

MEETING AGENDA

Technical Panel of the Nebraska Information Technology Commission

Tuesday, November 4, 2008
9:00 a.m. - 10:30 a.m.
Varner Hall - Board Room
3835 Holdrege St., Lincoln, Nebraska

AGENDA

Meeting Documents: Click the links in the agenda
or [click here](#) for all documents. (xx pages)

1. Roll Call, Meeting Notice & Open Meetings Act Information
2. Public Comment
3. Approval of Minutes* - [October 14, 2008](#)
4. Project Reviews
 - Ongoing Reviews (as needed)
 - Retirement Systems - Jerry Brown and Robin Goracke
 - Health and Human Services - MMIS and LIMS - James Ohmberger
 - Nebraska State College System and University of Nebraska - Student Information System
 - Project Proposals - FY2009-2011 Biennial Budget - Recommendation to the NITC*
 - 25-01 - DHHS - Access Nebraska ([Summary Sheet](#) | [Full Text](#))
 - 27-03 - Department of Roads - Accident Records System Rewrite ([Summary Sheet](#) | [Full Text](#))
5. Standards and Guidelines
 - Set for 30-Day Comment Period*
 - [NITC 7-403](#): Scheduling Standard for Synchronous Distance Learning and Videoconferencing (Revised)
6. Regular Informational Items and Work Group Updates (as needed)
 - Accessibility of Information Technology Work Group - Horn
 - Learning Management System Standards Work Group - Langer
 - Security Architecture Work Group - Hartman
 - Statewide Synchronous Video Network Work Group - Winkle
7. Election - Technical Panel Chair for 2009*
8. Other Business
9. Next Meeting Date
10. Adjourn

* Denotes Action Item

(The Technical Panel 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 Technical Panel websites: <http://nitc.ne.gov/>

Meeting notice was posted to the NITC website and [Nebraska Public Meeting Calendar](#) on October 15, 2008. The agenda was posted to the NITC website on October 30, 2008.

**Technical Panel
of the
Nebraska Information Technology Commission**
Tuesday, October 14, 2008, 9:00-10:30 a.m.
Varner Hall - Board Room
3835 Holdrege St., Lincoln, Nebraska
PROPOSED MINUTES

MEMBERS PRESENT:

Walter Weir, CIO, University of Nebraska, Chair
Brenda Decker, CIO, State of Nebraska
Jeremy Sydik, alt. for Christy Horn
Kirk Langer, Lincoln Public Schools
Mike Winkle, Nebraska Educational Telecommunications

ROLL CALL, MEETING NOTICE & OPEN MEETINGS ACT INFORMATION

Mr. Weir called the meeting to order at 9:08 a.m. There were five members present at the time of roll call. A quorum was present. The meeting notice was posted to the NITC website and [Nebraska Public Meeting Calendar](#) on October 1, 2008. The agenda was posted to the NITC website on October 10, 2008. A copy of the Open Meetings Act was posted on the south wall of the meeting room.

PUBLIC COMMENT

There was no public comment.

APPROVAL OF MINUTES OF SEPTEMBER 9, 2008 MINUTES

Mr. Winkle moved to approve the [September 9, 2008](#) meeting minutes as presented. Ms. Decker seconded. Roll call vote: Decker-Yes, Sydik-Yes, Langer-Yes, Weir-Yes and Winkle-Yes. Motion carried.

STANDARDS AND GUIDELINES – RECOMMENDATIONS TO THE NITC

NITC 1-203: Project Status Reporting

One [comment](#) was received on this document. Members discussed the reporting form attachment and the alternative, shorter, format suggested by the comment. Members discussed balancing the need to have sufficient information to determine if a project is on track or not, and not burdening the agency. The panel is not managing the project, the issue is determining if the project is “healthy.” Mr. Becker noted that the policy provides that an alternative format could be approved by the Technical Panel for a project. For example, a large scale project may be using project management software that can automatically generate reports. The agency could ask the Technical Panel to approve the report format generated by the software. Members also noted that the Retirement system project is currently using the form, and the agency reports that form has been successfully used to keep multiple audiences informed on the status of the project.

Mr. Weir moved to recommend approval of [NITC 1-203: Project Status Reporting](#), and that the Technical Panel should review the form in six months. Ms. Decker seconded. Roll call vote: Decker-Yes, Sydik-Yes, Langer-Yes, Weir-Yes and Winkle-Yes. Motion carried.

NITC 1-205: Enterprise Projects

One [comment](#) was received on this document. Members discussed the document.

Mr. Winkle move to recommend approval of [NITC 1-205: Enterprise Projects](#). Mr. Langer seconded. Roll call vote: Decker-Yes, Sydik-Yes, Langer-Yes, Weir-Yes and Winkle-Yes. Motion carried.

NITC 5-202: Blocking Email Attachments (Revised)

No comments were received. Mr. Hartman noted that the purpose of the revision was to identify the email attachments which “would” be blocked by the email system, the prior version said they “may” be blocked. Also, the list was revised to reflect the current list of attachments being blocked by the system. Finally, the prior version allowed for the option of using ZIP files to circumvent the block, which is no longer true. Mr. Sydik noted that “bash shell scripts,” which may pose a threat, were not included on the list. Mr. Hartman indicated that they could be added to the list. Members asked if this would be a significant change. After discussion, members concluded that it would not. This addition would be consistent with the other file types already included in the list.

Mr. Weir move to recommend approval of [NITC 5-202: Blocking Email Attachments](#), with the change discussed. Mr. Winkle seconded. Roll call vote: Decker-Yes, Sydik-Yes, Langer-Yes, Weir-Yes and Winkle-Yes. Motion carried.

NITC 8-301: Password Standard (Revised)

No comments were received. Mr. Hartman indicated changes were made to this standard to allow for additional types of non-expiring passwords, which could be approved without requiring a waiver. Mr. Hartman also indicated that the Security Architecture Work Group is working on another standard for e-government passwords. Mr. Becker indicated that this standard would be revised to reflect the new format for NITC standards and guidelines documents. Some non-substantive changes would be made to the document, such as eliminating the old exemption language which is now covered by the waiver policy.

Ms. Decker move to recommend approval of [NITC 8-301: Password Standard](#). Mr. Winkle seconded. Roll call vote: Decker-Yes, Sydik-Yes, Langer-Yes, Weir-Yes and Winkle-Yes. Motion carried.

PROJECT REVIEWS - ONGOING REVIEWS (as needed)

Retirement Systems - Jerry Brown and Robin Goracke

[\(Handouts\)](#)

Mr. Brown and Mr. Goracke briefly reported on the status of the project. Details were included in the handouts.

Health and Human Services - MMIS and LIMS - James Ohmberger. No report.

Nebraska State College System and University of Nebraska - Student Information System, Walter Weir

The implementation consultant from CedarCrestone is meeting with the campuses as part of the implementation to:

- Kick off phase 1 of the Implementation - The purpose of Phase one is to review and confirm with all the parties the project Vision, Scope, Staffing, Priorities and Preliminary work plan. CedarCrestone account manager, Walter Kisner, met with and had very productive all day sessions with staffs at all seven campuses.
- We are also identifying the necessary training components of this project by outlining the types and content of upcoming training programs, discussing who should attend them and summarize the time lines that are associated with the training.

PROJECT REVIEWS - PROJECT PROPOSALS - FY2009-2011 BIENNIAL BUDGET - RECOMMENDATION TO THE NITC*

[Project summary sheets](#) [Note: Updated summary sheets for [27-01](#) and [65-01](#).]

[Full text of the projects](#)

The meeting documents included the summary sheets and full text of the IT project proposals for the FY2009-2011 biennial budget. Updated summary sheets, with additional reviewer scores and comments for projects 27-01 and 65-01 were distributed.

The panel reviewed each of the projects. The following individuals were available to discuss their agency's projects: Josh Daws, Secretary of State; Glen Morton, Workers' Compensation Court; and Michael Winkle, NET.

Through discussion and by consensus, the panel made the following comments on the projects:

Project	Q1	Q2	Q3	Comment
09-01	Yes	Unk	Unk	
09-02	Yes	Yes	Yes	Q2: This is a regular course of business hardware replacement.
09-03	Yes	Unk	Unk	Q2: Unknown until RFP or additional information is available.
19-01	Yes	Unk	Unk	
23-01	Yes	Unk	Unk	
27-01	Yes	Yes	Yes	
27-02	Yes	Yes	Yes	
27-03				Hold this project for review until the November meeting.
37-01	Yes	Yes	Yes	
47-01	Yes	Yes	Yes	
65-01	Yes	Unk	Unk	

Q1: Is the project technically feasible?

Q2: Is the proposed technology appropriate for the project?

Q3: Can the technical elements be accomplished within the proposed timeframe and budget?

Ms. Decker moved to forward the Technical Panel's review and comments on the project proposals to the NITC. Mr. Langer seconded. Roll call vote: Decker-Yes, Sydik-Yes, Langer-Yes, Weir-Yes and Winkle-Yes. Motion carried.

Mr. Becker informed the panel that an additional project from DHHS was received on Friday. Individual reviewers will be needed for the project and the panel will need to have this on the agenda for the November meeting. Mr. Weir, Mr. Winkle, and Mr. Langer agreed to review and score the project.

REGULAR INFORMATIONAL ITEMS AND WORK GROUP UPDATES (as needed)

No reports.

OTHER BUSINESS

There was no other business.

NEXT MEETING DATE AND ADJOURNMENT

Due to the need to complete additional project reviews prior to the November 12, 2008 NITC meeting, the Technical Panel will meet earlier than usual next month. The next meeting of the Technical Panel will be held at 9:00 a.m. on November 4, 2008.

Mr. Langer moved to adjourned. Ms. Decker seconded. All were in favor. Motion carried by unanimous voice vote.

The meeting was adjourned at 10:55 a.m.

Meeting minutes were taken by Rick Becker of the Office of the CIO.

Project #	Agency	Project Title
25-01	DHHS	Access Nebraska

SUMMARY OF REQUEST (Executive Summary from the Proposal)

[Full text of all proposals are posted here: <http://nitc.ne.gov/nitc/documents/fy2009-11/index.html>]

ACCESSNebraska reengineers Economic Assistance Service Delivery in Nebraska by increased technology utilization and program policy/work efficiencies to modernize service delivery. Economic Assistance can broadly be defined as a group of Federal and State funded programs that assist low income Nebraskan's with financial and medical assistance leading to a better quality of life.

