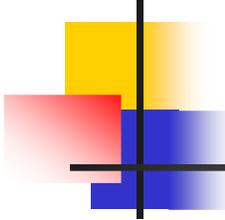


# Information Technology Council

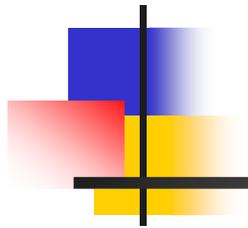
April 19, 2005



# Agenda

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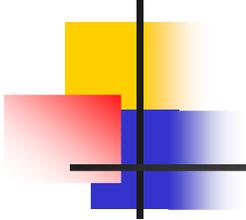
- 2:00 – 2:15 Establish IT Council meeting structure and frequency
- 2:15 – 2:45 OIT overview – OIT Directors explain the OIT organizational structure and responsibilities
- 2:45 – 3:00 IT Management Audit Report
- 3:00 – 3:15 HB 234 – Representative Maxfield will discuss the requirements of HB234 with the committee.
- 3:15 – 3:25 ERP update
- 3:25 – 3:30 Data Center Consolidation, Equipment Standards and Computer Use Policy – Next Meeting Agenda



# Information Technology Council

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## Organization

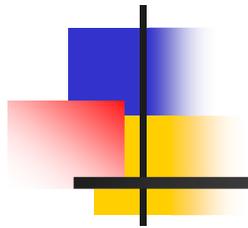


# Information Technology Council

(RSA 4-d:4)

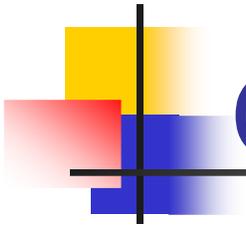
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- Advise the CIO on:
  - Statewide Strategic Technology Plans
  - Outsourcing
  - Purchasing
  - System Consolidation
  - Service Centralization
  - Resource Allocation
  - IT Policy
  - IT Standards
  - IT Budgeting

