business problems and design of automated solutions for agencies.

CICS Transaction Computing Resources - Large scale interactive transaction support for agency applications that require sub-second response and high availability.

DB2 Database - Highly reliable, large scale relational database storage and support.

Data Storage - High speed, large scale storage of data that supports agency application systems and analytics.

Request for Proposal (RFP) Technical Writing and Consultation - RFP writing and consultation as a service includes billable consultation about structuring an RFP in conformance with DAS Materiel Division requirements and offering direct assistance with any required technical writing.

Software Application Development, Design, Maintenance and Support - Analysis of business problems

and design of automated solutions for agencies. Ongoing troubleshooting and updates of agency application systems.



Pat McManus & Dan Mortenson review a Data Base



IT application developers

zSeries (mainframe) VM Computing Resources - Document, mail, database and small application processing suited to ad-hoc activities.

zSeries (mainframe) zOS (MVS) Computing Resources - Large scale mainframe computer processing for large transaction and data intensive agency applications.



Kathy Jensvold & Carl Plants monitor mainframe processing



Russ Davison, Steve Leech and Dotty Smith support the VM system

Enterprise Computing Services:

Over the past year, the enterprise computing services group has worked to phase out technologies that are costly and inefficient to maintain. As of July 1, 2005 OfficeVision service was retired from this organization. This was due to aging server equipment, the low volume of usage, an analysis of the cost savings associated with the OfficeVision software renewals, and the new State Email standards. We also retired the last of the impact printing operation out of our organization. All of this work has now officially been transitioned to the DAS Materiel Print Shop.

In cooperation with a number of the staff members in the Financial Solutions area, we implemented the transition to 110z1 on schedule in August of 2004. This project was the implementation of an enterprise contract mechanism for the employment of outside IT contractors. With this transition, 112 contractors were hired through the 110z1 process at an average savings of \$4.13 per hour. This translated to an approximate savings to IMService clients of over \$800,000 annually.



Mike Schlachter moves equipment in the operations area



Beck Cain & Linda Leland mount tapes

The past six months have included a project to review our rates for disk storage, tape mounts, MVS computer processing and CICS. As a result of that review, rates for these services have been reduced effective July 1, 2005.

During the upcoming year our strategic goals include several opportunities for efficiencies and cost savings. These include:

By June 30, 2006 we will retire the VM Processing services. Until that time we will work with agencies to migrate their applications off the VM Processor. The reason to retire this service is the same as stated above for OfficeVision. We have aging equipment, low

volume of usage, and have completed an analysis of the cost savings associated with not doing software renewals.

ECS will also work on a project to modernize the State's storage environment (both disk and tape) to improve service and reduce costs. This work will assure that in the event of a disaster, the State's data will be backed up securely and recovery can occur within a reasonable amount of time.

We will continue our work on our joint project with the University related to disaster recovery. The team is currently working through a process to provide backup to each entity's data in the other's location. The next steps will examine the possibility of redundant processors at each location



Tom Conroy with the 'Shark' processor to be used in conjunction with the University for disaster recovery



We have worked with several of our large customers over the past year on a project to implement an interactive and on-line invoice of our services. Over the next year we will continue to roll out this product to interested clients.

Vivian Feess and Kathy Fiedler monitor systems

Intergovernmental Data Services



Dale Fangmeier

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SERVICES:

iSeries (AS/400) Computer Resources – The Midrange Systems Support group manages the AS/400 computers installed in the courthouse of all counties across the state.



Mike Whisler, Donna Ruhl and Kevin Smith, working with the AS400.

Field Services – Providing computing support for agencies and intergovernmental partners.

Inventory of IDSP Equipment – Providing an updated listing of equipment by location deployed and agency responsible for the use of the equipment.

Bandwidth Management – Providing data communications facilities for the IDSP partners.

Nebraska Intergovernmental Data Communications Advisory Council – Staff support responsibilities to NIDCAC are shared by this area and the Planning and Project Management area.



Intergovernmental Data Services:

The Intergovernmental Data Service Program (IDSP) was designed to improve the service and efficiency of data exchange between State and local government. The IDSP integrated computing system is available in all 93 counties in Nebraska. During the past year, the intergovernmental data services group has worked on issues related to accuracy and new services.

