

AGENDA

**State Government Council
of the
Nebraska Information Technology Commission**

Thursday, April 21, 2011

2:30 p.m. - 3:30 p.m.

Executive Building - Lower Level Conference Room
521 S 14th Street
Lincoln, Nebraska

AGENDA

Meeting Documents: Click the links in the agenda
or [click here](#) for all documents (8 pages).

1. Roll Call, Meeting Notice & Open Meetings Act Information
2. Public Comment
3. Approval of Minutes* - [January 13, 2011](#)
4. [NASCIO State IT Recognition Awards 2011](#) (external link)
5. Standards and Guidelines*
 - [NITC 4-205](#): Social Media Guidelines (Revised)
6. Updates (as needed)
 - Microsoft
 - Hardware Configuration Work Group
 - Hardware Support Work Group
7. Other Business
8. Agency Reports
9. Adjourn

* Denotes Action Item

(The Council will attempt to adhere to the sequence of the published agenda, but reserves the right to adjust the order of items if necessary and may elect to take action on any of the items listed.)

Meeting notice was posted to the [NITC website](#) and the [Nebraska Public Meeting Calendar](#) on March 28, 2011. The agenda was posted to the NITC website on April 18, 2011.

**STATE GOVERNMENT COUNCIL
of the
Nebraska Information Technology Commission**
Thursday, January 13, 2011, 1:30 p.m. - 2:30 p.m.
Executive Building - Lower Level Conference Room
521 S 14th Street, Lincoln, Nebraska
PROPOSED MINUTES

MEMBERS PRESENT:

Brenda Decker, Chief Information Officer, Chair
Beverlee Bornemeier, OCIO-Enterprise Computing Services
Randy Cecrle, Workers' Compensation Court
Josh Daws, Secretary of State's Office
Keith Dey, Department of Motor Vehicles
Suzy Fredrickson, Nebraska State Patrol
Lori Henkenius, Nebraska Department of Education
Eric Henrichsen, Department of Health and Human Services
Joe Kellner, Department of Roads
Terri Slone, Department of Labor
Tom Lamberson, Dept. of Environmental Quality
Kelly Lammers, Department of Banking
Mike Overton, Crime Commission
Jayne Scofield, OCIO-Network Services
Rod Wagner, Library Commission

MEMBERS ABSENT: Dick Clark, Policy Research Office; Carlos Castillo, Administrative Services; Mike Calvert, Legislative Fiscal Office; Pat Flanagan, Private Sector; Rex Gittins, Department of Natural Resources; Dorest Harvey, Private Sector; Bill Miller, State Court Administrator's Office; Gerry Oligmueller, Budget Office; Bob Shanahan, Department of Correctional Services; and Len Sloup, Department of Revenue

ROLL CALL, MEETING NOTICE & OPEN MEETINGS ACT INFORMATION

Ms. Decker called the meeting to order at 1:30 p.m. There were 15 voting members present at the time of roll call. A quorum existed to conduct official business. Meeting notice was posted to the [NITC website](#) and the [Nebraska Public Meeting Calendar](#) on December 7, 2010. The agenda was posted to the NITC website on January 7, 2011. A copy of the Open Meetings Act was available at the front table.

PUBLIC COMMENT

There was no public comment.

APPROVAL OF OCTOBER 14, 2010 MINUTES*

Mr. Daws moved to approve the [October 14, 2010](#) minutes as presented. Ms. Henkenius seconded. Roll call vote: Overton-Yes, Lamberson-Abstain, Bornemeier-Yes, Decker-Yes, Daws-Yes, Slone-Yes, Lammers-Abstain, Cecrle-Yes, Dey-Yes, Henrichsen-Yes, Henkenius-Yes, Fredrickson-Abstain, Scofield-Yes, Wagner-Yes, and Kellner-Yes. Results: Yes-12, No-0, Abstain-3. Motion carried.