Service Delivery Redesign

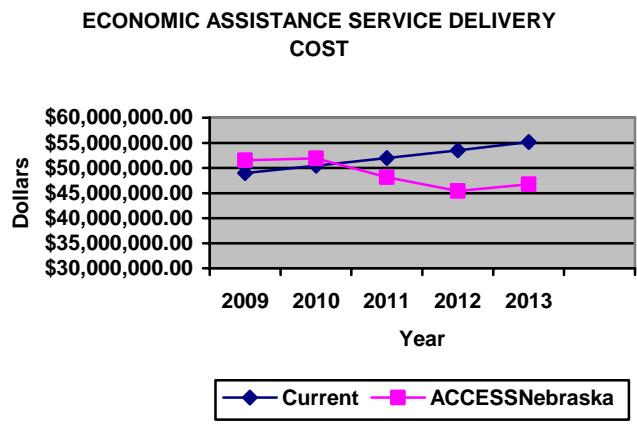
ACCESSNebraska Service Delivery is the consolidation and specialization of work tasks into primary functions (Interviewing, Processing, and Change Management). It utilizes a statewide universal caseload, allowing for the workload to be balanced over the entire system. The redesign is made possible by investing in the modernization of processes.

- Web Based Application – An online Application for Economic Assistance and Screening Tool available via any internet connection.
- Document Imaging System – An electronic file system. Provides for conversion from paper to electronic case files with timely and universal access to information.
- Call Centers – Centralized Economic Assistance telephone contact number for customer access and information.
- Functional Case Management – Case work conducted by completion of a primary work function (Interviewing, Processing, Change Management)
- Universal System – Case work prioritized by need and balanced out over entire system. The system is not dependent on face to face customer contact or staff location.

ACCESSNebraska Cost/Benefits

- ACCESSNebraska One Time Costs are estimated to be \$4,540,188
- One time Costs to be funded by \$4.56 million in Food Stamp Bonus money and Federal Matching money
- Annual Operating Costs estimated to be \$2,887,896 for this model (Call Centers, Document Imaging)
- Total Economic Assistance Operations starting in 2012 of approximately \$8.4 million less than the current Service Delivery per year.

The following chart shows Current Service Delivery Costs and ACCESSNebraska Service Delivery Cost.



FUNDING SUMMARY

ACCESS NEBRASKA - PROJECT PROPOSAL FORM - 09/10/2008

**** NOTE: Expenditures below represent only the IT-related expenditures of this project**

PROJECTED EXPENDITURES						
Contractual Services	Total	Prior Exp	FY09 Appr/Reappr	FY10 Request	FY11 Request	Future Add Request
Total	\$ 104,177	\$ -	\$ 102,677	\$ 1,500	\$ -	\$ -
Design	\$ -	\$ -	\$ -			
Programming	\$ -	\$ -	\$ -			
Project Management	\$ -	\$ -	\$ -			
Data Converter	\$ 74,177	\$ -	\$ 74,177			
Other	\$ 30,000	\$ -	\$ 28,500	\$ 1,500		
Telecommunications						
Total	\$ 3,337,252	\$ -	\$ 535,918	\$ 1,707,545	\$ 1,093,789	\$ -
Data	\$ -	\$ -				
Video	\$ -	\$ -				
Voice	\$ 3,337,252	\$ -	\$ 535,918	\$ 1,707,545	\$ 1,093,789	
Wireless	\$ -	\$ -				
Training						
Total	\$ 50,000	\$ -	\$ 50,000	\$ -	\$ -	\$ -
Technical Staff	\$ -	\$ -				
End-user Staff	\$ 50,000	\$ -	\$ 50,000			
Other Operating Costs						
Total	\$ 2,228,623	\$ -	\$ 609,778	\$ 799,234	\$ 819,611	\$ -
Personnel Cost	\$ -	\$ -				
Supplies & Materials	\$ -	\$ -				
Travel	\$ -	\$ -				
Other (Facilities, Maintenance)	\$ 2,228,623	\$ -	\$ 609,778	\$ 799,234	\$ 819,611	
Capital Expenditures						
Total	\$ 1,495,139	\$ -	\$ 1,208,443	\$ 224,200	\$ 62,496	\$ -
Hardware	\$ 557,104	\$ -	\$ 437,104	\$ 120,000		
Software	\$ 364,343	\$ -	\$ 364,343			
Network	\$ 573,692	\$ -	\$ 406,996	\$ 104,200	\$ 62,496	
Other	\$ -	\$ -	\$ -			
FUNDING						
	Total	Prior Exp	FY09 Appr/Reappr	FY10 Request	FY11 Request	Future Add Request
Total Funding	\$ 7,215,191	\$ -	\$ 2,506,816	\$ 2,732,479	\$ 1,975,896	\$ -
General Fund	\$ -	\$ -				
Cash Fund	\$ -	\$ -				
Federal Fund	\$ 7,215,191	\$ -	\$ 2,506,816	\$ 2,732,479	\$ 1,975,896	
Revolving Fund	\$ -	\$ -				
Other Fund	\$ -	\$ -				

PROJECT SCORE

Section	Reviewer 1	Reviewer 2	Reviewer 3	Mean	Maximum Possible
Goals, Objectives, and Projected Outcomes	10	15	10	11.7	15
Project Justification / Business Case	16	24	18	19.3	25
Technical Impact	12	16	12	13.3	20
Preliminary Plan for Implementation	6	7	5	6.0	10
Risk Assessment	8	10	6	8.0	10
Financial Analysis and Budget	10	10	15	11.7	20
TOTAL				70	100

REVIEWER COMMENTS

Section	Strengths	Weaknesses
Goals, Objectives, and Projected Outcomes	- Clear desire and intent to utilize modern technology to streamline application and casework processes. Clear desire and intent to use appropriate technology (document imaging, web application) to address service delivery	- This is a very large project utilizing a variety of technology approaches each of which brings significant technical, training and user challenges. The proposal focuses on approach rather than providing any detail as to the specific technology

NEBRASKA INFORMATION TECHNOLOGY COMMISSION

Section	Strengths	Weaknesses
	<p>challenges.</p> <ul style="list-style-type: none"> - The goals and objectives of this particular project are quite outstanding and make wonderful sense. - Goals, beneficiaries and expected outcomes are adequately expressed. Assessment and verification is more broadly expressed. 	<p>that will be used and how it will be implemented. Further, the evaluation is very rudimentary suggesting that limited thought has gone into evaluating the project.</p> <ul style="list-style-type: none"> - Relationship to agency technology plan is not clear.
<p>Project Justification / Business Case</p>	<ul style="list-style-type: none"> - The benefits of modernizing a 30+ year old system are clear. Other systems have been reviewed and the proposed environment reflects observed best practice and program success. The ROI is clearly evident in cost savings/avoidance. - The project justification and business case clearly show the value of undertaking a project such as this. The benefits of the potential cost savings are also quite significant. - Return on investment is tangibly expressed. Research was provided on potential intangible benefits, but more details and experience from other states using these systems and the effect on their customers would have been useful in evaluating the project. 	<ul style="list-style-type: none"> - The specifics of the technology are not in evidence. Centralizing information and distributing workload is a proven methodology, however, there is little in the proposal that provides enough specific information to know whether the desired outcomes can be achieved based upon the technology to be implemented.
<p>Technical Impact</p>	<ul style="list-style-type: none"> - It is clear that the project is underway and progress is being made toward specific objectives. The chosen technology provides greater access to customers and streamlines business processes. 	<ul style="list-style-type: none"> - Moving to a greater self-service delivery model that utilizes multiple technology delivery methods is significant both in scope and risk. There is not sufficient information to assess that risk especially in the area of system integration. - I find this part of the evaluation to be quite confusing as dates provided indicate that work has apparently already begun on this project. What is not clear is who is going to be doing the work. Will it be done internally at HHS or will they contract out for this Web development and other components. I find it very hard to follow the approach that HHS is taking from a technical perspective. - Although call center and imaging components are proven technologies, the proposed solutions are not developed in the proposal as thoroughly as would be available in the development of specific RFPs and vendors' responses.
<p>Preliminary Plan for Implementation</p>	<ul style="list-style-type: none"> - The existing plan provides clear direction and achievable outcomes. - Again I find this a very compelling project and one that makes tremendous amount of sense question is can it be done quicker than the implementation plan implies. 	<ul style="list-style-type: none"> - The existing plan provides little in the way of technical detail. This is especially troublesome in the customer facing areas where existing staff will be re-purposed. It is not clear what training existing staff will receive, the nature of QA as new methods are adopted, and how adoption outside the agency will progress. - The first reaction is, why will the implementation take up to five years to complete? Seems like an awful long period of time for a project such as this. I'm also not sure if the intention is to buy a package that already provides this needed functionality or is this something that's going to be built from scratch internally. As someone who is outside the HHS environment, I find it difficult to understand all the nuances associated with this project. - Some critical elements that cannot be evaluated include, software customization, workflow transition from old systems to replacement and impact on continuing service, training and change management resources required, and scope and costs of project management.
<p>Risk Assessment</p>	<ul style="list-style-type: none"> - Many of the risks have been recognized and addressed. - Critical or risky factors have been identified and 	<ul style="list-style-type: none"> - Change management is a major element of an implementation that is this diverse and encompasses so many existing processes. It is

Section	Strengths	Weaknesses
	<p>seem to be quite realistic. HHS has done a good job of identifying strategies to overcome their risk as well.</p>	<p>not clear that sufficient consideration has been given to addressing the very real system integration issues that are likely to arise. The most likely outcome is a lack of usability associated with some particular process or processes that could stifle adoption or greatly impact a time line where cost savings need to be realized.</p> <ul style="list-style-type: none"> - Risks are significant - and although well described - are heightened by ambitious design, change management (involving management, employees and customers), and implementation assumptions.
Financial Analysis and Budget	<ul style="list-style-type: none"> - Budget based on case studies and research. 	<ul style="list-style-type: none"> - The proposal does not adequately outline the expenditures such that it is clear what each category of expense is related to. This might be a limitation of the reporting structure; however, it is impossible to understand expenditures placed in an "other" category when they are not identified in the proposal. That item alone is over 2 million dollars. - The logic in determining how these cost figures were derived is hard to follow. Not having the knowledge of how this system is actually going to be developed it's quite hard to determine out how much money would be required for all the various components necessary to operate it, once it is developed. I also don't see any money for backfill and I think that's important since one of the identified risks is limited staff and the ability staff to do their current job as well as spend time developing the new system. I would need somebody to sit down with me and go through these numbers before I could make any judgment as to whether or not there appropriate. - Significant implementation risks carry additional, unquantified budget impact.

