

Agency Comprehensive Information Technology Plan

Agency:

Date of last revision to this plan:

1. Agency Contact Information

Person responsible for Information Technology in the agency:

Name	
Phone Number	
E-mail Address	
<u>E-mail</u>	

Person to contact for additional information about the agency Comprehensive Information Technology Plan:

Name	
Phone Number	
E-mail	

If **this document** is posted on your agency's Web site, please provide the URL for this document:

http://

2. Agency Mission, Goals and Objectives

Describe the mission of the agency. This is a statement of why the agency exists and its fundamental purpose. Describe the primary business goals and objectives for the next five years (or for that timeframe for which they are formally established).

Explain the primary programs or service areas of the agency and whom they impact. This should include primary beneficiaries, partners, and other organizations that have an interest in the agency's activities. Please identify how the organization interacts with these other agencies, local governments, the public, businesses, and other entities. How does the agency promote a customer focus and collaboration with these groups?

Please include the URL, if a fuller explanation of this topic is available on the agency's web site.

—3. Current Use of Information Technology

3.A. Existing IT Environment

3.A.1. Applications

Off-the-shelf Applications

Provide the number of users, or estimated number of users, for each of the following applications:

~~List significant software applications (e.g. word processing, spreadsheet, database applications) utilized by the agency, include vendor and product name:~~

	<u>Number of users</u>
<u>Productivity Suite (word processing, spreadsheet, etc.)</u>	
<u>Microsoft Office</u>	
<u>Corel WordPerfect Office</u>	
<u>Other (Specify:)</u>	
<u>Internet Browser</u>	
<u>Microsoft Internet Explorer</u>	
<u>Netscape Navigator</u>	
<u>Other (Specify:)</u>	
<u>Document Viewer</u>	
<u>Adobe Acrobat</u>	
<u>Other (Specify:)</u>	
<u>Anti-Virus Software</u>	
<u>Norton</u>	
<u>McAfee</u>	
<u>Other (Specify:)</u>	

List any other significant off-the-shelf applications utilized by the agency:

Custom Applications

List any significant custom applications developed for the agency:

3.A.2. Collaboration and Workflow

E-mail

Application	Number of users
<u>E-mail Application</u>	<u>Number of users</u>
Lotus Notes	
Microsoft Exchange	
<u>Internet (POP3)</u>	
<u>OfficeVision</u>	
<u>POP3 Application (e.g. Microsoft Outlook, Eudora, etc.)</u>	
<u>OfficeVision</u>	
Other (Specify:)	

Calendaring and Scheduling

If ~~a common application is used~~ utilized by the agency, please list the ~~product name:~~ common calendaring and scheduling product(s) used:

Document Management and Imaging

List any document management or imaging system(s) used by the agency:

Work Flow

List any other work flow application(s) utilized by the agency:

3.A.3. Data

Databases

List major databases maintained by the agency and the general purpose of each:

Data Exchange

List the significant electronic data exchanges your agency has with other entities:

3.A.4. Electronic Government - External (Customers/users are outside the agency)

~~Static~~ **Information and Downloadable Forms on the Web**

List ~~static~~ the categories of information available on your agency Web site ~~which allows your customers to interact with your agency on line (e.g. forms~~

~~which may be downloaded, but not filed on-line.)(e.g. meeting agendas) and forms which can be downloaded by users.~~

~~Web-based Services~~**Interactive Services on the Web**

List the services and transactions available on your agency Web site which can be completed on-line ~~(e.g. Completing~~**(i.e. completing** the necessary forms and paying for a ~~license.)~~**service.):**

~~Electronic Payments~~

~~If your agency has financial transactions with your customers, does your agency accept electronic payments? If so, by what means.~~

Other

Please list any other relevant electronic government activities performed by your agency, including non-Web based services:

3.A.5. Electronic Government - Internal (Customers/users are agency staff.)

~~Static Information~~**Information and Downloadable Forms on the Web**

List ~~static~~ information **and forms** available on your agency Web site (or Intranet) which allows staff to better interact with your agency (e.g. Forms which may be downloaded, but not ~~filed~~**completed** on-line.):

~~Web-based Services~~**Interactive Services on the Web**

List the services and transactions available on your agency Web site (or Intranet) which can be completed on-line **by agency staff:**

Other

Please list any other relevant electronic government activities performed internally by your agency:

3.A.6. Hardware, Operating Systems, and Networks

Hardware

Provide a general description of the elements **of** the computing environment (mainframe, midrange, PC workstations, etc.). ~~Details such as the number of PC, brand names, etc. are not necessary.~~

Desktop Operating System(s)

Operating System	Number of users
Windows 3.1	
Windows 9x	
Windows 95, 98, or ME	
Windows NT	
Windows 2000	
Windows XP	
OS/2	
Linux	
Mac OS	
Other (Specify:)	