UPDATES - ENTERPRISE CONTENT MANAGEMENT SYSTEM

Kevin Keller

The goal for the Enterprise Content Management Shared Services is to provide better utilization of the State of Nebraska resources in the following functional areas:

- Capture & Indexing of content;
- Object Management;
- Search and Retrieval of content;
- Document Check-in and Check-Out;
- Lifecycle Management;
- Security;
- Workflow
- E-Form Creation and Execution;

Mr. Keller distributed a handout that described the core [Enterprise Content Management](#) functionality requirements for the State of Nebraska for each of the above functional areas. The project is in its second week of preliminary training of agency staff. The infrastructure for the project is being finalized. In February, the project will be implementing the HR system for the Department of Health and Human Services. Project User Groups are meeting monthly. Statewide external administration process for external users prototypes currently being developed.

STANDARDS AND GUIDELINES - [NITC 5-101](#): ENTERPRISE CONTENT MANAGEMENT SYSTEM FOR STATE AGENCIES

Purpose - The purpose of this standard is to provide State government agencies a single technical solution for:

- Capturing all types of content and storing content electronically;
- Converting and minimizing the number of paper documents the State maintains;
- Facilitate searching and retrieval of electronic documents;
- Retain and dispose of electronic documents based on established document retention policies;
- Improve efficiency and accuracy of exchanging information from State Agency to State Agency, State government-to-external business partners and external business partners to State government and through automated workflow;
- Unify document management in a single system to take advantage of economies of scale.

Mr. Becker informed the Council that the Technical Panel has approved the standard for the for the 30-day public comment period. After the public comment period, if approved by the Technical Panel, it will go to the NITC for final approval at their March 1st meeting.

Discussion followed regarding the timing of the standard, prior to the contractor's proof of concept. Thus far, the scope has been document centric workflow. Members would like proof of concept for process centric, human centric and process driven workflow prior to the development of a standard.

Mr. Lamberson moved to recommend to the Technical Panel that this standard be tabled. Mr. Dey seconded. Roll call vote: Kellner-Yes, Wagner-Yes, Scofield-Yes, Fredickson-Yes, Henkenius-Yes, Henrichsen-Yes, Dey-Yes, Cecrle-Yes, Lammers-Yes, Slone-Yes, Daws-Yes, Decker-Yes, Bornemeier-Yes, Lamberson-Yes, and Overton-Yes. Results: Yes-15, No-0, Abstain-0. Motion carried.

STANDARDS AND GUIDELINES [NITC 5-204](#): LINKING A PERSONAL PORTABLE COMPUTING DEVICE TO THE STATE EMAIL SYSTEM FOR DATA CLASSIFIED AS "INTERNAL USE ONLY" OR "UNCLASSIFIED/PUBLIC"

Purpose - This standard provides for the requirements to connect a personal Portable Computing Device ("PCD") to the State's email system. This standard does not apply to PCDs provided by the agency.

Brad Weekly stated that the standard applies to non-sensitive and internal use data only. This is a new arena for standards development.

Currently in the standard, classified and non-classified personnel are not addressed in the standard. The question was raised as to how soon the standard will take affect after the NITC has approved it and what will the process involve. When approved, the OCIO will send agency directors a report of the devices currently syncing. The employees given approval will need to complete the form with the Director's approval.

There are issues that should be addressed at agency level through their security policies.

Mr. Dey moved to recommend approval of [NITC 5-204: Linking A Personal Portable Computing Device To The State Email System For Data Classified As "Internal Use Only" Or "Unclassified/Public"](#). Ms. Slone seconded. Roll call vote: Slone-Yes, Lammers-Yes, Cecrle-Yes, Dey-Yes, Henrichsen-Yes, Henkenius-Yes, Fredickson-Yes, Scofield-Yes, Wagner-Yes, Kellner-Yes, Overton-Yes, Lamberson-Yes, Bornemeier-Yes, Decker-Yes, Daws-Yes,. Results: Yes-15, No-0, Abstain-0. Motion carried.

WORK GROUPS - ESTABLISH A NEW WORK GROUP TO ASSIST THE OCIO IN DEVELOPING STANDARD CONFIGURATIONS FOR PCS AND LAPTOPS*

The State of Nebraska would be able to receive better pricing from vendors if we would adopt standardized configurations for PCs and laptops. Larger state agencies, for example DHHS, already do this and get better pricing for bulk purchases.

