# M E E T I N G   A G E N D A

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

Thursday, February 8, 2007
1:30 p.m. - 2:30 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 (xx Pages, xxx KB).

1. Roll Call, Meeting Notice & Open Meetings Act Information

2. Public Comment

3. Approval of Minutes* - January 11, 2007

4. SGC Charter Revisions*

5. Statewide Technology Plan - SGC Related Action Items*

6. Standards and Guidelines*

   - Minimum Server Configuration
   - SMTP Routing Standard

7. Agency Reports

8. Other Business

9. Next Meeting Date - March 8, 2007

10. Adjourn

* Denotes action items.

(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.)

NITC and State Government Council Websites: http://www.nitc.state.ne.us/
Meeting notice posted to the NITC Website: 16 JAN 2007
Meeting notice posted to the Nebraska Public Meeting Calendar: 16 JAN 2007
Agenda posted to the NITC Website: 2 FEB 2007

# M E E T I N G   M I N U T E S

**STATE GOVERNMENT COUNCIL**
Nebraska Information Technology Commission
Thursday, January 11, 2007
Executive Building-Lower Level Conference Room
Lincoln, Nebraska
**PROPOSED MINUTES**

**MEMBERS PRESENT**:

Bob Beecham, NDE Support Services
Randy Cercle, Workers' Compensation Court
Tom Conroy, Information Technology Services
Josh Daws, Secretary of State's Office
Keith Dey, Department of Motor Vehicles
Pat Flanagan, Private Sector
Dick Gettemy, Department of Revenue
Dorest Harvey, Private Sector
Steve Henderson, Alt. for Brenda Decker, Chief Information Officer
Suresh Namala, Alt. for Bill Miller, Supreme Court
Jon Ogden, Department of Roads
Jim Ohmberger, Health and Human Services
Mike Overton, Crime Commission
Bob Shanahan, Department of Labor
Rod Wagner, Library Commission
George Wells, Correctional Services

**MEMBERS ABSENT**: Dennis Burling, Department of Environmental Quality; Mike Calvert, Legislative Fiscal Office; Rex Gittins, Department of Natural Resources; Lauren Hill, Governor's Policy Research Office Gerry Oligmueller, Department of Administrative Services; Jayne Scofield, Information Technology Services; Terry Pell, State Patrol; and Joe Wilcox, Budget Office

## ROLL CALL, MEETING NOTICE & OPEN MEETINGS ACT INFORMATION

Mr. Henderson called the meeting to order at 1:30 p.m. There were 16 voting members at the time of roll call. A quorum existed to conduct official business. The meeting notice was posted to the NITC Website and Nebraska Public Meeting Calendar websites on December 1, 2006. The meeting agenda was posted to the NITC Website on January 9, 2007. A copy of the Open Meetings Act was located on the front table.

## APPROVAL OF OCTOBER MINUTES

**Mr. Flanagan moved to approve the October 19, 2006 minutes as presented. Mr. Harvey seconded. Roll call vote: Beecham-Yes, Cercle-Yes, Conroy-Yes, Daws-Yes, Dey-Yes, Flanagan-Yes, Gettemy-Yes, Harvey-Yes, Henderson-Yes, Namala-Yes, Ogden-Yes, Ohmberger-Yes, Overton-Yes, Shanahan-Yes, Wagner-Yes, and Wells-Yes. Results: Yes-15, No-0. Motion carried.**

**STATEWIDE TECHNOLOGY PLAN – STATE GOVERNMENT COUNCIL RELATED ACTION ITEMS**

The Statewide Technology Plan is updated annually.  For the next meeting, members will be asked to review these and determine if there should be additional items.  The NITC is monitoring a new initiative – eHealth.  As a result, there may be a new council created to address related issues.  Lt. Governor Sheehy is involved with e-health at the national level.

Mr. Wells reported that the Department of Corrections is conducting a telehealth project at the Tecumseh facility.

**UPDATES:**

Shared Services – Email, Beverlee Bornemeier.  Governor Heineman has asked the Office of the CIO to assess what email options are in place and to evaluate the development of a unified email system for the state of Nebraska. No decisions have been made.

Security.  In Mr. Hartman's absence, Mr. Conroy provided a brief update.  RACF password rules have been strengthened.  March 2007 is the target date to implement the new rules.  The new password rules are:
1) At least eight characters
2) At least one uppercase letter
3) At least one lowercase letter
4) At least one number
 Members were instructed to contact Fred Lupher for have any questions or operational matters.

