

AGENDA

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

Thursday, August 12, 2010
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 (8 pages).

1. Roll Call, Meeting Notice & Open Meetings Act Information
2. Public Comment
3. Approval of Minutes* - [June 10, 2010](#)
4. Updates
 - Microsoft Proposal
5. Standards and Guidelines*
 - New: [NITC 4-205](#): Social Media Guidelines
6. OCIO Service Briefing: Office Communications Server (OCS)
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 July 2, 2010. The agenda was posted to the NITC website on August 9, 2010.

STATE GOVERNMENT COUNCIL

of the

Nebraska Information Technology Commission

Thursday, June 10, 2010, 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
Bob Beecham, Nebraska Department of Education
Beverlee Bornemeier, OCIO-Technology Support Services
Dennis Burling, Department of Environmental Quality
Randy Cecrle, Workers' Compensation Court
Josh Daws, Secretary of State's Office
Pat Flanagan, Private Sector
Suzy Fredickson, Nebraska State Patrol
Rex Gittins, Department of Natural Resources
Dorest Harvey, Private Sector
Eric Henrichsen, Department of Health and Human Services
Terri Johnston, Department of Labor
Kelly Lammers, Department of Banking
Bob Shanahan, Department of Correctional Services
Jayne Scofield, OCIO-Network Services
Len Sloup, Department of Revenue
Rod Wagner, Library Commission
Bill Wehling, Department of Roads

MEMBERS ABSENT: Mike Calvert, Legislative Fiscal Office; Carlos Castillo, Department of Administrative Services; Keith Dey, Department of Motor Vehicles; Jeremy Hosein, Governor's Policy Research Office; Bill Miller, State Court Administrator's Office; Gerry Oligmueller, Budget Office; Mike Overton, Crime Commission

ROLL CALL, MEETING NOTICE & OPEN MEETINGS ACT INFORMATION

Ms. Decker called the meeting to order at 1:30 p.m. There were 16 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 May 10, 2010. The agenda was posted to the NITC website on June 7, 2010. A copy of the Open Meetings Act was available on podium.

PUBLIC COMMENT

There was no public comment.

APPROVAL OF MINUTES

Mr. Harvey moved to approve the [February 11, 2010](#) minutes as presented. Mr. Shanahan seconded. Roll call vote: Beecham-Yes, Burling-Abstained, Bornemeier-Yes, Decker-Yes, Sloup-Yes, Flanagan-Yes, Daws-Yes, Gittins-Abstained, Harvey-Yes, Lammers-Yes, Cecrle-Abstained, Henrichsen-Yes, Fredickson-Yes, Scofield-Yes, Shanahan-Yes, Wagner-Yes, and Wehling-Abstained. Results: Yes-13, No-0, Abstained-4. Motion carried.

Teri Johnston arrived to the meeting.

UPDATES – MICROSOFT PROPOSAL

Brenda Decker, CIO

Microsoft has approached the State of Nebraska about an enterprise licensing agreement for all of state government. A [handout](#) was provided that listed the products to be covered. Also, the proposal includes a hosted productivity suite, including hosted email. For agencies that currently have an enterprise agreement, Microsoft will waive future costs.

Based on current number of users, the estimated cost could be as low as \$23 per user per month. This is a rough estimate; the actual costs will need to be determined after further analysis. Microsoft initially requested an answer by June 30, but after some discussions with the Office of the CIO, agreed to extend the deadline to July 31.

Some of the concerns expressed were as follows:

- Technical aspects of the proposal
- What are agencies paying for today that will replace these costs
- Conversion of current capabilities
- Archiving and accessing records
- Retention of records
- Need for additional functionality of agency needs per the services provided

After discussion, it was recommended to establish work groups to address the following issues:

- Financial: Is the proposal financially beneficial to state government?
- Financial: Can the rates be structured to mitigate any financial hardship for agencies?
- Technical: Address technical issues relating to cloud computing, including security issues.

In addition, an executive work group will be established to advise the CIO.

The work groups will need to begin meeting within the next 10 days. Members were to contact Rick Becker if interested in serving on the work groups.

UPDATES - EMAIL ARCHIVE

Stan Schmidt, Office of the CIO

The Office of the CIO and Secretary of State's Office organized a team to discuss email archiving. A draft RFP was developed. The RFP was put on hold while the group looked at the enterprise content management group's RFP and selected vendor. It was determined that the ECM was not appropriate for the email archive. The team also looked at the archiving features of Exchange 2010. Exchange 2010 archiving is compatible with Outlook 2010, should be compatible with Outlook 2007, but the archive features are not compatible with Outlook 2003. Currently, about 50% of the users are on 2003 and 50% are on 2007. The Department of Health and Human Services will be moving their employees to 2007. After reviewing the functionality and relative costs and benefits, the archiving team is recommending using Exchange 2010 as the email archive solution. The technical environment and costs are still being finalized.

