

## **BLACKBERRY SERVICES – March 29, 2005**

### **Definition of Blackberry Services:**

Confirmed with everyone that we were interpreting Blackberry services as wireless email services. Ron Ritchey indicated that Revenue has some simple applications that are being supported. HHSS can access the Help Desk database and TSR's.

Syncs up with desktop; delete out of one "mailbox" and it takes out of both once synced.

### **Coverage:**

Basically Nextel has coverage from Lincoln west to Lexington, north to Norfolk and S. Sioux City and south to Beatrice and Nebraska City.

Alltel is upgrading their network in "2005" to support Blackberry. Will roam nationwide on Alltel/Verizon network.

### **Issues/concerns:**

#### **Battery life**

**Coverage** – Ideal candidate for this service is mainly in Omaha and Lincoln and spends majority of time out of the office

**Expectations** – HHS spent a lot of time saying "what it isn't".

**Staffing** – HHS has one FTE that spends about one hour/week supporting. V4.0 can auto provision so can load over the network. Person supporting it needs device.

**Calendaring** – Expectation is that it will also have calendaring and phone capabilities.

### **Comments from customers**

**Labor** - Cross certified domain – Labor is on different email system so requires more cooperation and support. Want by May 1

**DEQ** – coverage

### **Next steps:**

We will provide proposed costs

Coverage Maps

Definition of what it will do

## DR/BC

1. Roads:
  - a. BC –entire agency, including IT. DR is about IT recovery. Shared resources – backup sites, etc. possibly guidelines of activities.
2. DMV:
  - a. Defining what's DMV's responsibility, what's IMServices/DOC, what's somebody else's?
  - b. Statewide response i.e. counties.
3. HHSS:
  - a. BC: continue business with minimal interruption ... 2 hours, 3 days, 1 week
  - b. Cooperation with other agencies for response
  - c. Concerns about campus network
  - d. Options if 501 Building unavailable
4. DEQ:
  - a. Can agencies help DOC/IMServices in any way?
  - b. Agencies help agencies
5. DMV:
  - a. Importance of data, within agency, but also by colleague agencies
6. DNR:
  - a. Sequence of restoration
7. HHSS:
  - a. What are tolerable outages?
  - b. Does it differ by agency/application?
8. Issue:
  - a. Nature of “bad event” may alter recovery sequence
9. Corrections:
  - a. Identification of staff resources to perform recovery/ongoing operations
10. Issue:
  - a. More precise definitions of BC, DR
11. DOC:
  - a. Role of standardization in BC/recovery (also MOU, MOA role)
12. HHSS:
  - a. BC elements of food, water, sanitation, shelter
  - b. DR more about technology
13. DEQ:
  - a. Element of family concern
  - b. Emotional impact of disaster
14. All:
  - a. Possible role of law enforcement, military, public safety in addition to IT DR folks
15. HHSS:
  - a. Need to have preemptive agreements to “suspend” the rules.
  - b. People are the most important part
16. Corrections:
  - a. Implications of a disaster for one agency may “spill over” into other agencies
17. WCC:
  - a. Evaluation of reliance on paper VS electronic records (alternatives)

## **DR/BC**

### **Shared Service Ideas**

1. Space (work, office)
2. Network connectivity
3. People
4. Funds
5. Equipment
6. Power/utilities
7. General knowledge
8. Software
9. Off-site storage
10. Communications
11. Shared imaging services (?)
12. Hot/cold/warm site
13. Mechanism for keeping date/info appropriately “current”
  - a. RPO
  - b. Data synchronization (even across agencies)
14. High level coordination of plans, oversight, cooperation, coordination, capacity to execute interoperability
15. Is there a shared service for building actual plans
16. Defined process for addressing multi-agency response
17. SEOP is a different issue than isolated event (?)
18. Testing of plans
19. Possibility of NEMA/FEMA presentation
20. Needs to be scalable (plans)
21. Risk tolerance
22. Damage assessment
23. Other non-IT recovery functions – furniture, supplies, etc.
24. Are there statutory implications

## Participants

Please note: The participant list was generated from the IMS Building Sign In Sheet and from best recollection of who attended and didn't need to sign in (had badge access).

