

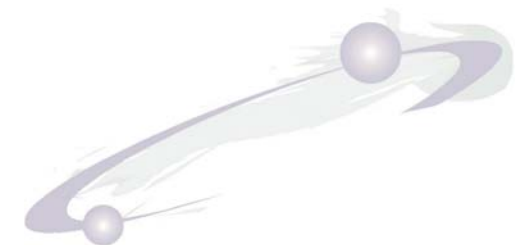
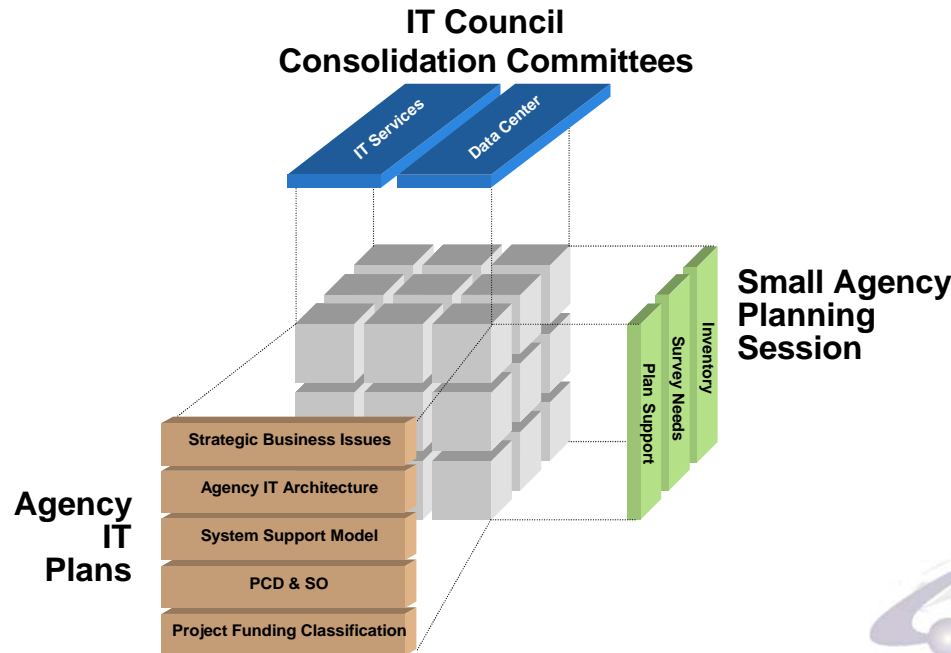
Appendix II

Appendix II: FY06 – FY09 IT Needs Assessment Process Description

There were two main drivers of this Strategic Plan, direct input from State Agencies/Divisions regarding their Strategic Business Issues, Agency IT Architecture, and Agency Technology Support Models for existing applications provided within the Agency IT Plans, and the IT Council and associated IT Council Service Consolidation and Data Consolidation Committees comprised of Agency and OIT representatives.

Beginning in June 2005, notices were sent to State of New Hampshire agencies requesting their participation in assembling an Agency Information Technology Plan (AITP). A strategic plan team held workshops for the agencies during the second week of June 2005 to explain the purpose, content, format and timeline for the completion of their AITP. Completed plans were due by the middle of July 2005 for presentation to the IT Council and Office of Information Technology (OIT) review team. Following the approval the plans, OIT aggregated and categorized the strategic projects into strategic themes for review and approval by the IT Council.

The following diagram and text depicts the parties and processes involved for assessing the State's IT needs. Each of these parties had a key role in the collaboration and development of the remaining segments of this section.



Appendix III

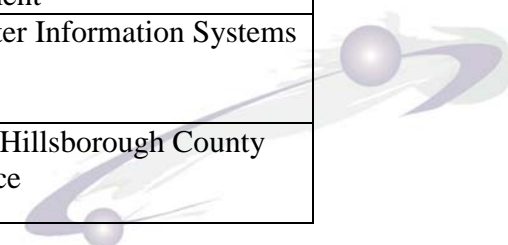
Appendix III: New Hampshire Information Technology Council Background

The IT Council is authorized under RSA 4-D-4. It acts as OIT's "Board of Directors" and is responsible for overseeing and advising the CIO on:

- Development of statewide information technology plans, policies, and standards
- IT system consolidation
- Implementation of centralized IT services
- IT resource allocation and budgeting
- IT service procurement and outsourcing.