TECHNICAL PANEL COMMENTS

Technical Panel Checklist	Project meets?			Technical Panel Comment
	Yes	No	Unknown	
1. The project is technically feasible?				
2. The proposed technology is appropriate for the project?				
3. The technical elements can be accomplished within the proposed timeframe and budget?				

Nebraska Information Technology Commission

Project Proposal Form

Funding Requests for Information Technology Projects

FY2009-2011 Biennial Budget

IMPORTANT NOTE: Starting with FY2009-2011 Biennial Budget requests, project proposals should only be submitted by entering the information into the Nebraska Budget Request and Reporting System (NBRRS). The information requested in this Microsoft Word version of the form should be entered in the NBRRS in the "IT Project Proposal" section. The tabs in the "IT Project Proposal" section coincide with sections contained in this Microsoft Word version of the form. Information may be cut-and-pasted from this form or directly entered into the NBRRS.

ALSO NOTE that for each IT Project Proposal created in the NBRRS, the submitting agency must prepare an "IT Issue" in the NBRRS to request funding for the project.

Project Title	Access Nebraska
Agency/Entity	DHHS – IS&T

Project Proposal Form
FY2009-2011 Biennial Budget Requests

Notes about this form:

1. **USE.** The Nebraska Information Technology Commission (“NITC”) is required by statute to “make recommendations on technology investments to the Governor and the Legislature, including a prioritized list of projects, reviewed by the technical panel...” Neb. Rev. Stat. §86-516(8) (as amended by Laws 2008, LB 823). “Governmental entities, state agencies, and political subdivisions shall submit all projects which use any combination of general funds, federal funds, or cash funds for information technology purposes to the process established by sections 86-512 to 86-524. The commission may adopt policies that establish the format and minimum requirements for project submissions.” Neb. Rev. Stat. §86-516(5) (as amended by Laws 2008, LB 823). In order to perform this review, the NITC and DAS Budget Division require agencies/entities to complete this form when requesting funding for technology projects.
2. **WHICH TECHNOLOGY BUDGET REQUESTS REQUIRE A PROJECT PROPOSAL FORM?** See the document entitled NITC 1-202 “Project Review Process for Information Technology Budget Requests and Grant Applications” available at <http://nitc.ne.gov/standards/>. Attachment A to that document establishes the minimum requirements for project submission.
3. **COMPLETING THE FORM IN THE NEBRASKA BUDGET REQUEST AND REPORTING SYSTEM (NBRRS).** Starting with FY2009-2011 Biennial Budget requests, project proposals should only be submitted by entering the information into the NBRRS. The information requested in this Microsoft Word version of the form should be entered in the NBRRS in the “IT Project Proposal” section. The tabs in the “IT Project Proposal” section coincide with sections contained in this Microsoft Word version of the form. Information may be cut-and-pasted from this form or directly entered into the NBRRS. **ALSO NOTE** that for each “IT Project Proposal” created in the NBRRS, the submitting agency must prepare an “IT Issue” in the NBRRS to request funding for the project.
4. **QUESTIONS.** Contact the Office of the CIO/NITC at (402) 471-7984 or rick.becker@nitc.ne.gov

Project Proposal Form
FY2009-2011 Biennial Budget Requests

Section 1: General Information

Project Title	Access Nebraska
Agency (or entity)	DHHS – Children and Family Services

Contact Information for this Project:

Name	Todd Landry
Address	301 Centennial Mall South – 3 rd Floor
City, State, Zip	Lincoln, NE 68509
Telephone	(402) 471-1878
E-mail Address	todd.landry@dhhs.ne.gov

Section 2: Executive Summary

Provide a one or two paragraph summary of the proposed project. This summary will be used in other externally distributed documents and should therefore clearly and succinctly describe the project and the information technology required.

ACCESSNebraska reengineers Economic Assistance Service Delivery in Nebraska by increased technology utilization and program policy/work efficiencies to modernize service delivery.

Economic Assistance can broadly be defined as a group of Federal and State funded programs that assist low income Nebraskan's with financial and medical assistance leading to a better quality of life.

Service Delivery Redesign

ACCESSNebraska Service Delivery is the consolidation and specialization of work tasks into primary functions (Interviewing, Processing, and Change Management). It utilizes a statewide universal caseload, allowing for the workload to be balanced over the entire system. The redesign is made possible by investing in the modernization of processes.

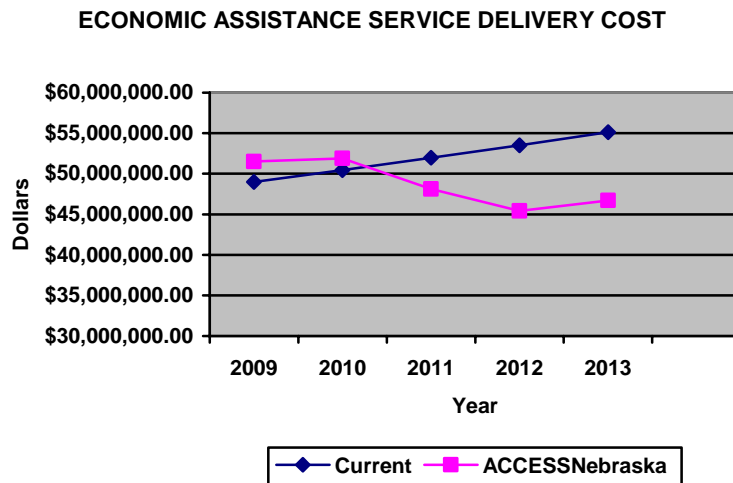
- Web Based Application – An online Application for Economic Assistance and Screening Tool available via any internet connection.
- Document Imaging System – An electronic file system. Provides for conversion from paper to electronic case files with timely and universal access to information.
- Call Centers – Centralized Economic Assistance telephone contact number for customer access and information.
- Functional Case Management – Case work conducted by completion of a primary work function (Interviewing, Processing, Change Management)
- Universal System – Case work prioritized by need and balanced out over entire system. The system is not dependent on face to face customer contact or staff location.

Project Proposal Form
FY2009-2011 Biennial Budget Requests

ACCESSNebraska Cost/Benefits

- ACCESSNebraska One Time Costs are estimated to be \$4,540,188
- One time Costs to be funded by \$4.56 million in Food Stamp Bonus money and Federal Matching money
- Annual Operating Costs estimated to be \$2,887,896 for this model (Call Centers, Document Imaging)
- Total Economic Assistance Operations starting in 2012 of approximately \$8.4 million less than the current Service Delivery per year.

The following chart shows Current Service Delivery Costs and ACCESSNebraska Service Delivery Cost.



Section 3: Goals, Objectives, and Projected Outcomes (15 Points)

1. Describe the project, including:
 - Specific goals and objectives;
 - Expected beneficiaries of the project; and
 - Expected outcomes.

Goal

The Department of Health and Human Services will improve client services by using current technology and policy efficiencies to modernize the Economic Assistance Service Delivery system.

Project Proposal Form
FY2009-2011 Biennial Budget Requests

Objectives

1. Modernize application process increasing public access to Economic Assistance Programs by allowing submission of an electronic application via the Internet.
2. Streamline Economic Assistance Program policies, as allowed by state and federal law. These changes will include standardizing policies between economic assistance programs where possible, reducing the number of required face-to-face interviews, targeted interviews on error-prone cases, and less stringent eligibility verification requirements.
3. Modernize the case file system creating electronic case files with document imaging. The electronic case file will be available to any authorized DHHS staff regardless of work location.
4. Divide the Service Delivery Process by work functions creating efficiencies in those processes.
5. Improve the timeliness of benefits delivery.

Current Service Delivery

The Current Service Delivery system is based on a social work model. In this model each customer generally has one case manager assigned to address needs and determine eligibility. Each customer completes a paper application and participates in a face to face interview. Eligibility workers apply knowledge of complex program regulations to determine eligibility. The current work is documented in a paper file.

ACCESSNebraska Service Delivery

The proposed model uses an approach where casework functions are divided and provided via staff specialization and are maximized by increased utilization of technology. In the proposed model customers gain increased access and have self directed choices that are managed by an automated system with distinct functional responsibilities. Customer needs are still addressed by the staff. Customers can do business electronically and via telephone using modern technology. In the proposed model work is documented in electronic files. Customer Call Centers will be utilized to handle customer contacts and interactions and to streamline processes. Established functions in Economic Assistance Service Delivery are: Interviewing, Processing, and Change Management. Shifting casework into functions allows for many efficiencies using technology and simplified work processes. Key elements of Service Delivery redesign are:

1. Consolidation and specialization of work tasks into functions.
2. Establish a statewide universal caseload.
3. Implementation of Web Application and Screening tool.
4. Establish and Implement a Document Imaging System.
5. Establishment and Implementation of Customer Call Centers for customer service.
6. Utilize Customer Call Centers to handle customer interviews, contacts and interactions.
7. Allow most customers to complete an eligibility interview via telephone at their convenience.
8. Balance work task completion in Economic Assistance Service Delivery statewide.

The ACCESSNebraska Web Application will be available on any computer that has access to the internet. Customers will be able to come into DHHS office locations and apply at computer kiosks, apply from home, community agencies, public libraries, and many other local locations.

Project Proposal Form
FY2009-2011 Biennial Budget Requests

Modernization and implementation of a document imaging system will allow for universal casework which creates the establishment of workload equity. It also allows resources to be shifted between functions to meet peak demand times or to handle natural disasters. It creates a total electronic environment and moves away from paper documents.

Call Centers will allow customers to contact Economic Assistance using a single contact telephone number. This allows for more timely response to customer needs. Call Centers allow for efficiency and consistency in processes.

