

State Government Efficiency 2007

Objective

- The State Government Council will address multiple items improving efficiency in state government, including implementing shared services and adopting standards and guidelines.

Description

The primary components of this initiative are:

Shared Services. The State Government Council has identified a number of potential shared services. The council chose six shared services for further study and implementation at this time. Interested agencies are meeting to further develop these services.

- Business Continuity / Disaster Recovery
- Directory Services
- E-mail
- Enterprise Maintenance / Purchase Agreements
- Field Support Services
- Geographic Information System (GIS)

Standards and Guidelines. The State Government Council, working with the Technical Panel, will continue to develop standards and guidelines to better coordinate state agency technology efforts.

Benefits

Benefits of this initiative include lower costs, easier interoperability among systems, greater data sharing, higher reliability, and improved services.

Action Plan

Current Action Items

Shared Services

1. Implement Business Continuity / Disaster Recovery as a shared service.

Action items are included in the Security and Business Resumption initiative)

2. Implement Directory Services as a shared service.

Action items are included in the Security and Business Resumption initiative.

3. Implement E-mail as a shared service.

Lead: Beverlee Bornemeier

Participating Entities: State Government Council, E-mail Work Group

Timeframe: E-mail technology review to be conducted during 2007.

Funding: Service rates

Status: Continuation

4. Implement Enterprise Maintenance / Purchase Agreements as a shared service.

Lead: Steve Schafer

Participating Entities: State Government Council, EM/PA Work Group

Timeframe: Continuation: Antivirus agreement during 2007
New: Software Reseller Contract Rebid during 2007

Funding: No funding required.

Status: Ongoing

5. Implement Field Support Services as a shared service. The Field Support

Services work group is looking for avenues to provide better desktop, server, network, and other Information Technology support to staff outside of the Lincoln area.

Lead: Dale Fangmeier

Participating Entities: State Government Council, Field Support Services Work Group

Timeframe: Review scope and objectives by April 2007.

Funding: To be determined.

Status: Continuation

6. Implement Geographic Information System (GIS) as a shared service.

Action: Develop a plan (including responsibilities and resource requirements) for the coordinated development, data integration, on-going maintenance and online distribution/Internet mapping service of a composite, "best available", statewide street centerline/address database.

Lead: Larry Zink, Coordinator, Nebraska GIS Steering Committee

Participating Entities: State Government Council; GIS Steering Committee

Timeframe: Planned for 2007: Interagency, intergovernmental planning meetings to develop a long-term strategic plan for on-going upgrading, maintenance, and distribution of street centerline address data.

Funding: Investments are planned or currently being made in this data by the Public Service Commission, the State Patrol, and the Dept. of Roads.

Status: Continuation. Office of the CIO worked with State Patrol to contract with a private vendor to collect, convert, and integrate the currently "best available" street centerline address data into a statewide dataset for the State Patrol's computerized dispatch system.

Action: Develop a plan for the coordinated delivery of Internet mapping services by state agencies, with the objectives of making GIS services and existing GIS/geospatial data readily available to a broader array of agencies, improving data access and services to the public, minimizing unnecessary duplication of effort, providing data and system backup, and where appropriate, provide for a coordinated security system, including the possibility for limited data access and

password protection.

Lead: Larry Zink, Coordinator, Nebraska GIS Steering Committee

Participating Entities: State Government Council; GIS Steering Committee

Timeframe: Follow-up implementation planning in 2007.

Funding: Initial planning should be possible with existing resources available for agencies currently providing or developing Internet mapping services. More detailed planning and implement may require additional resources, which would become clear as a result of the initial planning.

Status: Continuation. Interagency working group has developed a consensus Project Charter and an initial pilot demo of a geospatial data exchange and web services network. A \$43,000 grant has been secured.

7. Explore requirements for issuing an RFP to contract vendors that provide temporary IT personnel. Meet with participating state agencies to gain input on how to structure and manage a new contract. The current contract originally expired on June 30, 2006 with an option to renew for an additional two years.

Lead: Office of the CIO

Participating Entities: Office of CIO, DAS Materiel Division and state agencies

Timeframe: 2007

Funding: No funding required.