Mainframe Tape Storage, Tom Conroy:  Last quarter, the Office of the CIO issued an RFP for mainframe tape storage that would: 1) provide for an automated tape library, and 2) provide a virtual tape library.  The office is getting ready to award a contract.  Tapes will be encrypted at the drive.  Currently, there are over 48,000 tapes.  This will be reduced to approximately 500 tapes.  A decision will need to be made regarding the existing tape volumes.  The Office of the CIO applications staff will be reviewing data for use and retention.  Mr. Conroy asked members to also review data as well to see if there could be other means of storage and to determine if the data is needed.  Rates charges to agencies may change.  Historically, agencies were charged for tape mounts but that will likely be different with the new environment.

Legislation, Steve Henderson.  The Office of the OCIO will monitor any legislation dealing with I.T.  The NITC web site will contain information on legislation.  Members were asked to inform the Office of the CIO of any I.T. related legislation that we have not posted.

Budget Request System , Steve Henderson.  The DAS Budget Office is in early phases to revise their budget request system.  Mr. Henderson and Steve Schafer have been working with Budget Office in 4 major areas:  1) Formulation of agency I.T. budgets to incorporate both so that the IT and operational budgets done in one

place, 2) incorporate the NITC project proposal process, 3) incorporate the NITC Project reviews for advancement to the legislature, as well as be able to determine project's progress update, and 4) incorporate agency level I.T. plans.  The goal is to integrate these process so it is all done in one place.

## AGENCY REPORTS

Members were given an opportunity to share I.T. news regarding their agency projects.

Mr. Conroy mentioned that Daylight Savings Time starts earlier and ends later this year. (2nd Sunday in March to 1st Sunday in November).  There may be some time stamp issues that could be resolved with java patches.  MS Windows 2000 no longer has regular updates so agencies will need to have an alternative plan.  Mr. Conroy also stated that his staff is investigating implementation of serure FTP for those customers who may not be able to purchase Connect Direct.

## OTHER BUSINESS

There was no other business.

## NEXT MEETING DATE AND TIME AND MEETING ADJOURNMENT

The next meeting of the NITC State Government Council will be held on Thursday, February 8th, Executive Building-Lower Level Conference Room, 521 South 14th Street, Lincoln, Nebraska.  The meeting agenda will focus on reviewing the State Government Council's action plans and an update of Shared Services items.

With no further business, Mr. Henderson adjourned the meeting at 2:30 p.m.

Minutes were taken by Lori Lopez Urdiales and reviewed by Steve Henderson, Office of the CIO/NITC.

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**Nebraska Information Technology Commission**

**--State Government Council Charter-- REVISED DRAFT**

</div>

# 1. Introduction

The Nebraska Information Resources Cabinet ("IRC") was created in January 1996 by Executive Order 96-1. The IRC was re-established as the Government Council of the Nebraska Information Technology Commission (hereafter referred to as "Commission") through Executive Order 97-7 in November 1997. The Commission became a statutory body in Laws 1998, LB 924, and the Commission re-established the State Government Council (hereafter referred to as "Council").

# 2. Purpose

The purpose of this Charter is to clarify the role of the Council and its relationship with the Commission.

# 3. Authority

The Nebraska Information Technology Commission shall: "Establish ad hoc technical advisory groups to study and make recommendations on specific topics, including work groups to establish, coordinate, and prioritize needs for education, local communities, and state agencies[.]" Neb. Rev. Stat. § 86-516(7).

"Information technology means computing and telecommunications systems, their supporting infrastructure, and interconnectivity used to acquire, transport, process, analyze, store, and disseminate information electronically." Neb. Rev. Stat. § 86-507

# 4. Commission Mission and Responsibilities (Neb. Rev. Stat. § 86-516)

## 4.1 Commission Mission

"The mission of the Nebraska Information Technology Commission is to make the State of Nebraska's investment in information technology infrastructure more accessible and responsive to the needs of its citizens regardless of location while making government, education, health care and other services more efficient and cost effective."