One of our biggest projects has been to update the current inventory of all of the equipment that has been deployed across the state for agencies. The IDSP system is being used in all counties by several applications and our area provides all the infrastructure and equipment for this program. Agencies are billed based on the equipment deployed, requiring that our records are accurate, verified and reconciled. Effective with the July 2005 billing, a majority of the records for agencies on this service have been verified and processes have been established to assure reconciliation on a monthly basis. Additionally, a schedule is being established whereby each county will be physically inventoried and information will be documented and provided to the user.



Equipment taken out of service for the IDSP system

The project to update network cabling in county courthouses has been completed. The old cable, known as "twinax", has been removed and new cable, known as category 6 or CAT-6 cable, has been installed in its place. The new cable allows much greater flexibility in the types of devices and data that can be accessed.

Now that we have made some of the administrative changes and cleaned up some of the old issues related to this service, we have and will continue to offer some new services to these customers. These include:

Over the next year we anticipate that the project will be deploying personal computers (PC) into this network. Previously this was discouraged due to the lack of field support and the issues surrounding a conversion from a terminal to a PC. Through our shared services conversations related to Field Services, we will continue to work through how the State as an enterprise will support PC's deployed across the State.



We will also begin to provide antivirus software and updates to personal computers in county offices via the State network. This will assure that the PC's deployed are not "attacking" the State and/or County networks and provide a level of confidence about the security of the information coming through this system.

Basic email will be offered to counties that are on the IDSP network. We will work with the Technology Support group to provide counties with secure web-based email that can be used for communication by county clients.

We are continually looking for ways to provide more bandwidth at the county level at the same or lower cost. In conjunction with the Network Services group we are working to convert some of our lower speed lines to Digital Subscriber Line (DSL) service. This provides higher speeds in areas where the price for dedicated high speed lines is cost prohibitive, but the lower speed lines do not provide the level of service needed.

We will also continue to facilitate intergovernmental and interagency data management issues through our involvement and responsibilities with the Nebraska Intergovernmental Data Communications Advisory Council and Criminal Justice Information Systems Advisory Committee.



Ron Bowmaster works with clients on Intergovernmental data issues

IT Financial Solutions



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SERVICES:

Customer Accounts – The Financial Solutions area, in cooperation with DAS – Central Finance, will help agencies with setting up and managing their accounts, understanding invoices, getting detailed billing data, and resolving problems.

Enterprise Contracts and Vendor Agreements – The State Government Council has designated enterprise purchasing and maintenance agreements as a shared service that would benefit all agencies. The IT Divisions will facilitate master agreements and will aggregate purchases with major vendors in order to provide access to better pricing.

Procurement (IT Procurement Reviews and Approval) – Section 81-1117 requires that "No state agency shall hire, purchase, lease, or rent any information management item listed in subsection (a) of this section without the written approval of the information management services administrator." This and similar statutes are the legal authority for the IT procurement reviews. Legislative objectives include finding economies, avoiding unnecessary duplication of information management operations and applications, and adopting minimum technical standards.

Procurement (Telecommunications Equipment and Services) – Sections 81-1120.01 through 81-1120.39 require that the Division of Communications coordinate the purchase, lease and use of all telecommunications equipment and services. Requirements identification, procurement, ownership, and day-to-day operational aspects of telecommunications equipment and services will be closely coordinated with your organization.

Rates and Fees – The DAS IT Services organizations depend on revenues from services to pay 99.2% of its total budget. Only the Office of the CIO receives a direct appropriation of funds from the Legislature. It is essential to set rates that recover all costs and are fair and equitable to the customer.

Service Level Agreements – The Financial Solutions area will be taking the lead in developing service level agreements. These documents will describe our services, define expectations, and provide metrics wherever feasible.

Shared Services Business Case – Documenting the costs and benefits of shared services is part of the process of deciding whether to provide a shared service. It is also an integral part of the rate setting process.

Special Projects – The DAS IT Services organizations emphasize the value of cross-functional teams. Staff of the Financial Solutions area has taken a leadership role in several projects.



Karen Sarnecki and Janet Wheatley confer over the NIS Fixed Asset program

IT Financial Solutions:

The purpose of the IT financial solutions area is to align fiscal resources to achieve the strategies of the DAS IT organizations. Activities include cost recovery planning, rate setting, asset management, contracts, enterprise licensing, and reviews of agency purchases of information technology goods and services. Assisting with customer service and business development are other vital responsibilities.