1. Linda Lewis Roads
2. Dennis Burling DEQ
3. Keith Dey DMV
4. Jon Ogden Roads
5. Scott McFull NSP
6. Matthew Dicke Crime Commission
7. Laura Slaughter Education
8. Tim O'Leary Education
9. Mark Urbach Education
10. Rex Gittins DNR
11. Steve Rathje DNR
12. Lori Henkenius Education
13. George Wells Corrections
14. Steve Cherep HHSS
15. Lindad Salac HHSS
16. Beverlee Bornemeier DAS
17. Bob Howard DOC
18. Randy Cecrle WCC
19. Dave Berkland DAS
20. Steve Henderson DAS

## **DIRECTORY SERVICES – March 28, 2005**

### **Definition of Directory Services:**

**Roads** – 1) Single Sign on 2) Authorization – distributed administration; easy to use with individual agency applications

**Insurance** – Intrigued with the security aspect

**WCC** – 1) Audience is state government and outside entities; not restricted to web based but available down to platform specific applications; 2) Level and degree of control pushed down into application; 3) Do we need more security on application or is directory services providing enough security?

**DCS** – 1) Single sign on 2) Interested in easy administration of service at the agency level

**Labor** – 1) Robust and scalable – converting application from mainframe; 2) Fault tolerance 3) is scope more public or state government?

### **What do you currently have:**

**Roads** – Already had AD; what/where is the boundary for agency responsibilities regarding AD versus Novell

**NSP** – Existing AD and how do you incorporate that into something else? What is the cost to incorporate?

**WCC** – As a group can we raise AD to this level? What about other options (Oracle, etc.)?

**DNR** – Issue of identifying interoperability with other directory services

**Labor** – LDAP compliant is the standard; stay away from anything proprietary

**HHSS** – In process of preparing an RFP for MMIS and will need clear direction whether to specify directory services capabilities in the RFP? (need to replace application by July 2006)

**DCS** – Training and education implications for staff

**IMS** – Is there an interest/need to address provisioning? More automated way to establish accounts or take away accounts if employees have left State employment

### **Suggestions for funding mechanisms:**

**HHS** – Cost recovery needs to be appropriate when establishing cost-share practices; if scope grows too broad, will it be too expensive to maintain?

**Roads** – Is there a core set of services that all agencies need to protect and can we identify those? Core set could then be appropriated through general funds through DAS

**WCC** – Leverage existing technology; if we change, what is the financial impact of the change? Are the NITC, Governor, Lt. Governor, CIO willing to fund enterprise technologies? Is CIO over just code agencies? “If you want me to play, we need some financial help”.

**Insurance** – Make it a first rate system if you want it to be centralized.

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Proposed Next Step: Schedule next meeting to define the base functions of Directory Services that will be required of agencies during this next fiscal year.

## Summary of e-mail as a shared service meeting held on March 24, 2005

Introductions were made and the facilitation process explained by Steve Henderson. The group was asked to participate in an open discussion as to what their interest was in attending this session and the following is a summary of that discussion:

The Department of Roads runs their own e-mail system and try to control spam. Their interest would be to maintain autonomy but as a group have the ability to buy shared solutions like virus software and security and to share knowledge across agencies.

The Division of Communications was interested in an inventory of e-mail and spam management systems.

The Department of Motor Vehicles use Lotus Notes from IMServices for their management team but they use Imail as the e-mail solution for their field staff which they feel runs very well. DMV's interest is to have everyone accessible across all mail systems with the appropriate level of protection.

### Issues discussion:

Concern was raised as to whether agencies were going to be allowed to continue running their own mail systems, followed by what a fully integrated system would actually mean to agencies already running their own mail systems, would exemptions be allowed and how are exemptions governed.

The Department of Natural Resources provides service to their e-mail customers that their customers need and with very fast turnaround on requests.