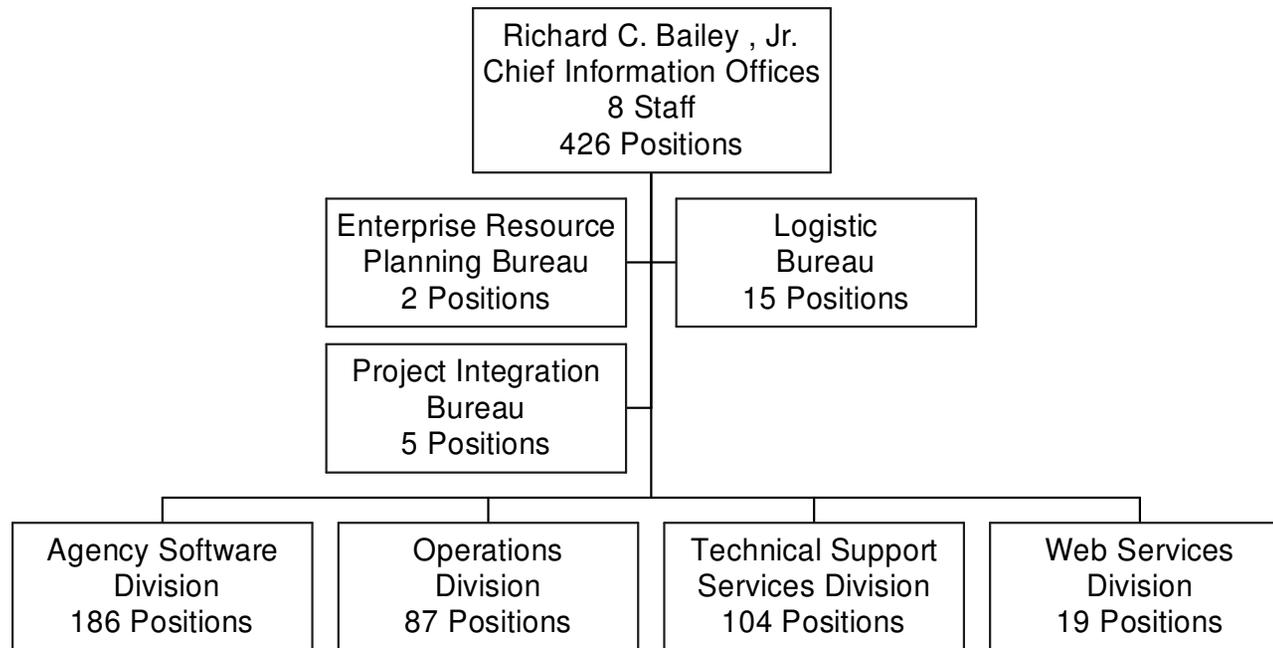


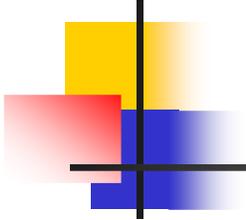
# Office of Information Technology

## Structure and Responsibilities



# Office of Information Technology



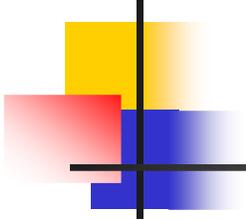


# Office of Information Technology

(RSA 4-d:1)

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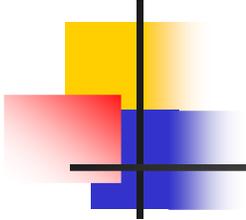
- **Duties and Responsibilities**
  - Manage and Coordinate all IT resources in the Executive Branch
  - Develop strategies to improve customer service
  - Create Statewide efficiencies



# Office of Information Technology

(RSA 4-d:2)

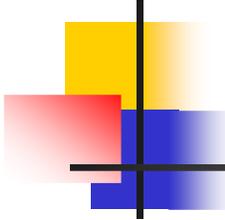
- Functions
  - IT Planning
    - Monitor Trends
    - Develop and monitor IT planning process
    - Develop Statewide IT Plan
  - System Development
    - Interdepartmental Projects
    - Manage Collaboration w/ Municipalities & Counties
  - Consolidation of IT Services and Data Centers
  - Increase Efficiency and Effectiveness
  - Provide Training for IT Staff
  - Develop agency satisfaction measurement program
  - With Department of Administrative Services
    - Budgeting
    - Purchasing



# Office of Information Technology

(RSA 4-d:3,6)

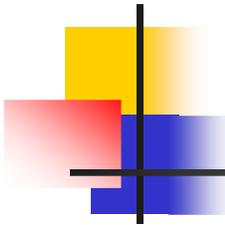
- Special Duties
  - Develop Long Range IT Plan
    - October 2003 without IT Council input
  - Report Cost Savings to Fiscal Committee
    - GF not spent through March 2005 – \$4.29 M
  - Agency Satisfaction Metrics
    - Due December 31, 2003