This area has been working on various projects over the past year. As noted in the Enterprise Computer Services section, we have implemented a more competitive process for securing IT contractors. The transition to the 110z1 contract occurred on schedule in August 2004. So far, 112 contractors were hired through the 110z1 process at an average savings of \$4.13 per hour. This translated to an approximate savings to IMService clients of over \$800,000 annually and an additional savings of over \$1.3 million to other agencies through replacement of contractors.



IT Financial Solutions Team; Karen Sarnecki, Steve Schafer, & Tammy Sherrill

Another project was aggregating purchases of IBM licenses and maintenance agreements, including the Enterprise License Agreement (ELA -- for new purchases of software and annual license renewals), Contract Handling International Solution (CHIS -- for hardware maintenance), and Software Maintenance Agreement (SWMA). The total discount to all participating entities is over \$500,000. In addition the State and University qualify for up to \$35,000 in additional software licenses for the mainframe at no additional costs. These savings will continue to grow as more agencies take advantage of the state's discount.



Tammy and Karen working with the contracts

One other contract we consolidated was the Microsoft Enterprise Agreement. This agreement allows an agency to pay an annual amount for designated software, such as the desktop operating system, server operating system, Office productivity software, or other products. Through aggregation, State agencies have saved approximately \$128,000.

This year we also reviewed numerous rates that the IT organization charges and were able to document methods to lower many of those rates. By combining some rates into packages, we anticipate that agencies will be able to take advantage of better service for lower or the same price.

Over the next year we will continue many of these efforts. There are various software and/or hardware products that the State continues to use that are purchased one product at a time. There are numerous opportunities to save money through statewide contracts.

We will also begin to organize briefings by our commercial partners on the contracts we have established. All agreements will allow for local governments to participate, thereby increasing our discounts while decreasing their total outlay of funds.

The Financial Solutions group will also look at methods to document and measure our success with shared services. Since we believe in the adage that you cannot manage what you can't measure, we believe that there are opportunities to measure some of the successes that the enterprise approach is gaining.

Network Services



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SERVICES:

Broadband Services - Assists with the design, installation and operation of broadband networks.

Campus Connection - Enterprise design, installation and operation of the State packet switched fiber optic campus network.

Closed Circuit Television – Television service to commercial channels and in-house broadcasts of the Legislature and Governor’s Hearing Room.

Computer Based Training - Training on the internet in your office or home.

Conference Calls – Provides options for conference calling including three-way calling, use of a state toll-free “meet me” bridge, a local dial-in “meet me” bridge, or a secure UNL toll-free “meet me” bridge.

Data Backup - Weekly, offsite storage of data included in the data storage service for use in the event of data loss.

Desktop and Server Support - Performs software installation, hardware and software troubleshooting, assists with printing problems, domain services, server backup, file restoration and anti-virus issues.

Firewall and Data Encryption Services - Installation and maintenance of the appropriate firewalls and data encryption systems at the agency level as well as enterprise level.

Internet Services - Assistance with connecting to the Internet and providing intrusion detection and monitoring services.

Local Area Network Cabling - Installs and maintains cabling facilities for the transmission of voice and data for State agencies.

State Government Directory – Annual telephone directory of agency information and personnel.

Storage Area Network - Shared storage for networked Intel and RISC architecture servers. Includes network attached storage (NAS).



Video Conferencing - Managing 17 video conferencing sites throughout the State that allow meetings without the time and expense of travel, lodging, etc.

Virtual Private Network (VPN) Services - Assistance with the design, installation and operation of systems that use the Internet to connect home users to the State network.

Voice Interpreter Services - A voice interpretation service over the telephone for the translation of over 140 languages.

Voice Services - Assists with the design/installation of a telephone system (i.e.; Centrex, a PBX or a key system) and equipment (i.e.; fax machines, TDD's, voice mail and features on your telephone set) that will best fit an Agency's needs.

Wide Area Network Installation/Implementation - Design, configuration and assistance to connect to the wide area network to share data with remote locations throughout the State.

Wireless LAN/WAN Services - Assistance with connecting to wireless Local and Wide Area Networks (LAN's/WAN's).

Wireless Services - Assists with the selection and ordering of cell phones, satellite phones, pagers, and radios; as well as rate plan reviews for service and frequency assignments, reducing potential interference and facilitating the planning process for public safety systems.