## 4.2 Commission Responsibilities: (Neb. Rev. Stat. § 86-516)

4.2.1 AdoptAnnually by July 1, adopt policies and procedures used to develop, review, and annually update a statewide technology plan;

4.2.2 Create a technology an information technology clearinghouse to identify and share best practices and new developments, as well as identify existing problems and deficiencies;

4.2.3 Review and adopt policies to provide incentives for investments in information technology infrastructure services;

4.2.4 Determine a broad strategy and objectives for developing and sustaining information technology development in Nebraska, including long-range funding strategies, research and development investment, support and maintenance requirements, and system usage and assessment guidelines;

4.2.5 Adopt guidelines regarding project planning and management, information-sharing, and administrative and technical review procedures involving state-owned or state-supported technology and infrastructure. Governmental entities, state agencies, and political subdivisions shall submit projects ~~that~~ which directly utilize state-appropriated funds for information technology purposes to the process established by ~~NEB. REV. STAT. §§~~sections 86-512 to 86-524. Governmental entities and political subdivisions may submit other projects involving information technology to the ~~Commission~~commission for comment, review, and recommendations;

4.2.6 Adopt minimum technical standards, guidelines, and architectures upon recommendation by the technical panel;

4.2.7 Establish ad hoc technical advisory groups to study and make recommendations on specific topics, including work-groups to establish, coordinate, and prioritize needs for education, local communities, and state agencies;

4.2.8 ~~Make~~By November 15 of each even-numbered year, make recommendations on technology investments to the Governor and the Legislature, including a prioritized list of projects, reviewed by the technical panel, for which new or additional funding is requested;

4.2.9 Approve grants from the Community Technology Fund and Government Technology Collaboration Fund; ~~and~~

4.2.10 Adopt schedules and procedures for reporting needs, priorities, and recommended projects~~.~~; and

4.2.11 Assist the Chief Information Officer in developing and maintaining Network Nebraska pursuant to section 86-5,100.

## 5. Council Mission and Responsibilities

### 5.1 Council Mission

To provide direction and oversight for state government information technology vision, goals and policy.

### 5.2 Council Responsibilities

5.2.1 Establish, coordinate, and prioritize technology needs for state agencies;

5.2.2 Review and make recommendations to the Commission on requests for funds from the Government Technology Collaboration Fund;

5.2.3 Review and make recommendations to the Commission on agency technology projects requesting new or additional funding as part of the state budget process;

5.2.4 Assist the Commission in developing, reviewing and updating the statewide technology plan;

5.2.5 Recommend planning and project management procedures for state information technology investments;

5.2.6 Evaluate and act upon opportunities to more efficiently and effectively deliver government services through the use of information technology;

5.2.7 Recommend policies, guidelines, and standards for information technology within state government; and

5.2.8 Such other responsibilities as directed by the Commission.

## 6. Membership

### 6.1 Number of Members

The Council shall have ~~24~~25 Members.

### 6.2 Agency Directors or Representatives:

### 6.2 Representation

6.2.1 The agency director or his or her designee from the following agencies:

6.2.1.1 Department of Roads

6.2.1.2 Department of Motor Vehicles

6.2.1.3 Department of Revenue

6.2.1.4 Crime Commission

6.2.1.5 Department of Health and Human Services - Finance and Support

6.2.1.6 Department of Administrative Services ("DAS")

6.2.1.7 Department of Labor

6.2.1.8 Governor's Policy Research Office

6.2.1.9 Department of Natural Resources

6.2.1.10 Department of Correctional Services

6.2.1.11 Department of Environmental Quality

6.2.1.12 Nebraska State Patrol

**6.3 Others**

6.2.1.13 Department of Banking and Finance

6.32.2 Other Members

6.2.2.1 Secretary of State

6.3.2.2.2 Chief Information Officer

6.2.2.3.3 DAS – IM Services, Office of the CIO - IT Administrator, Enterprise Computing Services

6.3.4 DAS - Division of Communications, Director

6.2.2.4 Office of the CIO - IT Administator, Network Services

6.32.2.5 State Budget Administrator

6.32.2.6 State Court Administrator

6.32.2.7 Workers' Compensation Court Administrator

6.32.2.8 Department of Education, Administrator for Education Support Services

6.32.2.9 One additional representative of Non-Code state agencies, to be appointed by the Commission

6.32.2.10 Two (2) representatives of major private sector information technology users, to be appointed by the Commission

6.4 Others6.2.3 Other Members - Nonvoting

6.4.2.3.1 Legislative Fiscal Office, Director

**6.3 Alternates**

Each member of the Council may designate one (1) official voting alternate. This official voting alternate shall be registered with the Office of the Chief

Information Officer and, in the absence of the official member, have all the privileges as the official member on items of discussion and voting.