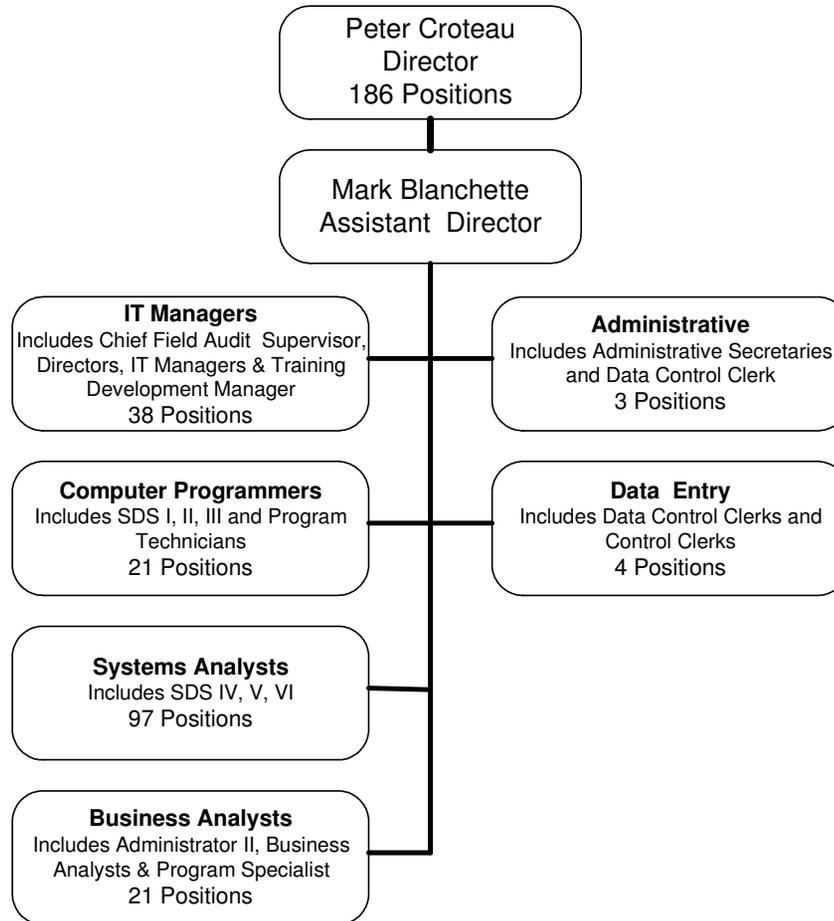
# Office of Information Technology

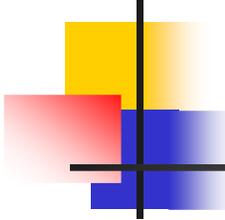
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- Other duties
  - HR and Admin for 426 position organization
  - Finance
    - Cost Allocation
      - Maintaining Metrics, Methods and Job Numbers
    - Billing
    - Collections
    - Budget



# ASD Organization

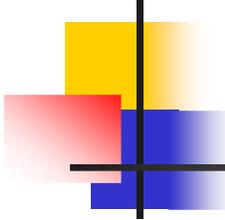




# ASD Overview

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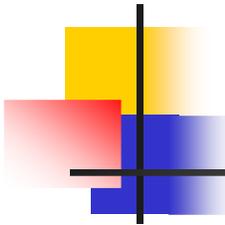
- Supports over 180 Agency Software Applications
- Direct Support of 20 Agencies
- IT Leader Serves as Liaison to Agency
  - Primary point of contact for agency business leaders.
  - IT Leader, in most cases, formerly employed with the agency.
  - Attends steering committee meetings in agency.



# Position Responsibilities

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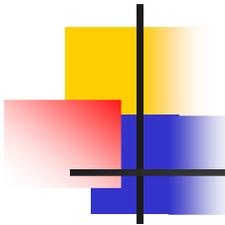
- **IT Managers**
  - Operate as Agency IT Leaders and team managers developing Strategic Information Technology Plans with agency managers, IT vision, project plans, hire staff, direct software development activities and prioritize tasks with agency management.
- **Computer Programmers**
  - Write and test computer programs in a variety of OIT standard languages.
- **Systems Analysts**
  - Design automated software systems and perform programming.
- **Business Analysts**
  - Develop business requirements and feasibility studies.
- **Data Entry**
  - Key agency data into automated systems and perform IT related clerical duties.



# Day-To-Day Operations with Major Customer Agencies

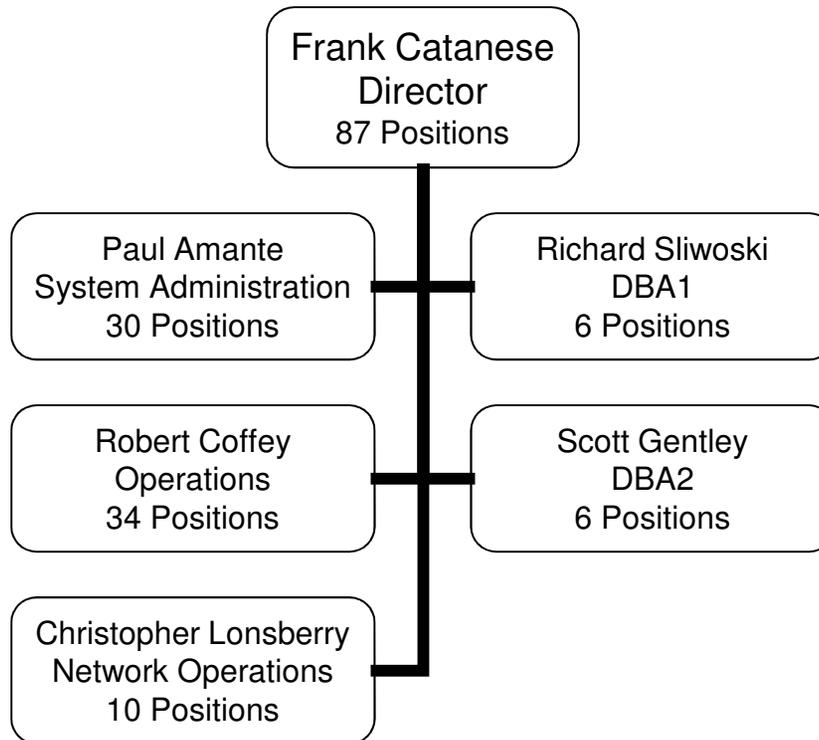
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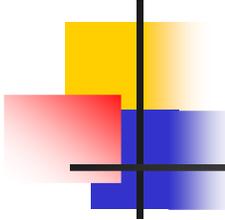
- **Department of Health & Human Services**
  - Supports 35 major application software systems for the agency in a variety of client services based medical automation systems.
- **Department of Safety**
  - Supports 48 application public safety software systems for the agency.
- **Department of Transportation**
  - Supports 28 major application software systems for the agency.
- **Department of Employment Security**
  - Supports four major application software systems for the agency.
- **Department of Environmental Services**
  - Supports 41 application software systems for the agency.
- **Department of Revenue**
  - Supports 27 tax-based application software systems for the agency.
- **Department of Justice**
  - Lead role to complete the deployment of a new case management system which will integrate several decentralized systems.
- **Department of Corrections**
  - Played a leadership role in the procurement of a new Offender Case Management System. Maintains aging prison and field services legacy systems.
- **Liquor Commission, Public Utilities Commission, Insurance, Fish & Game, Dept. of Resources and Economic Development, Sweepstakes Commission, Dept. of Corrections, Dept. of Education, Dept. of Labor, Banking, Office of Energy and Planning, Cultural Resources**
  - Provides software development services to these agencies.