Norma White provides equipment to customers



Tina Seacrest and Erin Schmit with satellite telephones

Network Services:

This year the Network Services area reorganized to add responsibility for Desktop and Server Support. This gave the Network Services group end-to-end responsibility for support and service from the desktop through the wide area network.

Work has continued in the re-wiring of the Nebraska State Office Building. Budget constraints in agencies have meant the project has drawn out longer than expected. This additional time has, however, allowed us to perform the work in-house using our own staff, as the funds are found, eliminating the need to hire contractors to perform this work. This has resulted in a monetary savings to the State.



Wiring Closet Before



Wiring Closet After

A new service was added this year called Private DSL. Private DSL allows us to offer customers a dedicated DSL connection using our internet connection for a fraction of the price of a dedicated T1 while still providing near T1 speeds. It eliminates the need for managing VPN's for all the broadband accounts that in the past came into the State's network via the public Internet. We can offer 3meg down/768K up Private DSL at a price that is less than the 56K we are replacing.

The Division has completed the procurement and design of a disaster recovery unit. This unit consists of a phone system with analog PSTN, digital PSTN, IP capability, cellular trunking, generators and a UPS that can be deployed anywhere in the State at a moment's notice. If central office trunks are available, the system is equipped and configured with trunk ports and a T-1 card if services are available. If no local lines are available, wireless can be used to connect to an ISP or state network access point. The majority of the equipment is housed in a wooden case with steel reinforcements, handles and wheels. It's the size of a small refrigerator but completely portable for deployment when needed. It was designed with the idea that anyone at anytime could retrieve the system and have it operational in the midst of a disaster.

Over the next year we anticipate many new projects. For example:

We have had a request to add wireless service in the Capitol and the Nebraska State Office Building. Work has begun to define the service for both buildings and install it in the Capitol before the next Legislative session.

In July, 2005 we began offering Blackberry service statewide. Over the next year we anticipate other providers will offer the services in addition to our current provider. This would expand the State's availability of service.

The Division of Communications is assisting the Nebraska Emergency Management Agency and the Governor's Homeland Security policy group in coordinating all public safety communications projects. In 2004 this amounted to \$19 million and for 2005 about \$15 million will be allocated. The state grouped every county into regional areas and is providing project management and technical coordination. The state communications strategy is to facilitate regional projects and integrate them into the state system.



Aaron Weaver and Kathy Wenzl provide Server/Desktop support

We are reviewing technology refresh options for small agencies and anticipate that we will be able to offer a "total package" for agencies within the next year for desktops and servers.



Ken Mitchell and Tyson Searls provide Network support

Planning and Project Management



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SERVICES:

Facilitation Services - Facilitation as a service includes consultation on an "as available" basis about meeting design, process design, and/or facilitation of actual meeting sessions.

NITC Staff – Staff support to the NITC and the subordinate councils, panel and workgroups.

Project Management - Project Management as a service includes consultation about appropriate tools to use when conducting project management and general advice about defining and managing a project. On an "as available" basis, actual "real time," detailed project management services can be purchased on a billable basis.

Disaster Recovery – As point area for Disaster Recovery for the IT organization, we work to continually improve the direct recovery capabilities for the IT divisions. We also lead the Shared Service effort to offer appropriate Business Continuity and Disaster Recovery services for all agencies, boards and commissions.

Enterprise Solutions Planning – In our planning function, we work with other organizational elements of the team and state agencies to identify opportunities for shared services and/or products.

Security – Efforts related to an enterprise view of security, including the development of relationships with the University for more joint security efforts.

Geographic Information System Steering



Committee – Participation with, and continued facilitation of the efforts of the Steering Committee.



Disaster Recovery Planning meeting, Dave Berkland, Steve Henderson, Doni Peterson and Skip Philson



Steve Henderson and Jim Ohmberger work on agency specific projects

Planning and Project Management:

With the events of September 11, 2001 we have seen an increased emphasis on the areas of Disaster Recovery and Business Continuity. The approach we have tried to take in this area is that these efforts need to be put in place to deal with the events that are even more likely to happen. So as we look in the areas of Disaster Recovery and Business Continuity, we examine the "what ifs" of a major virus attack and/or a backhoe taking out a major communications line for weeks at a time. If we are prepared for the likely scenarios, we believe we will be better prepared (and maybe even completely prepared) for the unlikely scenarios.