By group consensus, it was agreed to establish an ad hoc work group to develop the initial standard configurations. Regular updates of the configurations will be done by the OCIO, and any issues or concerns can be raised at an SGC meeting.

Aaron Weaver, OCIO Network Services, was introduced as the lead for the work group. Keith Dey and Eric Henrichsen volunteered for the work group. Other interested persons were asked to contact Rick Becker.

OTHER BUSINESS

The Microsoft proposal continues to move forward. Also, beginning on February 1, the default mailbox size for the current system will be increased from 250 MB to 500 MB.

On January 24, the State Building Division will begin the process of replacing the UPS (Uninterruptable Power Supply) in the OCIO's 501 Building. The OCIO is taking steps to mitigate the risks associated with this project. Information has been sent to agencies.

AGENCY REPORTS

There were no agency reports.

ADJOURNMENT, NEXT MEETING DATE AND TIME

The next meeting of the NITC State Government Council will be held on Thursday, February 10, 2011, 1:30 p.m.

Mr. Dey moved to adjourn. Mr. Lammers seconded. All were in favor. Motion carried.
The meeting was adjourned at 2:35 p.m.

DRAFT

**State of Nebraska
Nebraska Information Technology Commission
Standards and Guidelines**

NITC 4-205

Title	Social Media Guidelines
Category	E-Government Architecture
Applicability	Applies to all state government agencies, excluding higher education

1. Purpose

The purpose of this document is to provide guidelines for the use of social media by state government agencies. Agencies may utilize these guidelines as a component of agency policy development for sanctioned participation using Social Media services, or simply as guidelines. State employees or contractors creating or contributing to blogs, microblogs, wikis, social networks, or any other kind of social media both on and off the Nebraska.gov domain need to be made aware of these guidelines or the guidelines of their agency. The State expects all who participate in social media on behalf of the State, to understand and to follow the appropriate guidelines. These guidelines will evolve as new technologies and social networking tools emerge.

The decision to utilize social media technology is a business decision, not a technology-based decision. It must be made at the appropriate level for each department or agency, considering its mission, objectives, capabilities, and potential benefits.

Since these technologies are tools created by third parties, these guidelines are separate from state policies regarding privacy and cookies. Agencies may choose to author disclaimers to remind users that, at their own risk, they are leaving an official state website for one which is not hosted, created, or maintained by the State of Nebraska, and that privacy controls and the use of cookies becomes the jurisdiction of that third-party utility.

2. Guidelines

2.1 These guidelines apply to all Social Media and Web tools. See definitions below.

2.2 The decision to utilize Social Media and Web tools is an organizational decision, not a technology-based decision. It must be made at the appropriate level for each

department or agency, considering its mission, objectives, capabilities, and potential benefits.

2.3 All state agencies will email the webmaster of the State of Nebraska website (ne-support@nicusa.com) to have their Social Media pages initially linked or updated on the state website.

2.4 Branding of the Social Media pages

2.4.1 All Social Media pages will be branded with the words “Official Nebraska Government Page” either in the bio or profile/information section.

2.4.2 List your official agency name and provide a link back to your agency website.

2.5 Retention Policy (Schedule 124 – State Agencies General Records, Item Numbers 124-1-41, 124-1-49, and 124-7: http://www.sos.ne.gov/records-management/retention_schedules.html)

2.6 It is the agency's responsibility to assure that more than one staff member can access the agency logon, and edit the website/social media. This is a backup in case of staff turnover. For example: An agency may set up one nebraska.gov email account through the OCIO and have several email address aliases created. This will accommodate the requirement of unique email addresses on your Social Media accounts, yet keep all of the emails from all of the accounts going into one email inbox.

2.7 If the Social Media page is intended for pushing information only, indicate the proper channel for contacting the agency.

2.8 Below are some recommended key points to address in a Social Media webpage disclaimer/disclosure notice. Each agency may create their own or Link to this Guideline from their Social Media web page:

- General statement of the intent/purpose of agency Social Media tool.

