

**TECHNICAL PANEL  
of the  
Nebraska Information Technology Commission  
Tuesday, March 9, 2010, 9:00 a.m.  
Varner Hall - Board Room  
3835 Holdrege Street, Lincoln, Nebraska  
MINUTES**

**MEMBERS PRESENT:**

Walter Weir, CIO, University of Nebraska, Chair  
Brenda Decker, CIO, State of Nebraska  
Christy Horn, University of Nebraska  
Kirk Langer, Lincoln Public Schools  
Michael Winkle, Nebraska Educational Telecommunications

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

Mr. Weir called the meeting to order at 9:02 a.m. A quorum was present to conduct official business. The meeting notice was posted to the NITC website and [Nebraska Public Meeting Calendar](#) on February 18, 2010. The agenda was posted to the NITC website on March 5, 2010. The Open Meetings Act was posted on the south wall.

**PUBLIC COMMENT**

There was no public comment.

**APPROVAL OF FEBRUARY 9, 2010 MINUTES**

**Ms. Decker moved to approve the [February 9, 2010](#) minutes as presented. Ms. Horn seconded. Roll call vote: Decker-Yes, Horn-Yes, Langer-Yes, Winkle-Yes, and Weir-Yes. Results: Yes-5, No-0, Abstained-0. Motion carried.**

**ENTERPRISE PROJECTS**

**DHHS – ACCESSNEBRASKA**

Karen Heng and Eric Heinrichsen, Department of Health and Human Services

The agency had submitted a full written report to the Office of the CIO. The project began in September 2008. Full implementation is scheduled for 2012. It is anticipated that the project will produce a \$5 million savings. The project is working on the following components: economic assistance delivery, food stamps and Medicare. Matching funds are required for federal funding. Nebraska's match will be made from the savings from the food stamp program. The project has four components:

- Web services. Services are available in English and Spanish. Customers will have 24/7 access to online services - screening to determine eligibility, apply for programs, report changes to living situation, see history of benefits and stats of case. Due to security of information, customer will create an online account. A pin number will be assigned to them so that they will set up their user id and password. The online application was launched in February and so far over 700 applications have been received.
- Document imaging. The agency will be utilizing File Director software. It works well with N-Focus. Regional Hubs will be set up in Omaha, Lincoln, Gering and Norfolk. These hubs will be converting active files into electronic format. It is planned that all hubs will be in operation by January. A bar code system is used for client cases. Fair Fax will be coming in to do a demonstration on converting email messages.
- Customer Services Centers. An RFP has been released to establish 4 customer service centers - Lincoln, Fremont, Lexington and Scottsbluff. Over 400 people will be employed to work in the centers. The Lincoln Customer Service Center will be open first. An enterprise solution, CTI

(Computer Telephone Integration), through the Office of the CIO will be used for the calling system. Some of the features of CTI include an automated distribution option, can record calls, and it will be able to generate reports regarding types of calls, etc. The "wait time" may be an issue but the project is researching solutions.

- Functional Universal Case Management System. Currently, every client has one caseworker assigned to the case and only that person can address concerns, etc. With this new system, any caseworker can provide assistance to any client. The client does not have to wait until the caseworker is back from vacation or leave. N-Focus will need to be redesigned to accommodate this feature. N-Focus has system alerts for workers. This is currently happening through planning and analysis. The project plans to pilot this portion of AccessNebraska.

Due to significant milestones as well the following risk factors, the project will be invited back to report at the October meeting.

- Design Mode. There are issues in the design mode for case management due to the transition of clients and workers.
- Risk of measuring the accuracy of this reduction in work force estimation by over 200 persons. With new system, workers should be able to do more.
- Accessibility. Testing has not been done. The software is designed to be ADA compliant for hard of hearing. Ms. Horn brought up the example of what happens to a client with a hearing disability being put on hold. Community Partners and Customer Work Groups will address issues of disabilities. Due to federal funding, the project needs to go through an accessibility audit especially for 24/7 access.
- Data processing costs. Increase was due to application design. The project has started an investigation of the issue and discussing this with outside entities. A more clear report should be available by the next Technical Panel meeting.
- Customer Service Center. Staffing the center in July may be a concern if possession of the Lincoln Center doesn't occur until June.
- Universal Caseload Management and Telephone System. These are high risks if the telephone system is not operable by the start dates.
- Document imaging centers. Implementation date of September 2010 to be fully operational is soon approaching.

Ms. Horn left the meeting.