With that in mind, this year we have deepened the State's relationship with the University to handle back up of data between the two facilities. Dedicated fiber was placed between the two entities and hardware has been placed in our facility to allow for data to be mirrored in each location. Future steps will include additional equipment in each of the facilities, with an eye to the possibility of moving/adding equipment in Omaha to gain a distance advantage. Along with this work, Disaster Recovery and Business Continuity has become a shared service discussion to partner with agencies to determine the appropriate services to be backed up and obtain a common framework for documenting plans in these areas.

New standards were adopted by the NITC this year in several areas. These include identity management, an updated email standard, and web branding. On June 22, 2005 Lt. Governor and Chair of the NITC Rick Sheehy sent all agencies, board and commissions a memo outlining these new standards.

Within our organization, the Planning and Project Management group has been working on the efforts related to our mission and vision of this combined organization. One of the exercises in leading this effort was guiding the development of an Internet-based survey of our clients. We continue to analyze the information we accumulated during that survey to ensure that we are positioning our organization and services to meet your future requirements.

Over the next year we have numerous projects in that we will continue to work on. Some of these include:

We will continue our work with the University in the area of Disaster Recovery and Business Continuity. Our goal would be to have the capability to resume identified essential state services from the University within 48 hours in the event of an emergency. This obviously leads us to the task of identifying essential state services and an order of priority. Through our shared services groups we hope to work toward making those recommendations to the State Government Council, for recommendation to the NITC and eventually the Homeland Security Policy Group.

Another area we will be working on over the next year is a project with the State Patrol in the area of security response teams in the event of cyber security disruptions.



NITC Staff, Steve Henderson, Tom Rolfes, Anne Byers, Lori Lopez Urdiales and Rick Becker



Statewide Technology Plan

We will also continue our efforts related to the updating of the Statewide Technology plan, the annual technology conference, more effective reviews of agency technology budget requests, and staffing for the various committees and task forces.

Technology Support Services



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SERVICES:

Basic Email - A low cost web-based email option that includes license cost, set-up, registration, support and back-ups. This product does not offer the full functionality of calendaring that is included in the business class email product.



The Lotus Notes team; Nancy Taylor, Randy Smith, Matt Kuta, Rose Splittgerber and Marcia Stewart review a new Lotus Manual.

Business Class Email - Lotus Notes provides email, calendar and meeting scheduling options. Performs free-time look-up and group address capabilities. SPAM filtering and virus protection are enabled with this product.

Distributed Computing Support - Provides remote support for workstations and servers deployed throughout the State in support of our clients.

Help Desk Support - Central point of contact for clients with problems, questions and concerns related to information technology.

Midrange Systems Support - The Midrange Systems team maintains the operating system, on-line program delivery and database environments for each of the AS/400s. This includes monitoring all systems and responding to calls and transmitting corrective measure when and where needed.

Role-based Authentication and Identity Management - Nebraska Directory Services offers a framework for agencies to make use of pre-built role-based authentication technology so that identity management does not have to be built by each individual agency.

Static Website Design/Construction and Web

Application Development – The Web Development Team designs, develops and implements web applications and websites by creating HTML pages, along with other coding such as cascading style sheets (CSS), or Java/JavaScript. The site/application is set up on a server, tested and then accessed via a browser.



Directory Services Group; Steve Hartman, Doug Hahn, Jerry Hielen, Lee Hansen, Curtis David



Web Design and Development Team; Back Row: Vicky Sindelar, Jennifer Chapman, Sam Fifer, Juli Jurgens, Tod Wyrick, John Danley, Carl Chong, Himanshu Amin, Front Row: Kevin Cueto, Shaun Thompson, Keo Smith, Khaleel Thotti and Rich Burns

Workflow

Automation - Automated workflow combines rules, which govern tasks to be performed, and coordinates the transfer of information required to support these tasks in a structured and accountable process(es).

Workflow applications, different from workgroup applications, can either be information-centered or process-centered.

Technology Support Services:

This year the Technology Support Services area has deployed several new services and provided support to numerous areas. The majority of the work in this area has centered on delivery of more efficient services to our clients.

In May we deployed a web-based basic email option for State agencies to provide a low-cost option to the Business Class email. This email product provides most of the capabilities required for the agency that does not need the full functionality of Lotus Notes. As of this report, we currently have 1000 users in 30 agencies converted to Basic mail in compliance with the NITC email standard.