## 7. Meeting Procedures

### 7.1 Chair

The Chief Information Officer shall serve as the Chair of the Council.

### 7.2 Quorum and Alternates

An official quorum consists of at least 50% of the voting membership. Each member of the Council may designate one (1) official voting alternate. This official voting alternate shall be registered with the Office of the Chief Information Officer and, in the absence of the official member, have all the privileges as the official member on items of discussion and voting.

### 7.3 Voting

Issues shall be decided by a majority vote of the voting members present.

### 7.4 Non-Member Agencies

Attendance and input by non-member state government agencies is encouraged. The director of a non-member agency may submit to the Council the name of a contact person within his or her agency to receive notification of Council meetings.

### 7.5 Meeting Frequency

The Council shall meet not less than four times per year.

### 7.6 Notice of Meetings

7.6.1 Notice of the time and place of each meeting of the Council shall be made at least seven (7) calendar days prior to the meeting. Notice shall be published on the Council's World Wide Web pagewebsite at http://www.nitc.state.ne.us/.

7.6.2 The notice shall contain an agenda of subjects known at the time of the publicized notice or a statement that the agenda shall be readily available for public inspection at the Office of the Chief Information Officer, 521501 S. 14th Street, Suite 2004th Floor, Lincoln, NE, during normal business hours by appointment.

### 7.7 Subcommittees

7.7.1 Subcommittees will be designated by vote of the Council to address specific topics.

7.7.2 Pursuant to provisions of Neb. Rev. Stat. § 84-1409(1), subcommittees of the Council shall not be required to provide notice of meetings.

Approved by the Nebraska Information Technology Commission on June 29, 1999. Amendments approved by the NITC on June 13, 2001 and September 16, 2002.

## STATE GOVERNMENT COUNCIL MEMBERS

| Representing | Members | Alternates |
| --- | --- | --- |
| **Agency Directors or Representatives** | | |
| Department of Roads | Bill Wehling | Jon Ogden |
| Department of Motor Vehicles | Beverly Neth | Keith Dey |
| Department of Revenue | Douglas Ewald | Dick Gettemy |
| Crime Commission | Michael E. Behm | Mike Overton |
| Health & Human Services - Finance and Support | Jim Ohmberger | Jim McGee |
| Department of Administrative Services | Carlos Castillo | |
| Department of Labor | Butch Lecuona | Bob Shanahan |
| Governor's Policy Research Office | Lauren Hill | John Erickson |
| Department of Natural Resources | Rex Gittins | Mahendra Bansal |
| Department of Correctional Services | Robin Spindler | George Wells |
| Department of Environmental Quality | Dennis Burling | Tom Lamberson |
| Nebraska State Patrol | | Terry Pell |
| **Others** | | |
| Secretary of State | John Gale | Josh Daws |
| Chief Information Officer | Brenda Decker | Steve Henderson |
| Office of the CIO - IT Administrator, Enterprise Computing Services | Tom Conroy | Beverlee Bornemeier |
| Office of the CIO - IT Administator, Network Services | Jayne Scofield | Brad Weakly |
| State Budget Administrator | Gerry Oligmueller | Joe Wilcox |
| State Court Administrator Supreme Court | Janice Walker | Bill Miller |

| | | |
|---|---|---|
| Workers' Compensation Court Administrator | Glenn Morton | Randy Cecrle |
| Department of Education Education Support Services | Bob Beecham | Ron Mowrey |
| Library Commission (Non-Code Agency Representative) | Rod Wagner | Vern Buis |
| Private Sector | Pat Flanagan | |
| Private Sector | Dorest Harvey | |
| **Others - Nonvoting** | | |
| Legislative Fiscal Office | Mike Calvert | |

# 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 |
| | R&D |
| Backup Management | Remote Access |
| Data Network Design | Secure eFax |
| Data Security | Security |
| Database Management | Server Consolidation / Virtual Servers |
| Desktop Support | |
| Document Management | Software Deployment and Management |
| Electronic Filing | |
| Electronic Records Management | SQL Database Design and Development |
| Encryption | |
| Enterprise Knowledge Management Databases | Videoconferencing |
| | Voice Network Design |
| General Platform Management | VoIP |
| Help Desk | Wireless |
| Instant Messaging | Wiring Services |
| Interactive VRU Applications | Workflow |
| 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.