The IT Council consists of the following members:

One state senator, appointed by the senate president for the duration of his or her legislative term	Senator Richard Green
One state representative, appointed by the speaker of the House of Representatives for the duration of his or her legislative term.	Representative Robert Wheeler
The commissioner of administrative services, or designee	Donald Hill, Commissioner, Dept. of Administrative Services
The commissioner of transportation, or designee	Carol Murray, Commissioner, Dept. of Transportation
The commissioner of health and human services, or designee	Nicholas Toumpas, Deputy Commissioner, Dept. of Health and Human Services
The commissioner of safety, or designee	Earl Sweeney, Assistant Commissioner, Dept. of Safety
The commissioner of revenue administration, or designee	G. Philip Blatsos, Commissioner, Dept. of Revenue Administration
Two heads of departments, appointed by the governor	Thomas Getz, Chairman, Public Utilities Commission, and Steve Taylor, Commissioner, Agriculture, Markets & Foods Department
One representative of municipal government nominated by the NH Municipal Association and appointed by the Governor for a 3-year term	Diane Prew, CIO, City of Manchester Information Systems Department
One representative of county government nominated by the New Hampshire Association of Counties and appointed by the governor for a 3-year term	Arthur Durette, Deputy Sherriff, Hillsborough County Sheriff's Office



Appendix IV

Appendix IV: Summary Recommendations of IT Council Subcommittee on State IT Service Consolidation

The Service Consolidation Review Committee is an outgrowth of a number of overlapping influences including: discussions at Governor Lynch's April 1, 2005 meeting with Department Heads about IT-related concerns; findings and recommendations in the April 2005 Taylor-Herr Report on IT Management and Service; and, efforts of the Information Technology Council, which was established by RSA 4-D:4, directed toward preparation of an Information Technology Plan. The Review Committee was created by the IT Council at its May 17, 2005 meeting and charged with submitting a Committee Report by July 26, 2005, identifying whether, from the perspectives of Department Heads, aspects of consolidation are not working and, if not, making recommendations on how to remedy any shortcomings.

In summary, the Review Committee recommends the following:

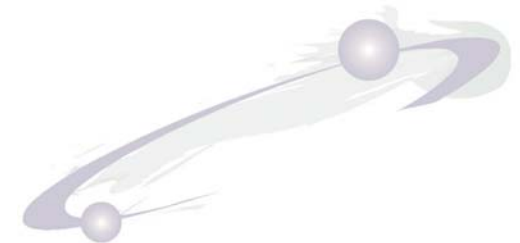
A. Staff Alignment:

1. **General Support Personnel** - Keep general support personnel within OIT and rectify issues within the existing framework.
2. **Applications Personnel** - Establish and define effective agency control over applications support personnel. Determine on a case-by-case basis whether to transfer personnel back or rectify within existing framework through a mechanism such as a Service Level Agreement.

B. **Purchasing:** Keep centralized and rectify issues within the existing framework.

C. **Invoicing:** Rectify issues within the existing framework.

D. **Integration/Coordination:** Rectify issues within the existing framework and give special consideration to structural or organizational alternatives employing various integrating mechanisms and more formalized written standards.



Appendix V

Appendix V: Summary Recommendations of IT Council Subcommittee on State Data Center Consolidation

Consolidation is not a one-time event. The consolidation lifecycle will consist of 5 steps: 1) Understanding the current data center environments and structures; 2) establishing standards for existing and any new data centers; 3) creation of disaster recovery plans; 4) creation of Service Level Agreements; and 5) assessment and refinement of the first 4 steps in comparison to documented financial models in planning for the next cycle.

