This version includes comments to assist in completing the form.

State of Nebraska
Agency Comprehensive Information Technology Plan

2004

Due: August 16, 2004

Submit completed plan as an e-mail attachment to:
info@cio.state.ne.us

For an electronic version of this form; instructions; and
links to agency IT Plans from 2000 and 2002 go to:
http://www.nitc.state.ne.us/forms/

Agency	
Date	

1. Agency Contact Information

Person responsible for Information Technology in the agency:

Name	
Phone Number	
E-mail	

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.

> This is to be a brief section. It should demonstrate the connection of the IT area to the agency's overall purpose. A few paragraphs should be sufficient. You can link to more information, if desired.

3. Current Use of Information Technology

3.A. Existing IT Environment

3.A.1. Applications

Off-the-Shelf Applications

Provide the estimated number of licenses for each of the following applications:

Off-the-Shelf Applications		Number of Licenses (Best estimate, exact number not necessary)	Versions in Use (Optional)
Productivity Suites			
	Microsoft Office Suite		
	Corel WordPerfect Office		
	Other (Specify)		
Internet Browser			
	Microsoft Internet Explorer		
	Netscape / Mozilla		
	Other (Specify)		
Anti-Virus			
	Symantec/Norton		
	McAfee		
	Other (Specify)		
E-mail and Calendaring			
	Microsoft Exchange		
	Lotus Notes		
	Other (Specify)		
Database Management (DBMS)			
IBM DB2 or UDB			
	Client Licenses		
	Server Licenses		
	Mainframe Licenses		
Oracle			
	Client Licenses		
	Server Licenses		
	Mainframe Licenses		
Microsoft SQL Server			
	Client Licenses		
	Server Licenses		
AS/400			
	Licenses		
Other (Specify)			
	Client Licenses		
	Server Licenses		

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

Other Applications

List other significant applications, including custom applications developed for the agency. Include information pertaining to (a) the general purpose of the application; (b) the platform on which it is running; and (c) if a custom applications, development tools used:

> This is not intended to be a comprehensive list, as indicated by the use of the word "significant." Significant can mean large customer base and/or impact or importance to the agency's purpose.
>
> 1. Name of Other Application.
>   a. Purpose: 1 or 2 brief sentences.
>   b. Platform: less than 1 sentence
>   c. Development Tools: list of tool names, such as Java, COBOL, etc.

3.A.2. Data

Databases

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

> This is intended to highlight major collections of data and the reason the database exists. Simply list the name of important collections of data and, if not obvious by the collection name, include a brief 5 to 10 word description of the purpose for the database.

Data Exchange

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

> This is intended to highlight important "high-level" exchanges of data between your agency and others. This includes both transmissions and receipts of data. This should be high-level; it does not need to be a detailed interface list like one used in a system design. Should be a bulleted list; does not require additional description beyond a brief name of the data exchanged.
>
> 1.   Inter-agency within the State:
> 2.   With local government:
> 3.   With the Federal government:
> 4.   With others, like vendors:

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

Hardware

Provide a general description of the elements of the computing environment (mainframe, midrange, PC workstations, etc.).

> Brevity is preferred; as a general rule, the environment should be described in one or two paragraphs. You can refer to additional information on a website, if desired. Should describe the "lay of the land" – how the mainframe, network operating system and desktop hardware work to provide for the technology needs. Do not list names and counts of hardware – just generally speaking, what is the hardware topology like?

Desktop Operating System(s)

Operating System	Approximate number of users/licenses
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:

> Again, brevity is preferred; as a general rule, the environment should be described in one or two paragraphs. You can refer to additional information on a website, if desired. Should describe the basics for networking – hardware; protocols, etc.

Networks – Server Operating System

Indicate the network operating system(s) utilized:

Network Server Operating System	Number of server licenses
Novell Netware	
Windows NT	
Windows 2000	
Windows 2003	
Unix	
Linux	
AS/400	
OS/2 LAN Server	

| Other (Specify:) | |

3.A.4. Staffing

General Information
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. Please provide an organizational chart, if available, or describe the organizational structure for managing IT related staff.

> For larger organizations, an organizational chart of the IT area down to a team level is preferred. Listing individual staff member names is not necessary. It would be helpful to include FTE count on team "box", and a one-sentence mission for each team.

NIS Tracking
The Nebraska Information System (NIS) includes the capability of tracking personnel service expenditures for staff who are devoted to information technology activities. Have you designated any business units in NIS that are focused on providing information technology services by using Category Code 7 (UDC 00/07)? Or have you used the Time Card Category Code 4 (UDC 06/04) for employees who may need to have their time recorded as I/T related expense?

3.A.5. Other

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

> This is an optional section. Include any additional information you deem important but not covered above.

3.B. Value

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

> Brevity is preferred. Highlight important contributions to your agency's success provided by IT. Include tangible benefits (i.e. economic return on investment) and/or intangible benefits (e.g. additional services for customers). This section should include a description of how your agency evaluates the merits of an IT investment.

3.C. Security

Security Policies
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/]

	YES	NO	IN PROGRESS
Has your agency implemented the NITC's Security Policies?			
If your answers to the previous question is NO, has your agency implemented other security policies?			

Agency Contact Information
Please provide contact information for the person responsible for IT security:

Name	
Phone Number	
E-mail	

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

(NOTE: Agency IT Plans are posted on a state Web server, accessible only from computers on the state network. Agencies have the option of providing security information here, or in the alternative, can submit the information directly to the state CIO and it will not be posted. Contact Steve Schafer at slschafe@notes.state.ne.us or 402-471-4385 to submit your security information in an alternative format.)