Status: New

Standards and Guidelines

8. The State Government Council (“SGC”), working with the Technical Panel, will continue to develop standards and guidelines to better coordinate state agency technology efforts.

Lead: Rick Becker

Participating Entities: Technical Panel, State Government Council

Timeframe: Ongoing

Funding: None

Status: Ongoing

Other

9. Review and revise procurement review process for IT related purchases by state agencies.

Lead: Steve Schafer

Participating Entities: State Government Council

Timeframe: 2007

Funding: None

Status: Continuation

10. Review options for integrating agency IT plans and IT project proposal forms into new budget system.

Lead: Budget Division and Office of the CIO

Participating Entities: State Government Council, Budget Division

Timeframe: 2007

Funding: None

Status: New

11. Review issues and determine process for maintaining “an inventory of noneducation state government technology assets, including hardware, applications, and data bases.”

Lead: Office of the CIO

Participating Entities: State Government Council

Timeframe: 2007

Funding: None

Status: New

12. Review issues and determine process for project status reporting.

Lead: Office of the CIO

Participating Entities: State Government Council

Timeframe: 2007

Funding: None

Status: New

Future Action Items

1. Services identified as potential shared services by the State Government Council include:

Active Directory	Payment Portal
Automated Building Systems (HVAC, access, etc.)	Project Management
Backup Management	R&D
Data Network Design	Remote Access
Data Security	Secure eFax
Database Management	Security
Desktop Support	Server Consolidation / Virtual Servers
Document Management	Software Deployment and Management
Electronic Filing	SQL Database Design and Development
Electronic Records Management	Videoconferencing
Encryption	Voice Network Design
Enterprise Knowledge Management Databases	VoIP
General Platform Management	Wireless
Help Desk	Wiring Services
Instant Messaging	Workflow
Interactive VRU Applications	
Lotus Domino Design and Development	

Completed Action Items (2005-2006)

1. Shared services implemented: Blackberry Service, Storage Area Network (SAN), and review of Virtual Server/Client.
2. E-mail: Anti-spam, anti-virus appliance purchased and implemented.
3. GIS: Publicized metadata standard and held two-day metadata training session.
4. Project review process revised to include the use of portfolio management tools.
5. Within the past two years, 13 standards and guidelines have been adopted, including:
 - Geospatial Metadata Standard
 - Land Record Information and Mapping Standards
 - Security Statement—State of Nebraska Home Page
 - Web Branding and Policy Consistency
 - Web Cookie Standard
 - E-mail Standard for State Government Agencies
 - Lotus Notes Guidelines for State Government Agencies
 - Lotus Notes Standards for State Government Agencies
 - Network Edge Device Standard for Entities Choosing to Connect to Network Nebraska
 - Information Technology Disaster Recovery Plan Standard
 - Wireless Local Area Network Standard
 - Identity and Access Management Standard for State Government Agencies
 - Scheduling Standard for Synchronous Distance Learning and Videoconferencing

E-Government 2007

Objective

- The State Government Council will continue to implement action items that further the use of e-government to improve services and increase the efficiency and effectiveness of agencies.

Description

The three goals for e-government are:

Government-to-Citizen and Government-to-Business. Anyone needing to do business with state government will be able to go to the state's Web site, easily find the information or service they need, and if they desire, complete all appropriate transactions electronically. Areas to be addressed include citizen portal enhancement; business portal enhancements; education portal; and forms automation.

Government-to-Government. State agencies will improve services and increase the efficiency and effectiveness of government operations through collaboration, communication, and data sharing between government agencies at all levels.

Government-to-Employee and Internal Operations. Agencies will examine internal operations to determine cost-effective e-government applications and solutions. The purpose of these efforts is to improve efficiency and effectiveness by replacing manual operations with automated techniques.

The e-government principles guiding the council are:

- E-government should be considered a continuous process of using technology to serve citizens and improve agency operations;
- Internet technologies create new opportunities for major change, including self-service, integration of information and services, and elimination of time, distance and availability of staff as constraints to providing information and services;
- Agencies have responsibility for performing statutory functions, which means that

agency directors must retain ownership of data, responsibility over the use of information technology, and prioritization of projects within the agency to achieve the greatest benefit;

- Cooperation is critical to achieving the goals of e-government, in order to integrate information and services and allow the easy exchange of information;
- An enterprise approach is essential to e-government, including the topics of accessibility for disabled persons, architecture, directories, funding, portal, privacy, security, and other issues; and
- E-government is defined as the use of technology to enhance information sharing, service delivery, constituency and client participation, and governance by transforming internal and external relationships.