# Operations Division

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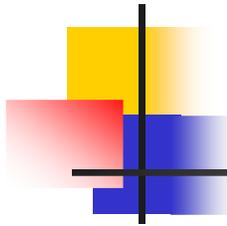




# Responsibilities

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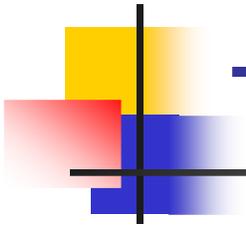
- **System Administration**
  - **Installs, maintains and administers application servers in multiple environments**
    - **Mainframe**
    - **Midframe (UNIX)**
    - **Windows**
- **Operations**
  - **Performs mainframe job in support of a host of large applications**
- **Networking**
  - **Installs, maintains and administers the States network switching equipment and circuits**
  - **Manages remote connectivity options**
- **DBA's**
  - **Perform database administrative tasks within the States Oracle environments (typically the largest database applications in the State)**



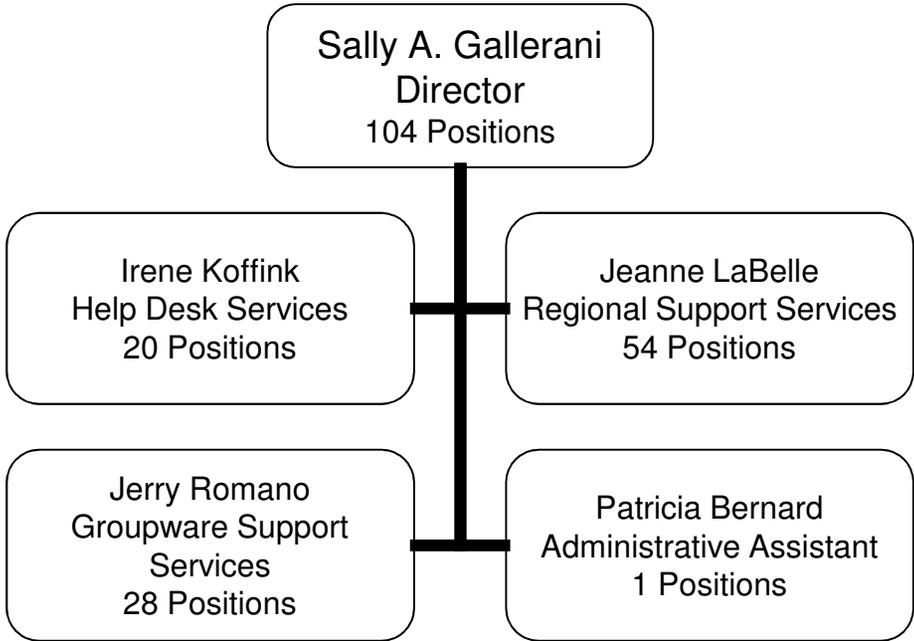
# Projects

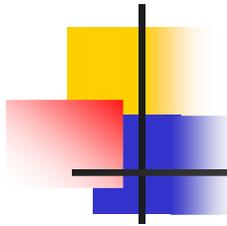
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- **System Administration**
  - MAAP
  - Employment Security UNIX build
  - ERP
- **Operations**
  - Mainframe services RFP
- **Networking**
  - Build of Aprisma Spectrum platform
  - Multitude of network infrastructure upgrades
  - Cisco maintenance agreement
- **DBA's**
  - MAAP
  - Bridges Web Billing
  - ERP