> Brevity is preferred. Do not describe the security area to the point that you compromise the agency's protection. Looking for a few paragraphs that describe current and future efforts to improve security. Can point to additional information; can send accompanying information, if desired, to the State CIO for internal use only (in other words, will not become part of the overall plan.)

3.D. Disaster Recovery and Business Continuity Planning

Definitions. For purposes of this document the term, "Disaster Recovery Plan" refers to preparations for restoring information technology systems following a major disruption.   The term, "Business Continuity Plan" refers to preparations for restoring the operational functions of the agency. As used here, disaster recovery is a subset of business continuity, because information technology supports the business functions of the agency.

Questions

	YES	NO	IN PROGRESS
Does your agency have a disaster/emergency recovery plan?			
Does your agency perform regular back-ups of important agency data?			
Does your agency maintain off-site storage of back-up data?			

Narrative

Provide a general description of the agency's efforts regarding disaster recovery and business continuity planning:

> Brevity is preferred. Looking for one to two paragraphs that describe where the agency is at (maturity level) related to disaster recovery. Can reference additional information.

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

[For more information on accessibility, contact Christy Horn at chorn@nebraska.edu]

	YES	NO
Does your agency include the Nebraska Technology Access Clause in contracts for information technology purchases? [See Neb. Rev. Stat. § 73-205. The Technology Access Clause is available at http://www.nitc.state.ne.us/standards/]		
Does your agency have procedures in place to identify the information technology related requirements of users with disabilities?		
Does your agency provide training opportunities for management, procurement, and technical personnel on how to meet the accessibility needs of users with disabilities?		
Has your agency evaluated its website(s) to ensure accessibility to all persons with disabilities? If yes, what tools were used to evaluate accessibility? ___ http://www.w3.org/WAI/ER/existingtools.html ___ http://www.vischeck.com/ ___ http://www.henterjoyce.com/fs_downloads/jaws_form.asp ___ Other (please specify _____)		

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 within the agency. Topics should include:

- A summary of future changes in uses of technology, which the agency plans to implement.
- A description of the agency's hardware replacement program or strategy.
- 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.

Again, brevity is preferred but this is a very broad set of questions and can only be answered with prose. The "future" in this context is some time in the next three to five years. Can also reference other planning documents, if desired. It would be sufficient to answer each of these bulleted points with as little as two or three paragraphs or as much as a couple of pages. This depends on the question, its relevance to the agency and the agency size.

Summary of Anticipated Technology Changes

From two to three sentences to a couple of pages response.

Hardware Replacement Strategy

From two to three sentences to a couple of pages response.

Activities Promoting Collaboration

From two to three sentences to a couple of pages response. Highlight examples of IT resources shared across agency boundaries (for example, working together to build a commonly needed application shared by several agencies.)

Risk Assessment for IT Strategy

From two to three sentences to a couple of pages response. Discuss issues like security, aging software/hardware, limited budgets, legislation, changing population, etc.

Plans for e-Government

From two to three sentences to a couple of pages response. Discuss new initiatives and audiences and modifications to existing services.

Retaining IT Staff

From two to three sentences to a couple of pages response. What types of strategies does your agency use, if any, to retain your best IT staff? Can list retooling efforts – benchmarking – internal programs, etc.

4.B. 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
- List areas/topics for which a training need has been identified by the agency.

> Looking for high-level descriptions of this type of training rather than extensive lists of specific courses offered. Can reference external information, if desired. Provide answer for each bullet.

4.C. Future IT Projects

List significant information technology projects which are expected to be undertaken by the agency during the next two years.

PROJECT	STATUS (start date, etc.)

4.D. Projects Relating to the NITC's Strategic Initiatives

In creating the Nebraska Information Technology Commission (NITC), the Legislature recognized the need for "developing a statewide vision and strategic plan to guide investments in information technology". Each year, the NITC develops the Statewide Technology Plan that adopts goals and objectives to guide the work of the Commission. The NITC also reviews and prioritizes major information technology projects as part of the biennial budget process. This year, the NITC is proposing several changes to the planning process, in order to give policy makers more information about statewide technology goals. These changes include identifying a list of statewide strategic initiatives, giving agencies an opportunity to address those initiatives in their agency comprehensive information technology plans and biennial budget requests, organizing planning sessions to develop implementation strategies, and preparing a gap analysis for the Governor and Legislature in November.

On March 9, 2004, the NITC adopted a list of eight statewide strategic initiatives. These include (in no order of priority):
1. Statewide Telehealth Network
2. Community IT planning and technology-related economic development

3. Network Nebraska (statewide broadband communications and related services)
4. Statewide Synchronous Video Network
5. E-Learning
6. Enterprise Architecture (for state government agencies)
7. E-Government
8. Security and Business Resumption

A general description of each initiative is available at:
http://www.nitc.state.ne.us/forms/.

In this section of the Agency Comprehensive Information Technology Plan, agencies have the option to describe current or proposed activities that would promote one or more of these initiatives. Agencies should also notify Steve Schafer by May 1, 2004, of their interest in these initiatives, in order to be included in any planning sessions this summer.

Although each of these initiatives is important, the NITC does not assume that projects promoting these initiatives are a higher priority than activities supporting agency-specific missions and operations.