Worker's Compensation Court indicated that Notes is a very dynamic platform and they utilize it for other things other than just e-mail. They have a concern that users coming into the network may bypass the spam filtering and that some sort of policies need to be put in place.

The Department of Roads suggested a virus-response team concept that not every agency could afford on their own but possibly could as a common shared resource to be both proactive and reactive.

The Division of Communications would like the group to take a global look at virus management and patch management. Viruses and spam affect the entire network not just e-mail.

The Nebraska State Patrol has two networks. None of the e-mail on the federal network can be discovered in court and is private. There may be a need for special rules for an agency in this type of an environment.

The Department of Insurance brought up their concern for a notification system when mail bounces back as undeliverable, outages, etc.

A concern was raised that several groups were not being represented in this session. Also the question was raised about whether some of those groups are part of the State Government Council.

The Department of Roads also brought up a concern of platform dependencies when applications are integrated into their e-mail system.

Health and Human Services concern is that their mail templates are customized and would need consideration.

Proposed Next Steps: Schedule next meeting. Agenda will be published prior to meeting.

**Meeting Notes  
 State Government Council  
 Shared Services Work Session – Enterprise Agreements  
 Monday April 4, 2005, 1 P.M. to 2:30 P.M.  
 NSOB LLD Conference Room**

**List of Participants**

Arp	Dale	Sec. of State
Budell	Andy	DAS
Burling	Dennis	DEQ
Cashmere	Corey	Crime Commission
Cecrle	Randy	WCC
Cherep	Steve	HHSS
Dey	Keith	DMV
Fredrickson	Suzy	Patrol
Gittings	Rex	DNR
Heinrichs	Connie	State Purchasing
Henderson	Steve	DAS
Hoiium	Bev	DMV
Howard	Bob	DOC
Huber	Ken	DNR
Kellner	Joe	Roads
McGee	Jim	HHSS
Ogden	Jon	Roads
Overton	Michael	Crime Commission
Plautz	Lori	Patrol
Salac	Linda	HHSS
Schafer	Steve	DAS
Shanahan	Bob	Labor
Wells	George	DCS

**A. Background on Existing Activities**

Steve Schafer distributed a list of existing contracts that are currently available. The handout also included information on how to search and locate a copy of a contract on the state’s website: [www.das.state.ne.us/materiel/purchasing/contracts/contracts.php](http://www.das.state.ne.us/materiel/purchasing/contracts/contracts.php). Existing contracts include:

1. Western States Contracting Alliance (Nebraska Addendums)
  - a. Dell Computer Products and Services
  - b. Gateway Computer Products and Services
  - c. Hewlett Packard Computer Products and Services
  - d. IBM Computer Products and Services
  - e. MPC-G
  - f. Pending Nebraska Addendums
    - (1) Howard
    - (2) Lexmark
    - (3) Knoica Minolta
    - (4) Kyocera Mita

2. Apple
3. ASAP Software Reseller
4. AS/400 Products, Workstations and Related Services (Kalos Group)
5. GWI Help Desk Problem Management System Software
6. IBM
  - a. IBM Software (ELA)
  - b. IBM Hardware Maintenance (CHIS)
7. MicroFocus Software and Services
8. Network Support for County Courthouses
  - a. Decision One
  - b. Integrated Computer Systems
  - c. Core Technologies
  - d. Millennium Computer Systems
  - e. Knowledge Based Solutions
  - f. Nicholas E Pierce Technologies
  - g. Netlink, Inc.
  - h. Adept Technology Solutions
  - i. Digimarc ID Systems
9. SKC Communications Products, Inc. Polycom Network System Support
10. Xerox Printers and Supplies

One advantage to the enterprise approach is that the state has been successful in including the following terms and conditions in the legal documents:

1. Termination For Convenience
2. Termination For Non-appropriation
3. Payment Terms
4. Deliveries F.O.B. Destination
5. Price Guarantees
6. Indemnification
7. Governing Law
8. Choice of Remedies
9. Favorable Order of Precedence
10. Nonpayment of Taxes
11. Records and Audit provisions