# Technical Support Services

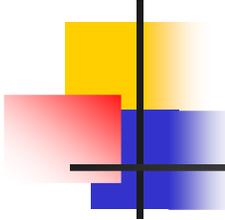




# TSS- High Level at a Glance

Technical Support Services is the customer support division of the Office of Information Technology (OIT) dedicated to:

- Central Help Desk, Desktop Support, E-Mail and File/Print Servers
- Direct support of 13 agencies (34 including Boards and Commissions)
- 4,800+ Tickets per month (excluding 7 Agencies yet to be incorporated and non-OIT agencies)
- 10,000 PCs at over 730 Locations
- 200 servers in 68 locations
- 300 routers/switches in 156 locations for the DOS
- Help Desk Advisory Committee
- Customer Satisfaction = 3.57 out of 4
- Customer Benchmark Surveys = 3.928 out of 5 (15.5% return rate)
- IronMail SPAM tool filters over 20,000 SPAM e-mail per day which is 53% of all incoming mail.

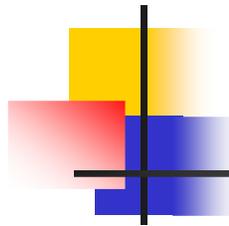


# TSS Projects

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374 Active Projects

- Application / System Implementations
  - Software Installs
  - Monthly / Quarterly Distributions
  - Equipment Upgrades
- Network Infrastructure Changes
  - Modifications to PCs configurations
  - Hardware Upgrades
- Statewide Projects
  - IronMail – SPAM Filter
  - Patch Management Solution
  - Virus Protection



# TSS Projects (continued)

## All agencies – 374 Projects as of April 18, 2005

- Priority 1      56
- Priority 2      75

## Top 5 Agencies with number of Projects

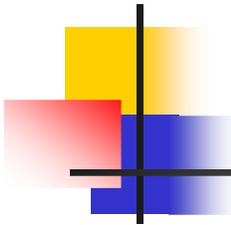
- DOS              88
- DHHS            77
- DOT              51
- DRED            26
- Statewide      34

## Top 5 Projects by Type

- Software Distribution/Upgrades      39
- Infrastructure Upgrades                  32
- PC Deployment                            33
- Standards and Procedures               29
- Inventory                                    22

## Statewide

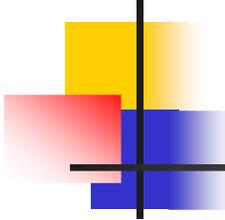
- Agency Analysis
- Centralize Help Desk (7 remain)
- Centralized Anti-SPAM solution - Iron Mail
- Centralized Anti-Virus Solution – McAfee ePolicy
- Centralized Knowledgebase
- IFS/GHRS – Web to Host Upgrade
- Patch Management Solution
- Inventory remaining agencies (cost allocation)
- Track-IT Self Services Upgrade (Web)
- Lending Library



# TSS – Help Desk Services

**Help Desk Services (HDS)** is the first line of support, providing a centralized, single-point of contact for the coordination and delivery of support services to our customers.

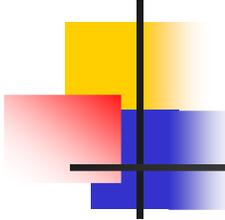
- Unified Tool Set – Intuit Track-IT
  - 11 Agencies (34 including Boards, Commissions) 1,600 calls per month
  - DHHS - NH Support Center (outsourced) 2,500 calls per month
  - DOS 725 calls per month
  - Other agencies not yet included in our numbers are the new agencies i.e. Banking, DOC, DRED, Fish & Game, Liquor, Labor, Sweeps
- Phone, E-Mail, Fax and Web (future)
- Defined Measurements for Tracking Customer Satisfaction - 3.8 out of 5 for Customer Satisfaction
- Help Desk Advisory Committee (HDAC)
- IT User Groups and Educational Sessions
- Professional Development for OIT Staff
  - 150+ staff attended free training opportunities. (Oracle, ETA, Sexual Harassment, MS Security) 12+ staff attended structured, classroom training with New Horizons Learning Center.
- Manage and Facilitate GSDLN Video Conference Site – 22 events held to date.
- Standardized IT Orientation Program – OIT New Employee Orientation has been delivered to approximately 50 new or transferred staff.