Benefits

The primary benefits from the use of e-government are:

- Improved services for citizens and businesses.
- Increased efficiency and effectiveness for agencies.

Action Plan

Current Action Items

1. Work with the various agencies involved in business registration—including the Secretary of State, Department of Revenue, and Department of Labor — to create an online system for business registration.

Lead: Nebraska.gov

Participating Entities: State Government Council, Nebraska.gov, agencies

Timeframe: 2007

Funding: To be determined.

Status: Continuation. The scope of the “One Stop Business Registration” process has been reviewed. Nebraska.gov has assigned a project lead for additional efforts.

2. Convene a work group to examine opportunities to improve access to information resources through a knowledge management system.

Lead: Office of the NITC

Participating Entities: Community Council, Education Council, State Government Council, Technical Panel, and Nebraska.gov

Timeframe: 2007

Funding: No funding is required for this collaborative action item.

Status: Continuation

Future Action Items

1. Work with the Nebraska.gov Manager and county officials to provide the means for online payment of property taxes and other local fees. This system is currently being provided by NACO/MIPS. Nebraska.gov will consider the cost benefit of moving forward with this project.
2. Work with the Nebraska State Patrol to review options for providing online access to certain, limited, criminal history information.
3. Develop an online application for use by businesses attempting to find a suitable site for business development.
4. Develop strategies to address the following government-to-government activities:
 - Intergovernmental Cooperation Groups. Expand upon current intergovernmental cooperative efforts like the CJIS Advisory Committee and GIS Steering Committee; and develop new cooperative groups for those agencies that have specific, shared interests.
 - Integration of Government Information and Services. Develop strategies for using Internet technologies to provide integrated access to information and services to citizens, businesses, employees, and other governmental entities.
 - Forms Automation. Work with state agencies and political subdivisions to identify and prioritize opportunities for automating forms that local government uses to interact with state government.
5. The State Government Council will identify specific improvements and value-added

services to be incorporated into the state employee portal.

6. Develop method of providing authentication for “first time” users.

7. Work with the Department of Motor Vehicles to provide for online specialty plate ordering and vehicle registration.

Completed Action Items (2005-2006)

1. Worked with the Secretary of State's Office to provide enhancements to election related information and services.

2. Worked with the Accountability and Disclosure Commission to provide for secure online filings and improved access to information. Improvements posted. Nebraska.gov is researching the progress of the online filing component.

3. Worked with the Legislature to provide additional tools to track legislative information, including the ability to track multiple bills from one location and the use of e-mail “push” technology.

4. The Department of Education developed online teacher/administrator certification.

5. Nebraska.gov redesign included a “Local” portal.

6. Marketing strategy was developed to increase public awareness and the use of e-government services.

7. Standard was adopted for agency Web sites to include and privacy and security statements and common branding.

8. Department of Motor Vehicles completed online license reinstatement application (in final testing as of February 2007).

9. The business forms database maintained by Nebraska.gov was improved and enhanced search capabilities were implemented.

Security and Business Resumption 2007

Objective

- This initiative will define and clarify policies, standards and guidelines, and responsibilities related to the security of the state's information technology resources.

Description

Information security will serve statutory goals pertaining to government operations and public records. These include:

- Insure continuity of government operations (Article III, Section 29 of the Nebraska Constitution; Nebraska Revised Statutes Sections 28-901 and 84-1201);
- Protect safety and integrity of public records (Nebraska Revised Sections 28-911, 29-2391, and 84-1201);
- Prevent unauthorized access to public records (Nebraska Revised Statutes Sections 29-319, 81-1117.02, and 84-712.02);
- Insure proper use of communications facilities (Nebraska Revised Statutes Section 81-1117.02); and
- Protect privacy of citizens (Nebraska Revised Statutes Section 84, Article 7).

Major activities include:

- Developing an overall security strategy, including policies, security awareness, and security infrastructure improvements;
- Network security standards and guidelines;
- Education and training;
- Authentication (directory services project);
- Disaster recovery for information technology systems (as part of a broader business continuity planning);

- Compliance with federal privacy and security mandates;
- Security assessments.