## **B. Discussion of Expectations, Scope, Outcomes**

Steve Schafer asked for clarification on expectations and goals for enterprise agreements, including software licensing, equipment maintenance, and purchasing. Comments and suggestions included:

- Other states are getting better pricing when they commit to a certain volume of purchases.
- One approach would be to determine areas of interest and then coordinate a combined bid on specific products or services for those agencies that want to participate. For example, would it be feasible for other agencies to take advantage of the large volume of PCs that HHSS is purchasing as part of its computer replacement schedule?
- DAS should be able to identify potential products and quantities from the Comprehensive IT Plans that agencies submitted last year.
- Other sources of information include ASAP Software and NIS.
- Requesting purchasing plans from agencies at the start of the fiscal year is another approach.
- Maximizing discounts is an important goal, but we must also recognize technical issues involved in changing vendors for hardware and software. Even “commodity” products have special features that may be unique or allow unique uses that would require significant effort for conversion. Implementation, staff training, user training, and user support are all issues to consider whenever one introduces a new product.
- Priority should be based on what most agencies are using.
- Participation should be voluntary in order to avoid unintended consequences and problems and costs of implementation.
- Efforts should focus on “commodities”.

- This workgroup should provide input on decisions that require a commitment from agencies or changes that would impact technology and technical support.
- There were several comments on the importance of asking vendor representatives for additional price breaks, before placing an order. Agencies should not “negotiate” terms, which implies giving something of value in exchange for better pricing, but agencies may request pricing for different scenarios regarding quantity or timing of purchases.
- The flexibility of current contracts is an advantage to agencies and should be retained. Don’t lose the flexibility of choice.
- The state should investigate how to qualify for different discount levels.
- Standardizing on some products across all agencies might qualify the state for higher discounts, but it would also have disadvantages. Changing technologies is often difficult and expensive. Using a low bid for hardware or software as the primary basis for deciding what technology to use would subject agencies to disruptive and expensive changes with potentially serious consequences to agency operations.

### **C. Discussion of Issues, Concerns, and Opportunities**

Comments and suggestions regarding current contracts and procedures included:

- The Dell contract works well, but it has been hard to get cooperation from HP.
- Whenever a vendor changes its representative assigned to the state, the process becomes harder until the new person learns the job and our needs.
- At least one agency even had problems with Dell when a change in representatives made it difficult to resolve a particular problem.
- The IBM ELA process works reasonably well, but agencies need some follow-up on their status in meeting their targets.
- There is still some confusion regarding what the ELA requires from agencies.
- At least one agency has encountered problems when purchasing maintenance agreements through a third party. Communication between the third party vendor and the manufacturer of the equipment is not always good.
- We need a contract with CDW. They often have better pricing than Dell on computer parts and printers.
- Can agencies use GSA pricing, and what are the rules relating to using GSA contracts?
- Why is it often possible to get a better price outside the WSCA contract?

### **D. Priorities and Next Steps**

Next steps should include:

- Clarify the role of this group (perhaps developing a draft charter)
- Communication (different ways to provide information on what contracts are available and how to use them)
- Organizing coordinated purchases
- Prioritizing efforts
- Role of political subdivisions

### **E. Next Meeting: Tuesday May 10 at 10:00 A.M., NSOB 6Z**

## **FIELD SERVICES – March 24, 2005**

### **Agencies with resources throughout the State:**

- HHS – Techs across State (16)
- DMV – Statewide Network presence – do they have people though?
- Roads – Support services statewide
- DCS – Support staff centrally located – Lincoln

### **Definition of Field Services:**

**DMV** – AS/400's with dumb terminals in field, putting in PC's now; use IMS Help Desk for hardware support, use DMV help desk for software support from 7:30 a.m. – 5:30 p.m.; looking for install, support and preventative maintenance on desktops; Currently use blend of their own staff, private vendor and other State FTE's.