# TSS – Regional Support Services

**Regional Support Services (RSS)** maximizes the user of technology to provide comprehensive, direct technical support to all staff. RSS ensure that PCs, mobile technology and peripherals are available and provides configuration and installation services.

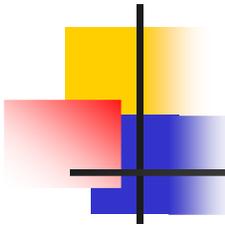
- 10,000+ PCs and 730 locations
- Certified Technicians – Dell/IBM Self Maintainer Program
  - Since the formation of OIT this has been a total revenue of \$19,145 dollars
- Assess New Desktop and Peripheral Technologies
- Desktop and Peripheral Maintenance - Imaging Solution and Image Development
- PC Resource Management – Move/Add/Change Process
- Software Distribution
- Enterprise Application Support
- On-Site Services



# TSS – Groupware Support Services

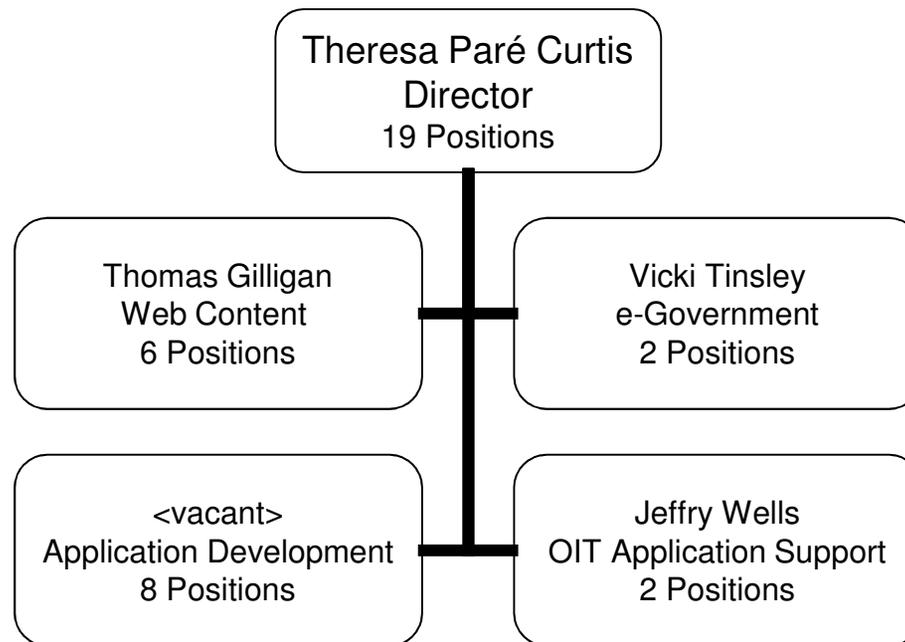
**Groupware Support Services (GSS)** maintains all enterprise applications account and data security, and access to critical data and system application required to meet the business needs.

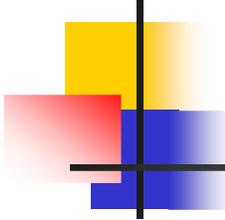
- Responsible for over 200 servers in 68 locations
- Responsible for over 300 routers and switches in 156 locations for the DOS
- Active Directory Accounts, Authentication, Global Group Policies and Security (21 servers)
- Enterprise Applications -
  - E-Mail (50 Servers) - Exchange (21 servers), Lotus Notes (28 servers), GroupWise (1 server)
  - File and Print (97 servers)
  - Anti-Virus (4 servers)
  - Anti-Spam (2 servers)
  - Web Content Filtering (3 servers)
  - Backup & Restores (8 servers)
  - Software Distribution (13 servers)
- Enterprise Services – DHCP, DNS, WINS (10 servers)



# Web Division

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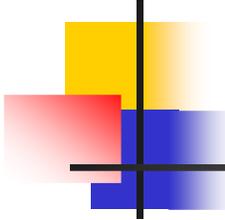