# Nebraska Information Technology Commission

*STANDARDS AND GUIDELINES*

## Minimum Server Configuration Standard

| | |
|---|---|
| Category | Security Architecture |
| Title | **Minimum Server Configuration Standard** |
| Number | |

| | |
|---|---|
| Applicability | ☑ State Government Agencies<br><br>☐ **All** ................................................. Not Applicable<br><br>☑ **Excluding <u>higher education institutions</u>**................................................ Standard<br><br>☐ State Funded Entities - **All entities receiving state funding for matters covered by this document** .............. Not Applicable<br><br>☑ Other: **All Public Entities** ............................ Guideline<br><br>**Definitions:**<br>**Standard** - Adherence is required. Certain exceptions and conditions may appear in this document, all other deviations from the standard require prior approval (see Section 3.2).<br>**Guideline** - Adherence is voluntary. |

| | |
|---|---|
| Status | ☐ **Adopted**     ☑ **Draft**     ☐ **Other:_____** |
| Dates | **Date: Draft February 7, 2007**<br>Date Adopted by NITC:<br>Other: |

Prepared by:  Technical Panel of the Nebraska Information Technology Commission
Authority:  Neb. Rev. Stat. § 86-516(6)
http://www.nitc.state.ne.us/standards/

## 1.0 Standard

The State of Nebraska recognizes the National Institute of Standards and Technology (NIST) as the adopted author of deployment configurations that provide minimum baselines of security for servers on the State of Nebraska network.  As such, all state agencies, boards and commissions will comply with NIST standards, guidelines, and checklists as identified in Appendix A.

NIST provides instructions, recommendations, and considerations to assist readers in deploying servers in a secure method.  All State of Nebraska System Administrators should examine NIST documents when installing and or configuring servers.  The documents are not all inclusive, but rather meant as a means of prompting and guiding Administrators through the installation process.

## 2.0 Purpose and Objectives

Information technology (IT) is a vital resource to the State of Nebraska; therefore it is critical that services provided by these systems are able to operate effectively.

The purpose of this standard is to establish base configurations and minimum server standards on internal server equipment that is owned and/or operated by the State of Nebraska. Effective implementation of this policy will minimize unauthorized access and other IT security related events to the State of Nebraska's information and technology systems.

## 3.0 Applicability

### 3.1 State Government Agencies
All State agencies, boards, and commissions, excluding higher education institutions, which deploy servers on the State of Nebraska network.

### 3.2 Exemption
Exemptions may be granted by the NITC Technical Panel upon request by an agency.

#### 3.2.1 Exemption Process
Any agency may request an exemption from this standard by submitting a "Request for Exemption" to the NITC Technical Panel. Requests should state the reason for the exemption. Reasons for an exemption include, but are not limited to: statutory exclusion, federal government requirement, or financial hardship. Requests may be submitted to the Office of the NITC via e-mail or letter (Office of the NITC, 501 S 14th Street, Lincoln, NE  68509). The NITC Technical Panel will consider the request and grant or deny the exemption. A denial of an exemption by the Technical Panel may be appealed to the NITC.

## 4.0 Responsibility

### 4.1 NITC
The NITC shall adopt minimum technical standards, guidelines, and architectures upon recommendation by the technical panel. (Neb. Rev. Stat. § 86-516(6))

### 4.2 Agency and Institutional Heads
The highest authority within an agency or institution is responsible for the protection of information resources, including developing and implementing information security programs, consistent with this standard. The authority may delegate this responsibility but delegation does not remove the accountability.

### 4.3 Agency Information Officer

In most cases, the highest authority within an agency or institution delegates the general responsibility for security of the agency's information technology resources to the agency's highest-ranking information technology professional. This responsibility includes development and promulgation of agency-specific information security policies, including installation, and configurations of all servers present on the state's network.