2. Describe the measurement and assessment methods that will verify that the project outcomes have been achieved.

The core goals of AccessNebraska are efficiency and cost reduction. Measurements and assessments that will be used for this project include:

- Overall annual service delivery costs
- Staff hours saved
 - The Number of phone interviews conducted instead of face-to-face (saved cost * number of calls)
 - The total number of applications received and processed on-line
 - Postage and paper savings (cost * electronic cases)
 - Staff hours saved by automating expense verifications (time * electronic cases)
 - Automated applicant screening (time * electronic cases)
 - The number of calls diverted to the call center (multiplied by average call length)
 - Efficient and equitable assignment of caseloads

3. Describe the project's relationship to your agency comprehensive information technology plan.

ACCESSNebraska project support and assistance is needed from the Operations Unit within the Department. Some of the assistance needed from Operations: Information System and Technology for implementation of Document Imaging, Call Center and changes to NFOCUS. Human Resources and Training for assistance with staffing and program training. Finance for budget assistance. Public Information Office for assistance in implementing a public awareness campaign.

Section 4: Project Justification / Business Case (25 Points)

4. Provide the project justification in terms of tangible benefits (i.e. economic return on investment) and/or intangible benefits (e.g. additional services for customers).

With ACCESSNebraska, Economic Assistance Service Delivery is reengineered during the next 4 years using \$4,540,188 in One Time Costs and \$2,887,896 in increased Annual Costs. At full

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implementation in 2012, ACCESSNebraska will operate annually at \$8.4 million less than if we continue with the current service delivery model.

Customers will also see increased accessibility and responsiveness as well as improved timeliness in receiving economic assistance eligibility determination and benefits.

ACCESSNebraska offers the following benefits:

1. Increased customer access to the system by adding web availability
 2. Improved customer service by using a statewide timely response to customer needs.
 3. Increased customer satisfaction as demonstrated in other states.
 4. Creates new efficiencies in technology.
 5. Creates new efficiencies in administration.
 6. Creates new efficiencies in policy.
 7. Enhances our relationship with community partners.
 8. Continues to operate at a high degree of program accuracy and program integrity.
 9. Saves money over time.
 10. Enhances statewide equity in Eligibility Staff's workload
 11. Enhances program communication and consistency by Eligibility Staff focusing on specific work functions
 12. Allows for resources to be shifted quickly by automation to cover peak demands or natural disasters
 13. Ability to serve more customers with less staff.
5. Describe other solutions that were evaluated, including their strengths and weaknesses, and why they were rejected. Explain the implications of doing nothing and why this option is not acceptable.

In early 2007 the U. S. Food and Nutrition Service encouraged states to modernize operations. Food and Nutrition Services offered financial incentives for states to look at other state's modernized operations. In May 2007, a Department of Health and Human Services team went to Tampa, Florida to look at the Access Florida model which includes call center operations. A management decision followed, that Nebraska could benefit by maximizing technology to create efficiencies.

The Leveraging Technology Team was formed in September 2007 and began to research the proposed concepts of modernization. The team has made visits to Florida, Utah, the Department of Labor Unemployment Insurance Call Center in Lincoln, DHHS offices in Norfolk and Omaha and the Child Support Enforcement Call Center in Wausa, Nebraska.

The current Service Delivery system is based on a social work model. In this model, each customer generally has one case manager assigned to address needs and determine eligibility. Each customer completes a paper application and participates in a face to face interview. The current Service Delivery model has been in place since the 1970's. Economic Assistance programs changed from being County Administered to State administered in 1984, creating statewide program consistency of service delivery. Economic Assistance Eligibility staff use knowledge of complex program regulations to determine eligibility. The current work is determined using a paper file.

The proposed model uses an approach where casework functions are divided and provided via staff specialization and are maximized by increased utilization of technology. In the proposed model customer's gain increased access and have self directed choices that are managed by an automated system with distinct functional responsibilities. Customer needs are still addressed by the staff. Customers can do business electronically and via telephone using modern technology. In essence,

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we are proposing a new way to do business to more efficiently address the needs of Nebraska citizens today and in the future.

If we proceed using the current model of service delivery, by 2012 we will be paying \$8.4 million per year more for Economic Assistance Service Delivery than we would with this program.

6. If the project is the result of a state or federal mandate, please specify the mandate being addressed.

Not applicable.

Section 5: Technical Impact (20 Points)

7. Describe how the project enhances, changes or replaces present technology systems, or implements a new technology system. Describe the technical elements of the project, including hardware, software, and communications requirements. Describe the strengths and weaknesses of the proposed solution.

PHASE I – Service Delivery

ACCESSNebraska is Nebraska's online application. The system contains two elements of a self screening tool and an online application for benefits. A customer can use the self screening tool to determine the programs for which they may want to apply. Programs available for online application include: Aid to the Aged, Blind and Disabled (AABD), Temporary Assistance for Needy Families (TANF), Food Stamps, Child Care, Nebraska Medicaid and Low Income Home Energy Assistance (LIHEAP), Social Services Block Grant Eligibility, and Emergency Assistance.

ACCESSNebraska will be available for customer use September 2008. It will be available in English initially but a Spanish version is soon to follow. An Application Management tool will connect the electronic application to the NFOCUS eligibility system and direct the application information to the local office.

Future system technical enhancements proposed: Automated Screening for Food Stamp Expedited Benefits, a My Account system, Streaming of application data so it will automatically convert data to NFOCUS, including some data on the review/recertification applications so customers will not need to re-enter the information, adding Child Support Application, Nebraska Voter's Registration, and Customer Change Reporting to the ACCESSNebraska website.

The My Account system will allow a customer to use the web to look up status of their application and eligibility for programs as well as benefit amounts. It will also show what information is needed for the application to move forward in processing.

Customer Change Reporting will allow a customer to use electronic communications to report a change in situations such as: location change, employment change, household member change, and child care provider change.

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Web Application Implementation Plan

The ACCESSNebraska Web Screening and Application as well as the N-FOCUS Application Management System were released September 8, 2008.

Many economic assistance customers are assisted in making applications to the Department of Health and Human Services for Economic Assistance Programs by Community agencies, hospitals, schools, Food Banks, Homeless Shelters and other State agencies. The creation of the Web Application will allow Community Partners to assist customers without having to come to the local office. It is hoped that many Community Partners will provide a Computer with Internet Access for mutual customers. Additional information will be shared with community partners that have internet and computers available for public use. Most communities have a public library with a computer and internet access available. Community Partner presentations started in May 2008 and are continuing to encourage partner relationships.

Eligibility Staff are receiving Dual Monitors starting July 2008. The Dual Monitor will allow staff to view the application on one screen and the NFOCUS processing system on the other screen at the same time.

Local Offices are making provisions for client access to the Web Based Application by establishing computers in interview rooms and/or lobbies. Local Offices will continue to provide paper applications to customers. Service Area staff developed Service Area Implementation plans to increase and encourage the use of the Web Based Application tool beginning in July 2008.

A Promotional Campaign including radio and television Public Service Announcements will be used starting in October 2008 to enhance the public awareness of ACCESSNebraska.

Implementation Rate:

It is predicted that Nebraska's implementation rate for utilization of the Web Based Application will be at approximately 10% during the first 6 months moving to 20% at one year. In order to efficiently and effectively use technology it will be important that Nebraska obtain the highest percentage possible as quickly as possible on the electronic application. We are planning to utilize a conversion plan to accelerate the usage. Our goal is to have 75% of customers using the Web Application after 3 years, increasing to as close to 100% as possible.

PHASE 2 – Document Imaging

Software Requirements

Ability to:

- Search
- View
- Audit
- Zero Footprint
- Scan
- Index
- Generate Barcodes
- Read Barcodes
- Virtual Rescan Records Retention/Management
- Full Text Search Capabilities

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“Save As” feature
 Access Logging
 Annotations
 Integration Services (API’s, Web Services, Net)

Hardware Requirements

Scanners
 Mail Openers
 Servers
 Workstations
 Virtual Rescan Cards
 Storage Area Network
 Network Infrastructure
 Dual Monitors
 Server Hardware Infrastructure
 Server Racks
 SAN Storage

Document Imaging Options for ACCESSNebraska

There are several types of Document Imaging Solutions available today. In researching what is the most efficient use of current state resources using software or hardware currently owned by the State of Nebraska, we found 3 options to be considered.

Option 1 is using the State Disbursement Center’s Scanner with the State Treasurer’s Office.
 Option 2 is utilizing software purchased as part of the MMIS project.
 Option 3 is Economic Assistance purchase their own Document Imaging System solution via the Request for Proposal process.

	OPTION 1	OPTION 2	OPTION 3
Hardware	1-IBML Scanner 1-AS3690i scanner 2- Mail Opener 50 Scanners	2-AS3690i Scanner 2-Mail Opener 50 Scanners	2-AS3690i Scanner 2-Mail Opener 50 Scanners
Software	Wausau	File Director	RFP
Advantages	<ul style="list-style-type: none"> Secure Environment established IS&T would not need to purchase IBML Scanner and Opener 	<ul style="list-style-type: none"> IS&T would only need to support 1 Software package Available to employees outside of Economic Assistance for viewing Use same server core software as MMIS Allows for coordination of testing and changes 	<ul style="list-style-type: none"> Allow for competition to get best price Another product may better meet Economic Assistance requirements reducing the number of work hours and faster time to market. Scanning can be done in regular business hours

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		<ul style="list-style-type: none"> • Software package would be licensed for 2440 users. • Upgrades would be coordinated and delivered for one system only • Scanning can be done in regular business hours • Development hours will be for one software • Cost savings with a shared resource for both hardware and software of approximately \$230,000 - \$280,000 	
<p>Disadvantages</p>	<ul style="list-style-type: none"> • IS&T would have to support 2 Software packages / environments • Each Software package would need to be licensed for 2440 users causing the purchase of additional and duplication of licenses • Each Software package would need to run on its servers causing the purchase of additional / duplication of servers. • Upgrades would have to be coordinated and delivered separately with additional / duplication of work • Limited hours available for scanning (4 PM-4 AM) • Each Software package would have to be customized / programmed separately causing additional duplication of development and maintenance hours. 	<ul style="list-style-type: none"> • Separate technical resources would be required to support different hardware 	<ul style="list-style-type: none"> • Time intensive process which may affect 6/2009 implementation date • IS&T would have to support 2 Software packages / environments • Each Software package would need to be licensed for 2440 users causing the purchase of additional and duplications of licenses • Each Software package would need to run on its servers causing the purchase of additional and duplication of servers. • Upgrades would have to be coordinated and delivered separately causing additional / duplication of work • Each Software package would have to customized / programmed separately causing additional duplication of development and maintenance hours.