# Web High Level at a Glance

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**WSD mission is to provide state-level leadership in managing e-Government resources including web application development and support, web site design, maintenance, and hosting and coordinating e-Government efforts that affect multiple agencies or other levels of government.**

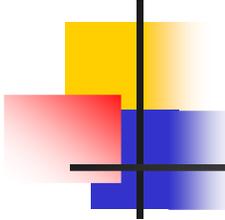
- **Create a State of New Hampshire Government Identity Online**
  - Site Design and Architecture
  - Content management solutions
  - Graphic Design
  - Web Site Hosting
- **Promote e-Government**
  - Web Architecture Standards
  - Web Applications
    - Scripting (ASP.NET, ASP, PHP, PERL/CGI, JavaScript)
    - GUI Development
    - XML Integration
  - Online Payment Transactions
  - Online Business and Professional Licensing
  - Events registration and notification
  - Online forms processing
  - Online surveys & polls
  - Shared Application Server Hosting



# Operational Responsibilities

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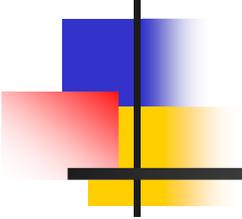
- Web site management and support
  - Hosting services for more than 50 agencies
  - Content management support for more than 50 agencies
  - Site design and development of more than 20 new or revamped agency web sites in FY04
- Application Development
  - Supports more than 40 applications for agencies
- e-Government
  - Launched an enterprise solution for professional and business licensing
  - Provides centralized e-commerce solution for online payments
- OIT Application Support
  - Develop and Administer Employee Time Accounting (ETA)
  - Web Architecture and Security Standards
    - E-authentication web service for enhanced security



# Current Agency Projects

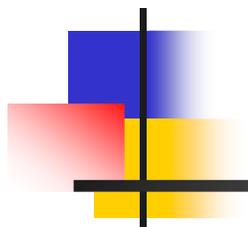
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- Online Business Licensing
  - NH State Liquor Commission
  - Board of Nursing
  - Real Estate Commission
- Prescription Drug Price Finder
- Hospital Cost Comparison Tool
- COMPASS – online registration of motor vehicles



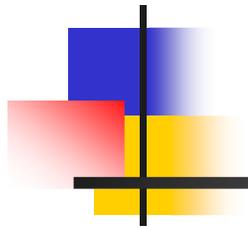
# IT Management Audit Report

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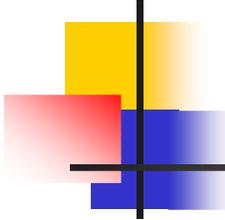
# HB 234

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# ERP Update

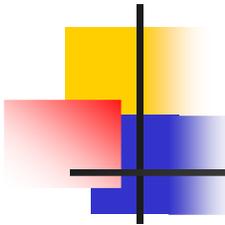
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# Agenda Items for Next Meeting

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- Strategic Planning and Plans
  - OIT will present an approach to streamline the development of the Agency IT plans.
- Standards and Purchasing
  - Standards reduce costs in procurement and support.
    - What criteria will govern exceptions to the Standards?
    - Will we allow “premium” products to be purchased? Flat Screen Monitors, PDAs, Tablet PCs etc.
  - Purchasing process has generated confusion and frustration.
    - Where do IT purchases differ from other service and commodity purchasing and where do they need to be the same?

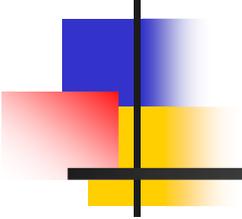


# Agenda Items for Next Meeting

(Continued)

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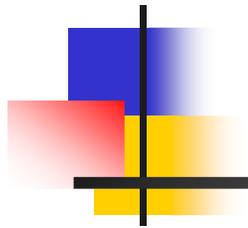
- Centralization of Services and Data Centers
  - Numerous environments (IBM Mainframe, Unix, Wintel) are candidates for centralization.
    - What criteria, in addition to economics, should be applied to the decision process?
- IT Resource Use Policy
  - Implementing a uniform policy for all departments.
    - Currently all are different. Some restrict to business use only. Others allow personal use at lunch, breaks and after hours.
- Satisfaction Metrics
  - Developing an approach that is useful, but not overly burdensome.



# Attachment 1

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RSA 4-d



# Attachment 2

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HB 234