Networks - LANs and WANs

Provide a general description of the agency's network environment, including type of network (e.g. Token Ring):

Networks - Operating System

Indicate the network operating system(s) utilized (indicate the estimated number workstations for each, if known):

Network	Number of users
<u>Network Operating System</u>	<u>Number of users</u>
Novell Netware	
Windows for Workgroups	
Windows 9x Peer Networks	
Windows NT	
Windows 2000	
OS/2 LAN Server and Warp Server	
OS/2 LAN Server	
Other (Specify:)	

3.A.7. Staffing

Identify, in general terms, the agency personnel resources currently devoted to supporting the items listed in this section (3.A). This should include both personnel whose job titles and description are clearly related to technology, other personnel whose responsibilities relate significantly to technology

support regardless of job title, and contract staffing provided to the agency.

3.A.8 Other

Please list any other issues relating to your current IT environment:

3.B Value

Describe and document the tangible and intangible benefits of the agency's investment in information technology.

3.C Information Technology Training

Summarize the agency's efforts to address training needs relating to information technology. This should include:

- Training for users of information technology
- Training for IT staff who develop and support the information technology systems

3.D Security

Please answer the following questions regarding your agency's efforts to maintain a secure information technology environment. [The questions refer to the Nebraska Information Technology Commission's Security Policies. These policies are available at <http://www.nitc.state.ne.us/standards/>]

	<u>YES</u>	<u>NO</u>
<u>Has your agency implemented the NITC's Security Policies?</u>		
<u>If your answer to the previous question is NO, is your agency in the process of implementing the NITC's Security Polices?</u>		
<u>If your answers to the previous two questions are NO, has your agency implemented other security policies?</u>		

Please provide contact information for the person responsible for IT security:

<u>Name</u>	
<u>Phone Number</u>	
<u>E-mail</u>	

Provide a general description of the agency's efforts to develop and implement a security program:

3.E Disaster Recovery and Business Continuity Planning

Does your agency have a plan for maintaining a secure IT environment?	<u>— Yes — No</u>
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	<u>YES</u>	<u>NO</u>
Does your agency have a disaster recovery plan?	<u>— Yes — No</u>	
Does your agency have a disaster/emergency recovery plan?		
Does your agency perform regular back-ups of important agency data?	<u>— Yes — No</u>	
Does your agency perform regular back-ups of important agency data?		
Does your agency maintain off-site storage of back-up data?	<u>— Yes — No</u>	
Estimated percentage of networked computers which are protected by anti-virus software? (Software used:—)	<u>— %</u>	

Does your agency maintain off-site storage of back-up data?		
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Provide a general description of the agency's efforts regarding disaster recovery and business continuity planning:

3.F Accessibility (Technology Access for Individuals with Disabilities)

[To be added. This section will be based on the Accessibility Architecture document.]

—4. Future Uses of Information Technology

4.A. Strategies and Future Direction

This section should summarize the agency's strategies and future direction for information technology strategies that support its mission, goals, and objectives within the agency. Topics should include:

- ~~□ An explanation of how the agency uses information technology to achieve its mission, goals, and objectives, including any specific strategies utilized;~~
- ~~□ A description of the agency's efforts to support and implement the Statewide Technology Plan, including priorities, standards, and guidelines;~~
- ~~□ An overview of the agency's activities that promote collaboration;~~
- ~~□ A discussion of factors and risks that will impact the success of the agency's information technology strategy;~~
- ~~□ Your agency's efforts to retain IT staff, if applicable;~~
- A summary of future changes in uses of technology, which the agency plans to implement.

4.B Electronic Government – Education Implementation Plan

~~The Governor and the State Government Council have established e-government as a priority. The Education Council's priorities include the goal of "permit(ing) all citizens of Nebraska to have access to the same educational experiences, regardless of location."~~

~~Summarize your agency's current efforts and future plans to provide information and services electronically. The narrative should include the following topics:~~

- ~~Creating a customer focus~~
- ~~Providing public access to the agency's policy making process, such as developing rules and regulations~~
- ~~Providing public access to information~~
- ~~Providing direct access to services~~
- ~~Implementing electronic transactions with other entities~~
- ~~Applying e-government tools to transactions with the private sector, including procurement and regulatory procedures~~
- ~~Cooperating with other entities~~
- ~~Identify opportunities for collaboration with other agencies or entities~~

- An overview of the agency's activities that promote collaboration.
- A discussion of factors and risks that will impact the success of the agency's information technology strategy.
- An overview of plans to implement e-government services.
- Your agency's efforts to retain IT staff, if applicable.

4.B. Future IT Projects

List significant information technology projects which are expected to be undertaken by the agency during the next two years. Provide a brief description of the project and simple statement on the status of the project (e.g. Planned start date of August 2002).

<u>PROJECT</u>	<u>STATUS</u>