**DCS** – Most staff is in Lincoln/Omaha; also need support in McCook and Scottsbluff; have their own help desk – 7:00 a.m. – 4:30 p.m.

**NSP** – Share resources with Roads currently; want to leverage resources from other State Agencies

**Roads** – Eight field districts throughout the State with 1-2 tech support in each location, these staff belong to each district; 117 locations throughout the State; the district shops work through their district shop before going to Lincoln; Looking for 1) Communication from DOC to servers, 2) PC's, 3) Servers 4) Various loaded applications, keeping in mind the uniqueness of applications

**HHS** – 16 techs throughout the State; divided into regions; 150 network sites they support which includes county attorney offices and home users; support 5,600 networked devices; 400-500 stand alone; 700 network printers; IMS Help Desk takes initial call 7-6 M-F, then are on call and use IMS Help Desk after hours; use a standard image process with 300-400 softwares;

**DNR** – Four remote locations – Cambridge, Bridgeport, Ord and Norfolk; Desktop support is beyond their capabilities

**Secretary of State** – Two IT staff; PC's since 1998; rolling out new voter registration system; support county clerk's remotely,

**DAS** – Looking for support of cabling, network, switches, routers and desktop

### **What field services are we looking to share:**

- Desktop
- Imaging
- Cabling, wiring
- Switches, routers
- Staff Expertise (firewall, routing)
- Installations
- Technology refresh
- Building automation (cameras, HVAC) all riding on network
- Scheduled maintenance
- Project rollouts – requires a lot of people for a short time
- Video conferencing
- Troubleshooting – Help Desk
- Emergency maintenance
- Troubleshooting – 2<sup>nd</sup> level and beyond
- Inventory Control
- Warranty Support
- Wireless support
- Network support – broad realm of provider

**Where are the resources:**

- Lincoln based agency staff
- Omaha based agency staff
- Contracted (via RFP) staff
- Contracted (per incident) staff
- Higher Education (WSC, PSC, CSC, Community Colleges)
- ESU's
- Political Subdivisions (City/County)

**Other considerations:**

- Security
- Cost

## **SAN SERVICES – April 1, 2005**

### **Definition of SAN Services:**

**DCS** – Location to mirror data for disaster recovery

**Roads** – Tie to Business Continuity group, where would equipment be physically located to allow for appropriate backup. Is the purpose of back up to restore from or is it an archive copy. Short term vs. long term backup? Issue of distributed administration; virtual management. DOC holds and the customer administer? Needs to be a balance of control. Location – issue of distance from current operations.

**DMV** – Current backup media is very cumbersome. Want something to write backups to and a more robust storage system as their overhead is too high. Is this a true “hot site” with a full operating system or a remote site that is capable to fully restore?

**DOC** – Network Attached storage is different than a SAN. Need to consider both.

**WCC** – Has to meet each Agency’s record retention schedule. Need to get into document management at some point. What is the impact on the network with a SAN? Archiving state records – must be “durable media”. Need to look at Records management definition of “durable media”.

**IMS** – Mirrored or redundant capabilities in SAN – technical considerations. Server savings – what is the relation with blade servers? Can we reduce storage in individual server costs?

**NSP** – Security, solution must account for secure and confidential information.

### **How to pay**

**DMV** – Incorporate cost in future hardware enhancement budget or use existing operating budget. Needs to be a “reasonable” rate and be scalable. Could we get special appropriations due to it being an enterprise solution? Affects counties (Prog 170) as well as State. With new technology usually the first on and last off pay the majority. Buy as a service from a commercial entity? Purchase as a packaged service? If management is decentralized, could dramatically affect overhead to everyone else.

**DCS** – Can homeland security pay for? Purchase vs. lease? Needs to be scalable. Consider team oversight by stakeholders. Need to build in as replacement cost as line item on budget.

**Roads** – Multi year payback; Different agencies may have different needs. If a tiered service, need to have MOU’s or SLA’s. Remote vs. shared administration?

**IMS** – Transition from existing storage to SAN in a financially responsible way.