### 4.4 Agency System or Network Administrator
In most cases, the authority within an agency or institution responsibility for the day-to-day system, network and/or security administration of the agency's information technology resources.  This responsibility includes ensuring due diligence to security best practices is performed when any server is made available on the state's network

## *5.0 Related Standards and Guidelines*

5.1  NITC Security Policies
http://www.nitc.state.ne.us/tp/workgroups/security/security_policies.html
5.2   NITC Security Officer Handbook
http://www.nitc.state.ne.us/standards/security/so_guide.doc

### *Appendix A*

NIST Security Configuration Checklists Repository
http://csrc.nist.gov/checklists/repository/index.html

NIST SP 800-70, The NIST Security Configuration Checklists Program,
http://csrc.nist.gov/checklists/download_sp800-70.html

NIST SP 800-68, Guidance for Securing Microsoft Windows XP Systems for IT Professionals:
A NIST Security Configuration Checklist, http://csrc.nist.gov/itsec/download_WinXP.html

NIST SP 800-44, Guidelines on Securing Public Web Servers,
http://csrc.nist.gov/publications/nistpubs/800-44/sp800-44.pdf

# Nebraska Information Technology Commission

*STANDARDS AND GUIDELINES*

## SMTP Routing Standard

| | |
|---|---|
| Category | **Security Architecture** |
| Title | **SMTP Routing Standard** |
| Number | |

| | |
|---|---|
| Applicability | ☑ State Government Agencies<br>　☐ **All**.......................................................Not Applicable<br>　☑ **Excluding <u>higher education</u>**<br>　**<u>institutions</u>** ....................................................Standard<br>☐ State Funded Entities - **All entities**<br>　**receiving state funding for matters**<br>　**covered by this document**...............Not Applicable<br>☐ Other: **All Public Entities**......................Not Applicable<br><br>**Definitions:**<br>**Standard** - Adherence is required. Certain exceptions and conditions may appear in this document, all other deviations from the standard require prior approval (see Section 3.2).<br>**Guideline** - Adherence is voluntary. |

| | |
|---|---|
| Status | ☐ **Adopted**　　☑ **Draft**　　☐ **Other:_____** |
| Dates | **Date: Draft February 7, 2007**<br>**Date Adopted by NITC:**<br>**Other:** |

Prepared by: Technical Panel of the Nebraska Information Technology Commission
Authority: Neb. Rev. Stat. § 86-516(6)
http://www.nitc.state.ne.us/standards/

## 1.0 Standard

All inbound and outbound SMTP traffic will be routed through the State of Nebraska's SPAM / Anti-Virus appliance that is managed by the Office of the CIO

## 2.0 Purpose and Objectives

All inbound and outbound SMTP traffic must be routed through the State of Nebraska's SPAM / Anti-Virus appliance to ensure that email and attachments within emails are properly scanned for viruses, SPAM, and that all content complies with State of Nebraska policies including privacy concerns.

## 3.0 Applicability

### 3.1 State Government Agencies
All State agencies, boards, and commissions, excluding higher education institutions, are required to comply with the standard listed in Section 1.0.

### 3.2 Exemption
Exemptions may be granted by the NITC Technical Panel upon request by an agency.

#### 3.2.1 Exemption Process
Any agency may request an exemption from this standard by submitting a "Request for Exemption" to the NITC Technical Panel. Requests should state the reason for the exemption. Reasons for an exemption include, but are not limited to: statutory exclusion, federal government requirement, or financial hardship. Requests may be submitted to the Office of the NITC via e-mail or letter (Office of the NITC, 501 S 14th Street, Lincoln, NE 68509). The NITC Technical Panel will consider the request and grant or deny the exemption. A denial of an exemption by the Technical Panel may be appealed to the NITC.

## 4.0 Responsibility

### 4.1 NITC
The NITC shall be responsible for adopting minimum technical standards, guidelines, and architectures upon recommendation by the technical panel. (Neb. Rev. Stat. § 86-516(6))

### 4.2 State Agencies
Each state agency will be responsible for ensuring that all SMTP traffic, both inbound and outbound pass through the State of Nebraska's SPAM / Anti-Virus appliance.

## 5.0 Related Documents

**5.1** NITC Network Security Policy (http://www.nitc.state.ne.us/standards/index.html)

## 6.0 References

**6.1** National Institute Standards and Technology (NIST) Special Publication, 800-45, "Guidelines on Electronic Mail Security". (http://csrc.nist.gov/publications/nistpubs/800-45/sp800-45.pdf).