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			<ul style="list-style-type: none"> • Would need to involve DAS Materiel in RFP decisions/process • May have to write an Advanced Planning Document (APD) for approval to expend federal funding
COST	\$1,818,702	\$1,656,911	\$1,906,911*

- In Option 3, costs are estimated; a bidding process could result in a higher or lower estimate.

PHASE 3 – Call Center

There are two Call Center options available being considered for ACCESSNebraska.

Option 1 is working with the State Communications Department
 Option 2 is seeking bids from a Telephone Company through a Request for Proposal Process

	OPTION 1	OPTION 2
Phone System	ACD/ PBX In monthly Phone Charge	ACD/PBX \$292,490
Phone System Maintenance	In monthly Phone Charge	\$42,700
Development Costs	\$300,000	\$300,000
Phone Connectivity	Headquartered in Lincoln	
Monthly Phone System Charge	\$110/ per phone unit*	\$130/per phone unit*
Monthly Phone Service	\$16.80/per phone unit	\$16.80
Voicemail	\$4.00/per phone unit	\$4.00
Long Distance Charge	.08 a minute	.02 a minute
800 Telephone #	Included in monthly charge	
T-1 lines	\$47,640	\$53,112 (4 voice lines)
Licenses	\$25,000	\$25,000
Total One Time Costs	\$300,000	\$532,490
Annual Costs	\$628,576	

*Costs on OPTION 2 are taken from a Missouri Call Center Established in 2008.

** Monthly phone charges and annual costs are estimated.

- Address the following issues with respect to the proposed technology:
 - Describe the reliability, security and scalability (future needs for growth or adaptation) of the technology.
 - Address conformity with applicable NITC technical standards and guidelines (available at <http://nitc.ne.gov/standards/>) and generally accepted industry standards.

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- Address the compatibility with existing institutional and/or statewide infrastructure.

AccessNebraska was based around existing State systems wherever possible to ensure compatibility and ease of use. The document imaging phase of the project will use the same technologies and systems as the New MMIS project. The call center portion of the project will be implemented through the Department of Communications.

Section 6: Preliminary Plan for Implementation (10 Points)

9. Describe the preliminary plans for implementing the project. Identify project sponsor(s) and examine stakeholder acceptance. Describe the project team, including their roles, responsibilities, and experience.

Phase 1 – Service Delivery

Implementation of the proposed Service Delivery model is a critical factor. This proposal is a major reengineering of the work. As stated earlier, Economic Assistance staff acceptance is a major factor in the success of the Service Delivery implementation. A detailed implementation plan is needed allowing for staff involvement throughout the process. Economic Assistance staff will be a part of the change. The change will occur in incremental steps. The entire implementation will take up to 5 years to complete. Communication, Reinforcement, Feedback and Recognition will be used to implement the Service Delivery Model.

Implementation of the proposed Service Delivery Model is divided into 4 phases by function. The phases are: Introduction, Functional Case Management, Universal Case Management and Full Implementation. Each Phase includes the following:

1. Introduction: Service Areas will accept and adopt the new model. Service Areas will develop a plan to assign staff work according to the 3 functions (Interviewing, Processing, and Change Management). The timeframe for this phase is August 2008 to January 2009.
2. Functional Case Management: In this phase, we will totally implement the work structure according to the 3 functional divisions throughout the state. Steps will be taken to move towards Universal Case Management by the Service Areas. Document Imaging will start implementation at the end of this phase. The timeframe for this phase is January 2009 to September 2009.
3. Universal Case Management: In this phase, the work will move to universal case management made possible by the implementation of document imaging with electronic case files. The move to universal case management will allow electronic round robin systems to allocate case assignment and assist with the functions. The Call Centers will be implemented. Staff and work will be transferred from local offices to Call Center. This phase will start September 2009 and continue through July 2011.
4. Full Implementation: This phase, the work will be fully integrated into the initial Service Delivery System. Service Delivery Model will be reviewed for greater efficiencies. This phase will start July 2011.

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Web Based Application Implementation

The ACCESSNebraska Web Screening and Application as well as the N-FOCUS Application Management System are currently being tested by Central Office staff.

Many economic assistance customers are assisted in making applications to the Department of Health and Human Services for Economic Assistance Programs by Community agencies, hospitals, schools, Food Banks, Homeless Shelters and other State agencies. The creation of the Web Application will allow Community Partners to assist customers without having to come to the local office. It is hoped that many Community Partners will provide a Computer with Internet Access for mutual customers. Additional information will be shared with community partners that have internet and computers available for public use. Most communities have a public library with a computer and internet access available. Community Partner presentations started in May 2008 and are continuing to encourage partner relationships.

Eligibility Staff are receiving Dual Monitors starting July 2008. The Dual Monitor will allow staff to view the application on one screen and the NFOCUS processing system on the other screen at the same time.

Local Offices are making provisions for client access to the Web Based Application by establishing computers in interview rooms and/or lobbies. Local Offices will continue to provide paper applications to customers. Service Area staff will develop Service Area Implementation plans to increase and encourage the use of the Web Based Application tool in July 2008.

A Promotional Campaign including radio and television Public Service Announcements will be used starting in October 2008 to enhance the public awareness of ACCESSNebraska.

Phase 2 – Document Imaging

Local Offices will be instructed to immediately begin to purge obsolete items in the case files. Local Offices will prepare case files to be scanned; this will include removing the material needing to be scanned, categorizing and coding it for scanning. Only current eligibility information will be scanned. The files ready to be scanned will be sent to the Regional Scanning Center, with additional scanning at the Local Office scanners.

Document Imaging training and instruction will be delivered to all staff involved in scanning and viewing documents.

We plan a pilot site in Lincoln for the first conversion to work out all the processing issues. The pilot will last 2 months at most. We will then proceed to the rest of the state. It is anticipated that within 4-5 months all the case files will be converted.

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10. List the major milestones and/or deliverables and provide a timeline for completing each.

Implementation Plan

Date	Development Area	Change
September 2008	Technology	Web Application Implementation
November 2008		Spanish Version
January 2009	Policy	Telephone Interviews
January 2009	Policy	Less Stringent Verification Requirements
January 2009	Service Delivery	Case Management Functions
March 2009	Technology	Expedited Screening Web App. Receipt Interview Tracking
July 2009	Technology	Document Imaging
July 2009	Technology	Document Tracking
November 2009	Technology/Service Delivery	Universal Caseload Standardize Narrative
June 2010	Service Delivery Telephone Network	Interviewing Customer Call in
June 2010	Service Delivery	Call Center Change Management
March 2010	Technology	My Account
November 2010	Technology	Provider Access to Claims
July/November 2011	Technology/Policy	Customer Change Reporting
June 2010	Technology	Mass Service Authorizations
July 2012	Technology	Web Application Enhancement for Reviews/Recerts
18 months Development	Technology	Energy Assistance

11. Describe the training and staff development requirements.

This model is a totally new approach to the way business is currently conducted. It utilizes and emphasizes Economic Assistance Eligibility Workers knowledge of complex program regulations and application of the programs in a whole new way. It allows for specialization into skill strengths such as interviewers, processors, and change handlers. It allows for specialization into household program categories such as Families and Aged, Blind and Disabled and Combination Household cases.

The new way of doing business addresses concerns expressed by current eligibility staff such as:

1. The need to process the casework without work interruptions
2. The constant coverage for vacancies, workers on vacation and sick leave
3. Caseload size and equity
4. Complex program regulations with consistency between programs in as many areas as possible.
5. Increased technology to assist in completing eligibility determinations.

Economic Assistance Staff buy in and acceptance of the new model is critical to successful implementation. To make the transition to the new model successful, it is recommended that we use several transition phases. Each implementation phase will utilize staff's input and development

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leading to increased understanding. Consistent and frequent communication will be used to provide everyone awareness of plans, progress being made, and the next steps in implementation. Reinforcement, feedback and recognition will be used as Economic Assistance staff conduct and go through necessary workload shifts and adjustments needed to attain the new model. Change management concepts indicate we should anticipate a temporary loss of productivity and accuracy to occur as staff move to the proposed model.

For the Call Center to be successful, it is critical that current trained workers transition into the Call Center. In order to provide an incentive to move to the Call Center we should consider reclassifying Call Center positions and consider financial incentives to move to the Call Center. Staff could be asked initially to look into moving to the Call Center by their own request. If enough staff is not obtained with this method, we need to assign staff to fill the needed positions to fill the Call Center. If staff will not accept transfer, layoffs may occur.

12. Describe the ongoing support requirements.

New service delivery support will be provided by the existing structures within NDSS, Economic Assistance administration and policy staff, N-FOCUS business and technical staff, and IS&T infrastructure and network staff.

Section 7: Risk Assessment (10 Points)

13. Describe possible barriers and risks related to the project and the relative importance of each.

Potential Risks

- Lack of users and user-growth on the web application
- Unsuccessful or inefficient document imaging processes
- Lack of staff buy-in / training for the service delivery changes
- Inability to maintain current levels of production while implementing the proposed reductions in staff.

These four key areas of risk all contribute to the proposed savings this project is intended to obtain. All are important to achieve the efficiency and cost-reduction goals of the project, and a problem in any of these areas would reduce the benefits for the State and the public.

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14. Identify strategies which have been developed to minimize risks.