The Help Desk team juggles GWI; Adam Cederlind, Mark Weatherwax, Jason Meyer, Pat Cruz and Dave Rasmussen

In March of this year the Help Desk began using GroupWare Incorporated (GWI) c.Support tracking software. The new problem tracking system supports escalation to multiple teams, allows collaboration of Help Desks participation and allows for future expansion for other modules to be added as part of the Help Desk package as required.

Authentication and authorization for access to State services has been a large topic of discussion for the Directory Services group over the past year. One of the shared services sponsored by the Technology Support Services area is Directory Services. The group is exploring the services that should/must be provided as basic Directory Services and which services should be provided as enhanced Directory Services. This will lead to

the process of deciding the most equitable manner to charge for these services to the entire enterprise or to the "cost causer".

The web design team has been busy with the deployment of a new web site for the Governor, and a redesign of the Lt. Governor's web site. Additionally, the group has been working on a new web design for the IT Divisions of DAS, as well as the entire Department of Administrative Services. We anticipate that these web sites will be rolled out in the near future.



July 22nd press conference on Lt. Governor's new website; Sam Fifer, Brenda Decker, Lt. Governor Sheehy, Tod Wyrick, Angie Dunn and Beverlee Bornemeier

Enhancements are currently being added to Lotus Notes that will add instant messaging and a history of the handling of email. We anticipate that as applications are written for this product, we will begin to offer them to other agencies.

Additional future plans include:

The Help Desk anticipates implementing a knowledge base and call routing within the c.Support package. Knowledge base will allow users to obtain instant knowledge of unscheduled downtime or find your own answers via the knowledge base. Call routing will assist with more timely ticket notification via automated paging.



Our working relationship with Nebraska.gov will continue to be solidified. Our goal is that web work and design will be seamless to our clients.

Efforts will continue to deploy web-based services. We anticipate that within the Department of Administrative Services we will work with the other Divisions to offer web-based versions of DAS forms and services.

Gloria Esquivel is reminded by Skip Philson, Janet Wheatley, Steve Schock and Doug Volkmer that it is time to run the files for the Clarity time/payroll system

Shared Services

Shared Services 2005 (Sponsor)
Blackberry (Beverlee Bornemeier, Jayne Scofield)
Business Continuity / Disaster Recovery (Steve Henderson)
Directory Services (Beverlee Bornemeier)
Email (Beverlee Bornemeier)
Enterprise Maintenance/Purchase Agreements (Steve Schafer)
Field Support Services (Dale Fangmeier, Jayne Scofield)
SAN (Tom Conroy, Jayne Scofield)

Shared Services:

In the February 10, 2005 meeting of the State Government Council of the Nebraska Information Technology Commission, a concept of shared services at an enterprise level was introduced as a new priority. In the March work session, participants identified over 40 potential topics for shared services. The list was narrowed down to eight projects: Directory Services; Blackberry; Business Continuity and Disaster Recovery; Enterprise Maintenance Agreements; Enterprise Purchasing Agreements; Email; SANS (Storage Area Networks); and Shared Field Support. Groups were formed to work on each shared service, with a designated sponsor was named for each shared service from one of the DAS IT divisions. The groups are open to all interested agencies.

A running update on each service is maintained on the NITC website. This allows agencies and/or personnel to track any of the work that is being done in any area. Each area has a sponsor assigned. This is the individual that you can contact to receive meeting notices and/or information on the service. In July of 2005, the first shared service for State government using this process was rolled out. Blackberry services were deployed with a goal of 20 orders being required to break even. As of this report, we are well on our way to meeting this goal.

Our future direction in this area will be driven through the State Government Council of the NITC. We anticipate that as a service is deployed, or a priority need for an additional service is identified, the group will continue to move additional services to the top. Some of the other topics for shared services on the initial list are:

Active Directory	Help Desk
Automated Building Systems (HVAC, Access, etc)	Lotus Domino Design and Development
Backup Management	Payment Portal
Computer Based Training	Project Management
Content Management	Research and Development
Data Network Design	Remote Access
Data Security	Secure eFax
Database Management	Security
Desktop Support	Server Consolidation/Virtual Servers
Document Management	Software Deployment & Management
Electronic Filing	SQL Database Design and Development
Electronic records management	Video Conferencing
Encryption	Voice Network Design
Enterprise Knowledge Management Databases	VOIP
General Platform Management	Wireless Services
GIS	Wiring Services
Interactive VRU Applications	Workflow
Instant Messaging	