Benefits

Benefits will include lower costs by addressing security from an enterprise perspective, cost avoidance, and protecting the public trust.

Action Plan

Current Action Items

Security

1. Conduct annual independent security audits. Multiple federal programs require periodic computer security audits, including HIPAA, HAVA, and Bioterrorism grants from the Center for Disease Control. Computer security audits are a widely accepted best practice across the public and private sector.

Lead: State Security Officer

Participating Entities: State Government Council, Security Work Group

Timeframe: Investigate opportunities for aggregating efforts of several state agencies that face federal requirements for security audits – Ongoing.

Funding: To be determined.

Status: Ongoing

3. Implement security incident response team.

Lead: State Security Officer and State Patrol

Participating Entities: State Government Council, Security Work Group

Timeframe: December 2007

Funding: No funding required for this task.

Status: New

4. Enhance Network Security and Network Management.

Action: Investigate and recommend an enterprise solution to ensure that encrypted traffic adheres to State security requirements.

Lead: Office of the CIO - Network Support

Participating Entities: State Government Council

Timeframe: June 2007

Funding: No funding required for this task.

Status: Continuation

Action: Evaluate and recommend options for providing encryption to clients across the state's Wide Area Network.

Lead: Office of the CIO - Wide Area Network

Participating Entities: State Government Council

Timeframe: December 2007

Funding: No funding required for this task.

Status: Continuation

Business Resumption

5. Implement shared disaster recovery facilities. Mission critical systems have three common requirements. Recovery times must be measured in hours, not days or weeks. Recovery facilities should be physically separated so that they will not be affected by a single disaster. There must be staff available to assist with the recovery efforts. Achieving these requirements is very expensive. Sharing disaster recovery facilities and establishing a collaborative approach to disaster recovery is one strategy for managing costs. DAS IMServices and the University of Nebraska are jointly developing a fast recovery capability using mutual assistance of physically separated data centers.

Lead: Office of the CIO and University of Nebraska

Participating Entities: State Government Council

Timeframe: Ongoing

Funding: The cost and source of funding have not been determined.

Status: Continuation. Several hardware components have been co-located at current alternate sites. Data recovery time has been significantly reduced. Planning for a shared alternate site providing greater geographic separation has begun. Efforts to identify additional opportunities for collaboration continue.

6. Promote disaster planning for information technology systems, including developing elements of a common planning document and develop an approach for implementation of ICS (Incident Command System).

Lead: Steve Henderson / Dave Berkland

Participating Entities: State Government Council

Timeframe: Ongoing

Funding: No funding required.

Status: Continuation. Director-level meetings, chaired by Lieutenant Governor Sheehy, to discuss restoration of services began in November 2005. Critical business functions for agencies have been identified and prioritized. IT components supporting the critical business functions have been identified. ICS implementation is being more closely coordinated with the Nebraska Emergency Management Agency. Work to explore the possibilities of integrating continuity of operations plans with disaster recovery plans continues.

7. Encourage testing and updating of disaster plans.

Lead: Steve Henderson / Dave Berkland

Participating Entities: State Government Council

Timeframe: Ongoing

Funding: No funding required.

Status: Continuation. The Continuity of Operations Planning/Disaster Recovery Planning Shared Services Group continues to develop and act on ways to better coordinate disaster recovery planning and to provide for more consistent disaster

recovery plans. An NITC standard (“Agency Disaster Recovery Plan - Standard Contents Recommended Practices”) has been put in place. Work has been completed to better understand disaster recovery plan assumptions and dependencies.

Future Action Items

1. Convene a work group to improve disaster recovery and business continuity procedures, including homeland security preparedness, for all public entities.

Completed Action Items (2005-2006)

1. Network Security and Network Management: Configured all public IP addresses (164.119) behind the state’s firewall complex.
2. Network Security and Network Management: Implemented an intrusion detection and prevention system on the state’s Internet connection as part of a layered defense.
3. Disaster Planning: Conducted an “executive overview” briefing to state agencies explaining the progress and current and future activities in the development of disaster recovery plans.
4. Security incident reporting process developed.