UPDATES - ENTERPRISE CONTENT MANAGEMENT

Kevin Keller, Office of the CIO

This has been a year long effort. The work group developed five requirements for meeting Enterprise Content Management including forms management and information gathering. Some of the agencies involved were the Department of Environmental Quality, Workers' Compensation Court, and the City of Lincoln. An RFP was issued in September. Microsoft was eliminated due to not meeting the agencies functionality needs. In the Spring, the contract was awarded to OnBase. Currently, the project is finalizing contracts. Two models are in place - an enterprise model which could serve 1.5 million users, and an initial model which would involve agencies purchasing a license. If more agencies want to participate, the enterprise model can be implemented which would lower the rates.

UPDATES - DIRECTORY SERVICES

Brad Weakly, Office of the CIO

The State currently uses Novell's eDirectory and iChains products along with the deployment of Microsoft's ILM (Identity Life-cycle Management) product for the OCIO's Directory implementation. The Office of the CIO has been testing integration of the Novell and Microsoft products including the use of Microsoft's UAG (Unified Access Gateway) portal product as a possible replacement for iChains. Testing of the UAG system identified functionality differences between the products that would need to be addressed but in general, the Microsoft product is closer to an off the shelf type product and will not have the detailed functionality of a more customized solution. Multiple applications from the iChains environment were testing using the UAG appliance as the portal front-end, but some applications could not be implemented due to the more limited feature set of the current UAG product. The OCIO is still moving forward to integrate the main directory systems using the ILM product with the intent of syncing to more directories. The Microsoft proposal could have a direct impact on the project.

Rod Wagner left the meeting.

Workers Compensation Court has over 4000 attorneys in their Oracle directory. Mr. Weakly stated that the ILM product has syncing connectors for the Oracle product along with connectors for most major directory systems.

STANDARDS AND GUIDELINES – REVISED: WEB BRANDING AND POLICY CONSISTENCY (NITC 4-201)

The revision is being proposed by the Webmasters Work Group. There are 17 agencies represented on the work group.

Mr. Beecham moved to recommend approval of the Revised: [Web Branding And Policy Consistency](#) (NITC 4-201) Standard and Guideline. Mr. Lammers seconded. Roll call vote: Wehling-Yes, Wagner-Yes, Shanahan-Yes, Scofield-Yes, Fredickson-Yes, Henrichsen-Yes, Ceacle-Yes, Lammers-Yes, Johnston-Yes, Harvey-Yes, Gittins-Yes, Daws-Yes, Flanagan-Yes, Sloup-Yes, Decker-Yes, Bornemeier-Yes, Burling-Yes, and Beecham-Yes. Results: Yes-18, No-0, Abstained-0. Motion carried.

STANDARDS AND GUIDELINES - REVISED: [AGENCY INFORMATION TECHNOLOGY PLAN](#) (NITC 1-201)*

There are no significant changes. The major change is how the agency plans will be submitted. The form should be available to agencies next week. If agencies would like their form from last year, they should contact Mr. Becker.

Mr. Harvey moved to recommend approval of the Revised: [Agency Information Technology Plan](#) (NITC 1-201). Mr. Sloup seconded. Roll call vote: Johnston-Yes, Lammers-Yes, Ceacle-Yes, Henrichsen-Yes, Fredickson-Yes, Scofield-Yes, Shanahan-Yes, Wagner-Yes, Wehling-Yes, Beecham-Yes, Burling-Yes, Bornemeier-Yes, Decker-Yes, Sloup-Yes, Flanagan-Yes, Daws-Yes, Gittins-Yes, and Harvey-Yes. Results: Yes-18, No-0, Abstained-0. Motion carried.

OTHER BUSINESS

Ms. Decker informed the Council that Bob Beecham will be leaving state government to begin employment with the Omaha Bright Future's Organization.

AGENCY REPORTS

Nebraska Department of Education. The agency has completed MOU with higher education institutions for sharing student data for grades pre-K to 16.

ADJOURNMENT

Mr. Flanagan moved to adjourn. Mr. Beecham seconded. All were in favor. Motion carried by unanimous voice vote.

The meeting was adjourned at 2:40 p.m.

NITC 4-205 (DRAFT)

State of Nebraska Nebraska Information Technology Commission Standards and Guidelines

NITC 4-205 (Draft)

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.

The goal of the Nebraska Information Technology Commission (NITC) is not to say “No” to social media websites and block them, but to say “Yes”, and to continue to investigate innovative ways to bring government information to its citizens.

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 to have their Social Media pages initially linked or updated on the state website. Webmaster contact is located 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:
http://www.sos.ne.gov/records-management/retention_schedules.html)

2.6 It is the agencies responsibility to assure that more than one staff member can access the generic logon, and edit the website/social media. This is a backup in case of staff turnover. For example: An agency may set up one generic 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.

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 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 making 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 Records Retention Schedule 124 - State Agencies General Records (http://www.sos.ne.gov/records-management/retention_schedules.html)

VERSION DATE: Draft 8/5/2010
HISTORY:
PDF FORMAT: (to be added)