Example: The Library Commission uses Social Media as an outlet to show the Library community how they can interact with their public.

- Notice to users of the following:
 1. Communication of a personal or private nature in relation to agency business, as well as official state business interactions, should continue to be made via the traditional agency offices and communications channels and not via the public comment areas of the Social Media tool.
 2. The agency is not responsible for any webpage author's personal content outside the work place.
 3. The agency is not responsible for any 3rd party content of any kind.
 4. All interactive communications made on this Social Media tool are

subject to the state public records disclosure requirements (<http://www.nebraska.gov/privacypol.html>).

~~5. Material deemed inappropriate will be monitored and possibly removed by the agency. Inappropriate content will be maintained in accordance with records retention policies. If comments are allowed on a Social Media site, it is a limited forum and comments must be related to the subject matter of the Social Media posting. Comments may be monitored and the following forms of content will not be allowed:~~

- ~~▪ Comments not related to the subject matter of the particular Social Media article being commented upon;~~
- ~~▪ Comments campaigning for or against the nomination or election of a candidate or the qualification, passage, or defeat of a ballot question;~~
- ~~▪ Profane language or content;~~
- ~~▪ Content that promotes, fosters, or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status, national origin, physical or mental disability or sexual orientation;~~
- ~~▪ Sexual content or links to sexual content;~~
- ~~▪ Solicitations of commerce;~~
- ~~▪ Conduct or encouragement of illegal activity;~~
- ~~▪ Information that may tend to compromise the safety or security of the public or public systems; or~~
- ~~▪ Content that violates a legal ownership interest of any other party.~~

~~A copy of the content which is removed will be maintained in accordance with records retention policies.~~

2.9 Best Practices. Suggestions on how best to use and maintain social networking at work:

2.9.1 Ensure that your agency sanctions official participation and representation on Social Media sites. Stick to your area of expertise and provide unique, individual perspectives on what is going on at the State and in other larger contexts. All statements must be true and not misleading, and all claims must be substantiated and approved.

2.9.2 Post meaningful, respectful comments, no spam, and no remarks that are off-topic or offensive. When disagreeing with others' opinions, keep it appropriate and polite.

2.9.3 Pause and think before posting. Reply to comments in a timely manner when a response is appropriate unless you have posted a disclaimer that this is not official two-way communication.

2.9.4 Be smart about protecting yourself, your privacy, your agency, and any restricted, confidential, or sensitive information. What is published is widely accessible, not easily

retractable, and will be around for a long time (even if you remove it), so consider the content carefully. Respect proprietary information, content, and confidentiality.

2.9.5 If you are under a generic name (see Section 2.6 above) consider using some form of tagging so staff and users can find out who this is.

2.9.6 Email or login names should lead the user back to a “state id”, such as an official state email address or make a user name that indicates you are a state employee.

3. Definitions

3.1 Social Media and Web tools

Social Media and Web tools are umbrella terms that encompass various online activities that integrate the use of hardware/software to facilitate social interaction and collaborative content creation. Social Media authoring uses many forms of technology applications such as Twitter, Facebook, YouTube, Flickr, blogs, wikis, photo and video sharing, podcasts, social networking, and multiuser virtual environments.

4. Related Documents

4.1 Acceptable Use Policy. (NITC 7-101 <http://nitc.ne.gov/standards/7-101.html>)

4.2 Schedule 124 – State Agencies General Records, Item Numbers 124-1-41, 124-1-49, and 124-7. (http://www.sos.ne.gov/records-management/retention_schedules.html)

4.3 Personnel Rules. Classified System Personnel Rules and Regulations , Chapter 14, Section 003.15 (<http://www.das.state.ne.us/personnel/classncomp/classifiedrules.htm>).
NAPE/AFSCME Labor Contract, Section 10.2
(<http://www.das.state.ne.us/emprel/publications.htm>)

| HISTORY: Adopted on November 9, 2010. [Draft revisions – March 31, 2011.](#)
PDF FORMAT: <http://nitc.ne.gov/standards/4-205.pdf>