Strategies to Overcome Project Risks:

- Users and user-growth on the web application
 - Strong Public Awareness Campaign
 - Active promotion by local staff
 - Continued recruitment and active participation of Community Partners
 - Release of Spanish version

- Successful and efficient document imaging processes
 - Successful development of software, form indexing, and installation of adequate hardware.
 - Research and resolve possible issues with State of Nebraska Records Retention regulations.
 - Development of Electronic Case File Format
 - Preparation of current paper case files for conversion
 - Mass conversion of files by temporary staff
 - Quality Assurance of scanning process
 - Staff training on utilization of stored electronic files

- Strong staff buy-in / training for the service delivery changes
 - Strong leadership support and advocacy for new System
 - Utilization of Change Management Principles to promote the culture shift
 - Data Imaging/Electronic case files
 - Call Center operational
 - Staff training developed and delivered
 - Division of work assignment and standardization by Job Function
 - Strong Quality Assurance and Supervisory Support

- Ability to maintain current levels of production while implementing the proposed reductions in staff.
 - Electronic Case Files Converted and available
 - Call Center Operational
 - Client/Provider Self-service Web Access developed
 - Continued N-FOCUS development and enhancements
 - Policy requirements simplified
 - Functional work assignments

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Section 8: Financial Analysis and Budget (20 Points)

SEE THE EXCEL DOCUMENT FOR THIS SECTION

15. Financial Information

Below is a screen shot of the "Financial" information tab in the Nebraska Budget Request and Reporting System used to enter the finance information for this project (NOTE: For each IT Project Proposal created in the NBRRS, the submitting agency must prepare an "IT Issue" in the NBRRS to request funding for the project.):

IT Project Request Costs						
Contractual Services	Total	Prior Exp	FY09 Appr Reappr	FY10 Request	FY11 Request	Future Add Request
Design	\$0					
Programming	\$0					
Project Management	\$0					
Data Conversion	\$0					
Other	\$0					
Total	\$0	\$0	\$0	\$0	\$0	\$0
Telecommunications						
Data	\$0					
Video	\$0					
Voice	\$0					
Wireless	\$0					
Total	\$0	\$0	\$0	\$0	\$0	\$0
Training						
Technical Staff	\$0					
End-user Staff	\$0					
Total	\$0	\$0	\$0	\$0	\$0	\$0
Other Operating Costs						
Personnel Cost	\$0					
Supplies & Materials	\$0					
Travel	\$0					
Other	\$0					
Total	\$0	\$0	\$0	\$0	\$0	\$0
Capital Expenditures						
Hardware	\$0					
Software	\$0					
Network	\$0					
Other	\$0					
Total	\$0	\$0	\$0	\$0	\$0	\$0
Total Request	\$0	\$0	\$0	\$0	\$0	\$0
▼ Funding						
	Total	Prior Exp	FY09 Appr Reappr.	FY10 Request	FY11 Request	Future Add Request
General Fund	\$0					
Cash Fund	\$0					
Federal Fund	\$0					
Revolving Fund	\$0					
Other Fund	\$0					

Done

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ACCESS NEBRASKA - PROJECT PROPOSAL FORM - 09/10/2008

**** NOTE: Expenditures below represent only the IT-related expenditures of this project**

PROJECTED EXPENDITURES						
Contractual Services	Total	Prior Exp	FY09 Appr/Reappr	FY10 Request	FY11 Request	Future Add Request
Total	\$ 104,177	\$ -	\$ 102,677	\$ 1,500	\$ -	\$ -
Design	\$ -	\$ -	\$ -			
Programming	\$ -	\$ -	\$ -			
Project Management	\$ -	\$ -	\$ -			
Data Conversion	\$ 74,177	\$ -	\$ 74,177			
Other	\$ 30,000	\$ -	\$ 28,500	\$ 1,500		
Telecommunications						
Total	\$ 3,337,252	\$ -	\$ 535,918	\$ 1,707,545	\$ 1,093,789	\$ -
Data	\$ -	\$ -				
Video	\$ -	\$ -				
Voice	\$ 3,337,252	\$ -	\$ 535,918	\$ 1,707,545	\$ 1,093,789	
Wireless	\$ -	\$ -				
Training						
Total	\$ 50,000	\$ -	\$ 50,000	\$ -	\$ -	\$ -
Technical Staff	\$ -	\$ -				
End-user Staff	\$ 50,000	\$ -	\$ 50,000			
Other Operating Costs						
Total	\$ 2,228,623	\$ -	\$ 609,778	\$ 799,234	\$ 819,611	\$ -
Personnel Costs	\$ -	\$ -				
Supplies & Materials	\$ -	\$ -				
Travel	\$ -	\$ -				
Other (Facilities, Maintenance)	\$ 2,228,623	\$ -	\$ 609,778	\$ 799,234	\$ 819,611	
Capital Expenditures						
Total	\$ 1,495,139	\$ -	\$ 1,208,443	\$ 224,200	\$ 62,496	\$ -
Hardware	\$ 557,104	\$ -	\$ 437,104	\$ 120,000		
Software	\$ 364,343	\$ -	\$ 364,343			
Network	\$ 573,692	\$ -	\$ 406,996	\$ 104,200	\$ 62,496	
Other	\$ -	\$ -	\$ -			
FUNDING						
	Total	Prior Exp	FY09 Appr/Reappr.	FY10 Request	FY11 Request	Future Add Request
Total Funding	\$ 7,215,191	\$ -	\$ 2,506,816	\$ 2,732,479	\$ 1,975,896	\$ -
General Fund	\$ -	\$ -				
Cash Fund	\$ -	\$ -				
Federal Fund	\$ 7,215,191	\$ -	\$ 2,506,816	\$ 2,732,479	\$ 1,975,896	
Revolving Fund	\$ -	\$ -				
Other Fund	\$ -	\$ -				
VARIANCE						
	Total	Prior Exp	FY09 Appr/Reappr	FY10 Request	FY11 Request	Add Request
Total Request	\$ 7,215,191	\$ -	\$ 2,506,816	\$ 2,732,479	\$ 1,975,896	\$ -
Total Funding	\$ 7,215,191	\$ -	\$ 2,506,816	\$ 2,732,479	\$ 1,975,896	\$ -
Variance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

Project #	Agency	Project Title
27-03	Department of Roads	Accident Records System Rewrite

SUMMARY OF REQUEST (Executive Summary from the Proposal)

[Full text of all proposals are posted here: <http://nitc.ne.gov/nitc/documents/fy2009-11/index.html>]

The Highway Safety document imaging/workflow "CUSTOM CODE" (Accident Records System (ARS)) will be totally rewritten to simplify the routes and make the process more efficient. The core off-the-shelf systems including WorkDesk™ and the Imaging and Archive Server software will remain as-is. The project will result in a time savings for employees using the system, resulting in quicker entry of crash data and the availability of data for analysis purposes, and a major reduction in the cost of printers, paper, and toner. We will also be applying for some federal grants that would allow us to recover some of the cost to the State.

This project is one of the goals in our Director's Long Range Transportation Plan. The goal to improve safety includes the need to fully develop an automated crash (accident) reporting system so that law enforcement at all levels and other parties can use this technology when they are ready.

The budget for this project was included in the appropriation in fiscal year 2009 therefore no additional funds are needed. This project will most likely fall into fiscal year 2010 in which case we will need to move any remaining funds from 2009 to 2010.

FUNDING SUMMARY

Contractual services – Account 4419
 Design - \$50,000
 Programming - \$300,000
 Other - \$50,000

PROJECT SCORE

Section	Reviewer 1	Reviewer 2	Reviewer 3	Mean	Maximum Possible
Goals, Objectives, and Projected Outcomes	11	11	14	12.0	15
Project Justification / Business Case	20	15	16	17.0	25
Technical Impact	12	13	18	14.3	20
Preliminary Plan for Implementation	6	6	9	7.0	10
Risk Assessment	3	5	5	4.3	10
Financial Analysis and Budget	10	12	12	11.3	20
TOTAL				66	100

REVIEWER COMMENTS

Section	Strengths	Weaknesses
Goals, Objectives, and Projected Outcomes	- The agency is planning to rewrite the web piece of this application and "re-use" the work flow (although it is difficult to tell whether the costs include the new version of WorkDesk Software they mention). They do have a strong set of goals and cost avoidance that they are attempting to achieve.	- I don't see this tied to their technology plan. It is unclear what they are proposing, a bid for service, their own staff rewrite, etc. Costs are for contractual services only - no internal staffing costs. Most of the justification is to replace printers without any documentation about the amount of printing this takes.

NEBRASKA INFORMATION TECHNOLOGY COMMISSION

Section	Strengths	Weaknesses
	- The design for the application already exist, this is an upgrade in software and process.	- The proposal assumes that the current problems can be overcome with newer technology and improved routing.
Project Justification / Business Case	- There is a strong partnership list of additional users. - Software upgrades are needed and the opportunity to introduce web based solution exist.	- The benefits focus on printer replacement without much, if any, emphasis on what will be achieved by analysis, etc. - The justification of reduced printing may not be possible current processes may not be improved to gain desired efficiencies - Other solutions should be researched and evaluated for a project of this size.
Technical Impact	- The Agency is familiar with the software and hardware to be used in this application.	- Not sure if they are planning to do this work with existing staff or outside staff. Budget does not show any break down of costs and narrative doesn't indicate how they plan to accomplish this work. - Source code may not be available creating additional programming. The introduction of web based solutions may break existing processes and require upgrades and changes to the technical environment.
Preliminary Plan for Implementation	- General listing of roles and timelines. - Project team and sponsors are well defined and familiar with the current solution.	- Roles and timelines are not detailed by people who have any experience or specific steps that will be accomplished and by whom. - Timeframes for steps to be taken may not be realistic; the scope could change thus impacting both time and money.
Risk Assessment		- The risks were not clearly identified and the ones that were identified appear unclear. It also appears that there are some legislative barriers to doing this project that may need changes? - The number and types of risks identified do not seem to address the main threats given the potential scope and complexity of this project. - The risks listed are related to not doing the project. What are the risks of doing the project?
Financial Analysis and Budget		- The budget of \$350,000 is for design and programming without any clear indication of exactly how it will be spent and how the numbers were determined. - Based on information in the plan there is no way to know if the budget is adequate. - Seems very expensive. Over two man years at \$75/hr

TECHNICAL PANEL COMMENTS

Technical Panel Checklist	Project meets?			Technical Panel Comment
	Yes	No	N/A	
1. The project is technically feasible?				
2. The proposed technology is appropriate for the project?				
3. The technical elements can be accomplished within the proposed timeframe and budget?				

Project #27-03

Show Menu

IT Project Proposal ?