## **NDE - STATEWIDE ONLINE ASSESSMENT SYSTEM**

John Moon, Nebraska Department of Education

This year two more tests, Reading and Mathematics, will be administered. The project has spent lots of time on mathematics test making sure screens are presentable to students. So far, there has been positive feedback from students on the first go round of testing. Lincoln Public Schools has been experiencing workstations freezing up when using highlighting tools in Language Arts and have contacted the vendor about this issue. There are safeguards if the student does get locked out so that they can begin where they left off in the test.

eDirect is where the data will be available. School Districts will receive a paper copy of each child's report. This will be available via pdf file as well. Districts will have access to students demo file. Schools will need to know what is in the file and they can update info as well. This information is what will be used for the state report. This information will be available from the portal and can be downloaded. School Districts will get data in August but it will not include cut scores for reading. Only proficiency scores are available at this time. The project acknowledged that schools have been requesting this information. Mr. Moon distributed a draft copy of what the report may look like when it becomes available. The cut scores for this year will be used for next year's scores.

The following concerns were raised by the Technical Panel. Due to further information being requested, the project will be invited to report back at the September meeting.

- Data integration to School Districts. Mr. Langer wanted project to be sensitive to districts needs for data and data file layout needed. The process should be streamlined in order to meet the needs of students. Schools will be in the same situation with next year's math scores. The Panel would like to see more detailed information on how the project will address this issue.
- National Standards. There have been discussions on Nebraska's standards versus core standards. The Panel would like to see more detailed information on how the project will address this issue.
- Unique Student Identifier. Is there duplication occurring with Department of Education or K20 efforts? There have been discussions about moving to a growth model. The Panel would like to see more detailed information on how the project will address this issue.
- Accessibility. The other issues were "accessibility" have not addressed in the report. This will be deferred to Ms. Horn who had to leave the meeting. The Panel would like to see more detailed information on how the project will address this issue.
- Plan for negotiation of contract if not agreed upon by end June 30, 2010.

The Project submitted their writing report regarding accessibility issues to Mr. Weir who will deliver it to Ms. Horn.

Mr. Henderson reviewed the proposed Report Card for Project Enterprise Projects. It was recommend to include "as of date" under the month. A comment will be included regarding receiving or not receiving reports for some of the projects. This will be presented at the NITC for their review at their March 15<sup>th</sup> meeting.

## **STANDARDS AND GUIDELINES**

### **FOLLOW-UP ON WAIVER GRANTED TO THE COMMISSION ON PUBLIC ADVOCACY**

Brad Weakly, Office of the CIO

In Mr. Weakly's absence, Mr. Henderson reported that Mr. Weakly visited the agency. The backup tapes are now being encrypted. The Technical Panel still had concerns about offsite storage at a staff member's home. Mr. Becker will follow-up with Mr. Weakly.

**DISCUSSION: AGENCY INFORMATION TECHNOLOGY PLAN FORM FOR 2010** - [Previous Version](#) of the Form.

Rick Becker, Office of the CIO

Ms. Horn agreed to get an updated list of free resources to revise this section of the form. If members have any other changes, email Mr. Becker.

## **REGULAR INFORMATIONAL ITEMS AND WORK GROUP UPDATES (as needed)**

*Accessibility of Information Technology Work Group, Christy Horn.* Ms. Horn had to leave the meeting. There was no report

*Learning Management System Standards Work Group, Kirk Langer.* The Work Group will be meeting next Tuesday, February 16 at 9:00 a.m., NSA School Board-Conference Room, 14<sup>th</sup> Street with Blackboard to discuss options for enterprise solutions. This meeting was organized due to Nebraska's Race to the Top application and the virtual high school initiative.

*Security Architecture Work Group, Brad Weakly.* Mr. Henderson informed the Panel that Mr. Weakly plans to have a draft of the Mobile Device Data Security Standard at the next meeting.

- Mobile Device Data Security

## **OTHER BUSINESS**

Network Nebraska Advisory Group. Mr. Weir attended their meeting. There was a lot of discussion about to whom they report. It is in their charter that they report to the Office of the CIO. The Network Nebraska Advisory Group meetings are also reported at the Education Council meetings who report to the NITC.

#### **ADJOURN**

**Ms. Decker moved to adjourn the meeting. Mr. Langer seconded. All were in favor. Motion carried.**

The meeting was adjourned at 10:20 a.m.

Meeting minutes were taken by Lori Lopez Urdiales and reviewed by Rick Becker of the Office of the CIO/NITC.