The mission of the Department of Information Technology (DoIT) is to support the strategic business objectives of State agencies; to create and sustain a secure and reliable information technology environment; and to ensure careful and responsible management of the State’s information technology resources.
Agenda

• Welcome - Colonel Dave Routhier
• IT Council Meeting Minutes Review and Approval Process - Colonel Dave Routhier
• NHFIRST Phase II Update – Mark Fairbank
• NH Business One Stop - Theresa Pare-Curtis
• Dept. of Safety, Virtual Private Network – Rick Sheldon, Peter Hastings
• Dept. of Revenue, Integrated Tax Information System – Rebecca Bolton, Peter Hastings
• Governor & Council Digitization - Commissioner Bill Rogers, Theresa Pare-Curtis
• IT Strategic Plan Update - Commissioner Bill Rogers, Rebecca Bolton
Welcome
IT Council Meeting Minutes Review and Approval Process
NHFIRST Update

• The Governor & Executive Council approved the contract for NH FIRST Phase 2 implementation services on August 10th.

• Phase 2 includes systems to be used by all state agencies for business critical functions.

• The State learned many lessons in Phase 1 that will be used to prevent and avoid the pitfalls.

• Preparatory analysis of mandatory requirements and the State’s current business processes began last year at DAS and continue as we engage Lawson Professional Services.

• Overall Phase 2 implementation is planned to complete by January 2013.

• The project will pursue the earlier implementation of three specific functions:
  – Employee & Manager Time and Leave Request Functions:
    • Beginning January 2012, an incremental roll-out of automated timekeeping and leave request functions.
    • Access to the new time/leave functions will be staged for selected agencies each month beginning in January 2012 and proceeding through June 2012.
  – Inventory & Fixed Asset Management and Reporting Functions – Date to be determined.
  – Procurement: Strategic Sourcing Functions – Date to be determined.

• Detailed descriptive information on these modules of the ERP system are available on SunSpot, under the NH FIRST ERP section, under the Lawson Standard Manuals section.
NH FIRST Phase II Systems Integration

HCM Functions
- Personnel Administration
- Human Resources
- Benefits Administration
- Employee and Manager Self-Service
- Absence Management (Leave)
- Payroll
- Garnishment Processing

LTM Functions
- Global Human Resources
- Talent Acquisition

HCM Human Capital Management

Phase 1 Integration with Current State ERP Lawson Financials

AM Asset Management

SCM Strategic Sourcing

S3 Financials
- Asset Management Module

SCM Supply Chain Management
- Strategic Sourcing Functions
  - RFP - Bid Requests & Invitations
  - Open Event Management

GHRS Integration with Current State Payroll
  - Jan 2012 – Jan 2013
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Discussion Topics

- What is New Hampshire Business One Stop Center?
- Business One Stop Center principles
- Governor Lynch’s Vision
- Current Process
- Agency Participation
- Project Phases
- Project Milestones / Schedule / Costs
- Focus on the Customer (Business)
- Q & A
What is Business One Stop Center?

A One-Stop Center will streamline businesses interaction with all of NH government.

- New Hampshire Advantage
- Tools for Your Business
- Expanding a Business Transactions
- Running a Business Transactions
- Considering / Starting a Business Transactions
- Business Life Cycle Assistance
- Business Profile and Secure User Account
- 24/7 Information search & on-line form retrieval

Business One Stop
2011 Governor’s Inaugural Address

“A one-stop shop for businesses”

– “to create an online Business One Stop Center, which will provide a central place for businesses to interact with state government” – Governor John H. Lynch January 6th, 2011

Objectives

- Create one place to go to make it easier for businesses to interact with all of government
- Streamline business transactions
- Provide extended hours for business with 24/7 access
Today, too many sources for information

To use this system, you must first register and get a User Name and Password. Once you are registered, you will need to Log In to access all online services, such as filing a claim for benefits. To register, choose the Create New Account from Menu Options or press the button below.
Too much government

We have heard:
Business owners don’t know where to call

...or how to navigate through all the requirements
No clear path exists
Inter - Agency Support is Needed

Keys to Success

- Executive sponsorship from Governor's Office
- Agency Participation and Buy In is Key
- Clear Project Plan with Measure Deliverables
- Dedicated Project Management
- Schedule, Milestones & Cost for Phased Approach
- Accountability / Immediate Issue Resolution
- Communication
- Established Funding Mechanism in Governor’s Budget
Business One Stop Center - Portal Specifics

Key Deliverables – Initial Phase

- 24/7 online guidance
- Single interface to all agency websites
- Decision tree for businesses starting, running, expanding or moving in NH
- Online access to all forms
- Single sign on (SSO) Business profile data (IDs, addresses, etc.) Single statewide ID
- Consolidated professional/occupational licensing