»Version Locked

Budget Cycle: 2009-2011

Agency: 027 - ROADS

Version: AF - AGENCY FINAL REQUEST

IT Project: Accident Records System Rewrite

- General Section
- Financial
- Narrative

General Section

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Agency Priority		NITC Priority		NITC Score	

Executive Summary

The Highway Safety document imaging/workflow "CUSTOM CODE" (Accident Records System (ARS)) will be totally rewritten to simplify the routes and make the process more efficient. The core off-the-shelf systems including WorkDesk™ and the Imaging and Archive Server software will remain as-is. The project will result in a time savings for employees using the system, resulting in quicker entry of crash data and the availability of data for analysis purposes, and a major reduction in the cost of printers, paper, and toner. We will also be applying for some federal grants that would allow us to recover some of the cost to the State.

This project is one of the goals in our Director's Long Range Transportation Plan. The goal to improve safety includes the need to fully develop an automated crash (accident) reporting system so that law enforcement at all levels and other parties can use this technology when they are ready.

The budget for this project was included in the appropriation in fiscal year 2009 therefore no additional funds are needed. This project will most likely fall into fiscal year 2010 in which case we will need to move any remaining funds from 2009 to 2010.

Goals, Objectives, and Outcomes (15 pts)

The objectives of this project are;

- 1) Evaluate and align the technology with the Highway Safety section business rules and workflow.
- 2) Improve the turnaround time for Accident Records processing by streamlining processing routes and improving efficiencies.
- 3) Evaluate the feasibility and migration of the custom code to a simpler web browser user interface.
- 4) Upgrade software and hardware.
- 5) Document the new system so that NDOR staff can make future changes.

The beneficiaries of the project are as follows;

Highway Safety Section – Principal user of ARS System, major effect on all operations
Traffic Design Sections – User of ARS System, Consumer of HSI data, more timely and accurate information

DMV (Financial, Hwy Safety) – Consumer of HSI data and Accident documents; more timely and accurate information
State Patrol (Carrier Enforcement) – Consumer of HSI data and Accident documents; more timely and accurate information
HHS (CODES Project) – Consumer of HSI data and Accident documents; more timely and accurate information
Commercial Entities (e.g. Carfax) – Consumer of HSI data; more timely and accurate information

The expected outcome is a new system that eliminates a number of inefficiencies and will aid us in improving our business and workflow processes.

We have developed a project management methodology that will assist us in keeping the project within budget and with the necessary resources for completing the project. Our methodology includes the following phases;

- 1) Project Initiation
- 2) Project Planning
- 3) Project Executing
- 4) Project Controlling
- 5) Project Closing

We will be more than happy to provide a copy of our methodology if needed.

Once implementation has been completed, the amount of printing of scanned documents should be drastically reduced or eliminated thus allowing us to either surplus printers or not replace them when they break.

I believe that the more important issue is that it one of our Long Range Transportation goals which is safety. Part of that goal is to fully develop an automated crash (accident) reporting system.

The information we receive and process is utilized by Department of Motor Vehicles, State Patrol and others. It is critical that we have this information available in a timely matter.

Project Justification / Business Case (25 pts)

Supporting Information (unlimited)

Minimum Characters: 10

The database server behind the Global 360 WorkDesk™ system will become un-supported soon and a new version of the WorkDesk™ software will be available in the next few months. The current Custom code modules written in an older version of Visual Basic are maintenance intensive and need to be upgraded to work with a newer database, current desktop operating systems and web technologies to make our users more efficient. The workflow/route processing configuration will be addressed, as there are several business processes that would be more efficient and productive if re-written.

Even though it was a goal for the system when it was implemented in August, 2000 we were never able to get to a paperless environment. We had to purchase a number of printers so our data entry personnel could print the scanned documents and then input the metadata into the system. Along with the cost of the printers was the cost of toner used by the systems as well. Highway Safety used extraordinary measures to catch up on data entry and to stay within the required time frame to meet statutory requirements for reporting information to other agencies.

No other solutions were evaluated since we are happy with the off-the-shelf WorkDesk™ software and the Imaging and Archive Server software. It is the custom code portion of the process that needs to be rewritten. Looking at other systems would require a huge increase in cost in our opinion and retraining staff would result in some lost productivity while learning new applications and procedures.

Doing nothing will result in wasting of paper by printing scanned documents and then throwing them away once the metadata is entered into the system. The State may also lose money if accidents that damage State Property are entered wrong and we are unable to recover our costs from the responsible party. We will also need to continue to purchase a number of printers because of the printing needs mentioned in the previous sentence. We would continue "business as usual" with ineffective processes and having to hire additional personnel to catch us up when data entry gets behind and we are faced with not meeting required time frames for reporting information.

The mandate is an agency mandate from our Director stating it as part of our Safety goal in our Long Range Transportation plan.

Technical Impact (20 pts)

Supporting Information (unlimited)

Minimum Characters: 10

The current custom code is an older version of Visual Basic and need to be upgraded. We want to take advantage of new web technologies that are easier to maintain, modify and allowing agencies outside of NDOR to easily have access to HSI data and Accident documents. Modification of the current custom code will allow us to eliminate the manual steps and workarounds that our users must do in order to perform their job. We do not see the need for any additional hardware. We still want to utilize the COTS WorkDesk™ software and our imaging software. Going the direction of an entirely new system would increase the cost dramatically in our opinion. The goal is a web based solution and we do not feel any additional communication requirements will be needed.

While the system needs to be reliable it is not critical that it meets a 99.99% up-time or higher but we will make that as a goal. With NCJIS requesting access to accident reports via their website, meaning that their site is used 24/7.

We do foresee the number of users growing from 50 to possibly over 1000 Statewide once this project has been completed. This will mean either purchasing more licenses from the vendor or possibly a license pool.

We have implemented all NITC security policies and data standards throughout the NDOR as well as any industry standards that have been identified by our network and/or data administrators. Data from this system is then moved from our mainframe Highway Safety Information (HSI) system where it is stored and accessed by other agencies through direct access to our Accident Records System. Mainframe security is determined by OCIO staff and based off of NITC policies and guidelines.

The application will receive data from our Electronic Accident Form and then push data to our HSI system on the mainframe and then pushed to the ARS Database on the LAN. We will be able to create reports on the data using our Crystal Reports Portal if our customers feel it is required.

Preliminary Plan for Implementation (10 pts)

Supporting Information (unlimited)

Minimum Characters: 10

A business assessment will be conducted for the Highway Safety Office. This assessment will result in a report/document that describes the current business process as well as the future direction of the business processes. This business assessment is currently focused on the ARS Rewrite but may extend to processes connected to the ARS application.

This project will involve efforts in two specific areas of the ARS: 1) The configuration to the current Workdesk™ software, and 2) a rewrite of the Custom Code. The Workdesk™ software will be configured to streamline routes and other processes within the off-the-shelf product. The Custom Code that extends the capabilities of the Workdesk™ software will be re-written and enhanced. Both of these will involve significant use of vendor supplied resources. Members of the project team will need to perform enough testing to ensure that the data is complete and metadata is accurate before we can complete our development phase.

Once development has been completed we will begin the training of our staff. This could involve using the vendor as the trainer. User documentation must be developed before the project is completed for reference by future users of the system so we do not have to hire the vendor to train new people.

Project Organization / Chart

Executive Sponsor:	State Director and Deputy Directors
Project Sponsor:	Traffic Engineer
BTSD Project manager:	Responsible for ensuring the project follows the methodology
Business Team Leader:	Responsible for business requirements and deliverables
Technical Team Leader:	Responsible for implementing the approved deliverables
Data Team Leader:	Responsible for data design and standards/policy adherence
Project team members:	WorkDesk User Group to test system and check data

Project Stakeholders:

Name	Division	Interest in Project
Highway Safety Section	Traffic	Users of the system.
Traffic Engineering Division	Traffic	Users of the system.
DMV (Financial, Highway Safety)	External	Users of the system.
State Patrol (Carrier Enforcement)	External	Users of the system.
HHS (CODES Project)	External	Users of the system.
Law Enforcement Community	External	Users of the system.

The deliverables identified by our team are:

Deliverable 1: Report of findings from review of Highway Safety business rules, workflow

Deliverable 2: Written plan (requirements document) for rebuild of ARS System

Deliverable 3: ARS code delivered and tested for all modules/functions

Deliverable 4: Completion of training for Highway Safety staff

Deliverable 5: Completion of documentation for revised ARS System

A high-level project timeline the team developed;

Milestone	Date completed	Deliverable(s) completed
Project planning	10/01/2008	Schedule, Scope, Resources
Business Requirements Completed	11/01/2008	Requirements Document

Vendor Agreement Completed	02/31/2009	- Specifications, Agreements, SOW
Implementation	09/01/2009	- Software Delivered & Tested
Go Live	10/01/2009	- Go-live
Project Completed	02/01/2010	- Acceptance criteria met and documentation completed

Once the team completes their business requirements document and it has been approved by the sponsors a more definitive timeline will be developed.

User documentation will be developed and approved by the team before any training will begin. The training may be conducted by the vendor. Only staff within the Traffic Division will need to go through this training since they will be the only stakeholders who deal with the information directly. In the review of business processes various stakeholders may have some changes and we will need to be sure to document those processes as well.

NDOR technical staff will be responsible for maintaining the system once it is implemented and Highway Safety staff will be responsible for how the system is used and the sharing of information with other agencies.

Risk Assessment (10 pts)

Supporting Information (unlimited)

Minimum Characters: 10

Risk Area	Level (H/M/L)	Risk Plan
1. Equipment breakdowns.	H	Repair or replace as soon as possible. See if more resources can be assigned to the project to push up the delivery date.
2. Parts of the original Source code cannot be found.	M	Determine the additional time required to reverse engineer the code and adjust the schedule. Notify stakeholders and get the approval.
3. Legislative / Statute Changes	M	Review changes and determine what effect they have on the project. Notify stakeholders and make any necessary changes to deliverables and timelines as per their guidance.

Financial Analysis and Budget (20 pts)

Supporting Information (unlimited)

Minimum Characters: 10

Contractual services – Account 4419

Design - \$50,000

Programming - \$300,000

Other - \$50,000



Nebraska Information Technology Commission

STANDARDS AND GUIDELINES

Scheduling Standard for Synchronous Distance Learning and Videoconferencing

Category	Video Architecture
Title	Scheduling Standard for Synchronous Distance Learning and Videoconferencing
Number	7-403

Applicability	<input checked="" type="checkbox"/> State Government Agencies <input checked="" type="checkbox"/> All Standard <input type="checkbox"/> Excluding Not Applicable
	<input checked="" type="checkbox"/> State Funded Entities - All entities receiving state funding for matters covered by this document..... Standard
	<input checked="" type="checkbox"/> Other: Entities using state-owned or state-leased communication networks for synchronous video..... Standard
Definitions: Standard - Adherence is required. Certain exceptions and conditions may appear in this document, all other deviations from the standard require prior approval (see Section 3.1). Guideline - Adherence is voluntary.	

Status	<input type="checkbox"/> Adopted <input checked="" type="checkbox"/> Draft <input type="checkbox"/> Other: _____
Dates	Version Date: November 4, 2008 Date Adopted by NITC: May 1, 2006 Other: Contact information updated in § 3.1.1 on February 28, 2008.

1.0 Standard

This document consists of a list of five components and accompanying features that must be available in any software system that is developed for use in scheduling of synchronous events using videoconferencing technology.

It is the intent that any and all such scheduling systems defined by the specifications below be accessible either through the Internet or within a defined Intranet as decided upon by the system administrators.

The following sections describe the various levels and types of scheduling or coordination that must be accommodated.

1.1 Hardware control component

When attempting to link two or more sites electronically, a system must have the capability to coordinate the connectivity between/among the sites. This includes controlling the network and endpoint hardware and bandwidth necessary to cause a successful connection.

1.1.1 Standards for hardware control system

A hardware control system must be able to control all hardware in a network and be capable of linking into all the other systems listed in this standard to enable the following:

- 1.1.1.1 Browser-based access
- 1.1.1.2 Locate devices by IP address (both static and DHCP)
- 1.1.1.3 Locate devices by MAC address
- 1.1.1.4 Facilitate far-end control in endpoint devices with the capability
- 1.1.1.5 Display a call list that is understood by non-technical staff using plain English site descriptions
- 1.1.1.6 Hardware and software systems must work such that the scheduling system is available for use at least 99.9% of the time
- 1.1.1.7 Automatically accumulate log data that may be searched by system administrators using multiple search variables
- 1.1.1.8 Maintain security in ways that can be defined by system administrators including:
 - 1.1.1.8.1 Provide an identity management system that allows for multiple levels of user access as defined by system administrators
- 1.1.1.9 Facilitate various types of events
 - 1.1.1.9.1 Broadcast to all
 - 1.1.1.9.2 Broadcast to some
 - 1.1.1.9.3 2-way point-to-point
 - 1.1.1.9.4 2-way multipoint

1.2 Event logging component

A system coordinator must have the ability to track information about events. This may include knowing the number of people at a site, the minutes an event runs at any given site, or the number of events a specific organization schedules.

1.2.1 Standards for event logging system

An event logging system must be able to automatically store data and permit reporting and be capable of linking into the all the other systems listed in this standard to include the following:

- 1.2.1.1 Browser-based access
- 1.2.1.2 Store data in an ODBC compliant relational database
- 1.2.1.3 Provide fields for logging various pieces of information
- 1.2.1.4 Permit system administrator defined fields (no fewer than 64)
- 1.2.1.5 Local contact and facility arrangement info

1.3 Facilities coordination component

If an event will include locations for which more than one person/organization has responsibility, then some mechanism must exist for coordinating use of facilities. There may be technical or administrative limits as to the number or types of sites that can participate in any given event. This could be as simple as users coordinating times over the telephone or through e-mail, but for some applications there may be a greater need for pre-scheduling and coordination among multiple administrators.

1.3.1 Standards for facilities coordination system

A facilities coordination system shall enable access to facilities based on defined permissions, resolve conflicts based on pre-determined policies and be capable of linking into all the other systems listed in this standard to include the following:

- 1.3.1.1 Browser-based access
- 1.3.1.2 System editable user access
 - 1.3.1.2.1 Building level admin such that the facilities at a specific location can set policies for that site and permit use by others
 - 1.3.1.2.2 Regional admin (organization / geo-political) such that a group of facilities can set policies for all related sites and permit use by others
 - 1.3.1.2.3 Sector admin such that groups of groups of facilities can set policies for all related sites and permit use by others

- 1.3.1.2.4 User account directory service with definable permissions for each account
- 1.3.1.3 Facilities information to be posted
 - 1.3.1.3.1 Identify technology available by site
 - 1.3.1.3.2 Physical site location
 - 1.3.1.3.3 Local contact and facility arrangement info
- 1.3.1.4 Event information to be posted
 - 1.3.1.4.1 Definable credit type
 - 1.3.1.4.2 Definable student type
 - 1.3.1.4.3 Event/course prerequisites
 - 1.3.1.4.4 Event/course descriptions
 - 1.3.1.4.5 Teacher / event leader / presenter
 - 1.3.1.4.6 Materials needed
 - 1.3.1.4.7 Event coordinator info
 - 1.3.1.4.8 Target audience

1.4 People coordination component

If a specific location is to be used, this implies that operational support will need to be dedicated to cause successful events. Since there will be a variety of site designs and equipment configurations, then there may be a variety of demands on staff time. Finally, there may be limitations as to the total number of participants allowed.

1.4.1 Standards for people coordination system

A people coordination system must enable interaction of people based on policies set by system administrators and be capable of linking into all the other systems listed in this standard to include the following:

- 1.4.1.1 Browser-based access
- 1.4.1.2 Allow for multiple permission levels
 - 1.4.1.2.1 View schedules
 - 1.4.1.2.2 Request systems/facilities
 - 1.4.1.2.3 Approve systems/facilities use
- 1.4.1.3 Provide information about instructor/facilitator and their availability
- 1.4.1.4 Allow for predetermined maximum number of attendees
- 1.4.1.5 Track and display count of committed and remaining attendees
- 1.4.1.6 Allow for predetermined maximum number of sites
- 1.4.1.7 Track and display count of committed and remaining sites

1.5 Event clearinghouse component

As system users see a need for pre-scheduled events coordinated among a large number of facilities and administrators, the concept of a virtual location for brokering of events becomes attractive. Such a clearinghouse should serve as a way that event

coordinators might let others know the specifics of events they are planning (e.g. a certain class with a specific sort of content will be offered on a certain schedule for a certain period of time or a specific event will happen one time on a specific day at a specific time).

Such an event clearinghouse should also serve as a way for interested parties to find events that meet their specific needs (e.g. a school administrator has a certain number of students who need a specific class that is not offered locally). Availability might also include information about participant or site number limitations (the total seats/sites in the class/event, the number requested/registered so far and the number remaining of the total).

1.5.1 Standards for an event clearinghouse system

An event clearinghouse system must enable online interaction for publishing of event information and be capable of linking into all the other systems listed in this standard to include the following:

- 1.5.1.1 Browser-based access
- 1.5.1.2 Posting of one-time single events
- 1.5.1.3 Posting of sequenced or cyclical events
- 1.5.1.4 Posting of costs to participate in an event
- 1.5.1.5 Permit system administrator defined fields (no less than 256)
- 1.5.1.6 Provide for automated multiple time zone accommodation
- 1.5.1.7 Use an ODBC compliant relational database
- 1.5.1.8 User defined search/reporting capability
- 1.5.1.9 Provide for automated email notification of site requests/confirmations

2.0 Purpose and Objectives

The purpose of this standard is to establish and define the needs for scheduling to be addressed when purchasing and maintaining scheduling coordination systems.

2.1 Objective

The objective of this standard is to enable all existing and future synchronous distance learning and videoconferencing facilities in Nebraska to achieve interoperability and maintain an acceptable scheduling of services through recurring and ad hoc event coordination.

3.0 Applicability

These standards apply to the purchase and maintenance of synchronous distance learning and videoconferencing software systems.

General Statement on Applicability

The Governing board or chief administrative officer of each organization is responsible for selecting and using a synchronous distance learning and videoconferencing software system that is in compliance with these standards. The NITC will consider adherence to technical standards as part of its evaluation and prioritization of funding requests.

It is the intent of the Technical Panel and NITC that the guidelines and policies for usage of such scheduling and clearinghouse systems be determined by the administrative entities that oversee such distance learning and videoconferencing.

- These standards **do not apply** to the following entities:
 - University of Nebraska (relating to the university's academic research mission)
 - Any entity which applies for, and receives, an exemption.

3.1 Exemption

Exemptions may be granted by the NITC Technical Panel upon request by an agency or other entity.

3.1.1 Exemption Process

Any agency or other entity 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 requirements; or financial hardship. Requests may be submitted to the Office of the NITC via e-mail (ocio.nitc@nebraska.gov) 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 NITC Technical Panel may be appealed to the NITC.

4.0 Responsibility

An effective program for scheduling standards compliance involves cooperation of many different entities. Major participants and their responsibilities include:

- 4.1 Nebraska Information Technology Commission. The NITC provides strategic direction for state agencies and educational institutions in the area of information technology. The NITC also has statutory responsibility to adopt minimum technical standards and guidelines for acceptable and cost-effective use of information technology. Implicit in these requirements is the responsibility to promote adequate quality of service and uniformity for information systems through adoption of policies, standards, and guidelines.
- 4.2 Technical Panel Statewide Synchronous Video Work Group. The NITC Technical Panel, with advice from the Statewide Synchronous Video Work Group, has responsibility for recommending scheduling standard policies and guidelines and making available best practices to operational entities.
- 4.3 Educational Service Unit Coordinating Council. By statute 79-1248, the ESUCC has multiple responsibilities involving the coordination of distance education, including (3) Facilitation of scheduling for qualified distance education courses.
- 4.4 Agency and Institutional Heads. The highest authority within an agency or institution is responsible for interoperability of information resources that are consistent with this policy. The authority may delegate this responsibility but delegation does not remove the accountability.
- 4.5 Information Technology Staff. Technical staff must be aware of the opportunities and responsibility to meet the goals of interoperability of information systems.

5.0 Related Documents

- 5.1 Statewide Synchronous Video Work Group Charter:
<http://www.nitc.state.ne.us/tp/workgroups/video/charter.pdf>
- 5.2 Glossary of Terms
<http://www.nitc.state.ne.us/standards/1-101.html>