Future Phases

- Intelligence Integration central location of common business data for agency use
- Paperless applications (all forms submitted and processed online)
- Consolidated online payment capability (Shopping cart functionality)
- Data sharing across agencies
- Consolidated permitting systems
- Online document management

Legal Environment

- Common interpretation of digital signature requirements
- Common interpretation of mailing requirements (i.e. acceptable email uses)
- Electronic licenses, permits, and registrations allowed by statutes and/or policy
- Business profile data on portal protected by Right to Know and other privacy laws
Benefits

Businesses...
- Life cycle guidance
- Single user account
- Less processing time
- Printing / postage savings
- No redundant information requests
- Electronic notifications
- Centralized payment system

- Improved User Experience
- Financial Savings
- Increased Efficiency

Government....
- Paperless!
- Improved data validation
- Print / postage savings
- Agency – agency reconciliation
- Reduced storage / retrieval costs
- Reduced mail sorting / form scanning
- Increased accessibility to business profile
- No data re-keying into multiple systems

Major Benefit
More time for business owners to focus on their businesses
Business One-Stop Center – Decision Tree

Considering a Business  
Starting a Business  
Running a Business  
Expanding a Business  
Moving Business to NH
**Business One-Stop Center – Single Sign On**

A Single Sign On (SSO) permits a user to enter one name and password in order to access multiple applications…
Project Schedule & Milestones

- Budget approved and new position created
- Initial Phase
  - Application Development
    - Business Requirements completed
    - Functional Design in progress
  - Pilot Agencies – Secretary of State, NH Employment Security, Department of Labor
    - Development of business workflow
    - Completion of questionnaire for decision tree
    - Identifying all forms and online availability
  - Professional & Occupational Licensing Boards
    - Migration of data to statewide enterprise solution from System Automation
- Project Go Live – September 2012
# Dept. of Safety VPN

**Project Name:** Virtual Private Network Conversion – Dept. of Safety  
**Reporting Period:** July 15, 2011 – August 15, 2011

**Project Budget:** $202,685.00

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<th>Y</th>
<th>Milestones</th>
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<th>Issues/Actions</th>
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<th>Accomplishments</th>
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## Overall Project Status

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## Project Lead & Team Members/Stakeholders

- **Project Manager/Lead – Rick Sheldon, Frank Catanesi**
- **Business Sponsor – Kevin O’Brien**
- **Point of Contact – Rick Sheldon, Frank Catanesi**
- **Development Team – Ben Posner, Don Amendun**

## Accomplishments – This Reporting Period

- Implemented core hardware and software upgrades
- Developed 5 security scenarios
- Created portal for MA Browser town access
- Developed Network diagrams for Local Area Network (LAN)-LAN development effort

## Scheduled Next Steps (Month)

- Work with Presidio (Vendor) to correct W2000 issue
- Work with Presidio to create LAN-LAN tunnels.

## Issues/Challenges/Risks

- Portal - The new system is unable to work on W2000 at this time. MAAP Application is running on W2000 on 80% of our machines
- Lan-Lan – Need greater detail on network architecture for the vendor/PD towns to be able to make this work.
- Rollout Strategy

## Actions to Resolve w/Resolution Date

- Vendor is working on a solution
- NetOps is working with the Towns and Police Departments (PD) to get the needed information.
- Developing separate Browser/L2L/PD strategies.
Dept. of Revenue iTIMS

**Project Name:** iTIMS - Department of Revenue Administration

**Reporting Period:** July 15, 2011 – August 15, 2011

**Project Budget:** $7,000,000.00

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**Overall Project Status**

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**Project Lead & Team Members/Stakeholders**

- **Project Manager/Lead:** Rebecca Bolon / Brian Pace
- **Business Sponsor:** Commissioner Kevin Cougherty
- **Assistant Commissioner:** Margaret Fulton
- **Point of Contact:** Rebecca Bolon - DoIT, Brian Pace DRA
- **Karen Sampson, ASD, All DoIT Divisions**

**Accomplishments – This Reporting Period**

- Vendor Selected for the DM/ER Solution
- VOIP Installed
- Desktop deployment UAT, IS, PA

**Scheduled Next Steps (Month)**

- Finalized contract for DM/ER solution
- Complete desktop deployment
- Finalized Adobe architecture
- Tax Year 2011 ERD completed
Dept. of Revenue iTIMS, continued

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<th>Issues/Challenges/Risks</th>
<th>Actions to Resolve w/Resolution Date</th>
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<tr>
<td>Staff resources</td>
<td>Contracted Services – COBOL 9/1/11</td>
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<tr>
<td>Aggressive schedule</td>
<td>Keep senior management engaged w/issues and priorities</td>
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<tr>
<td>Adobe Support</td>
<td>DRA Leverage continue business with Adobe 8/22/11</td>
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<tr>
<td>DM/ER Contract</td>
<td>Engage DoIT staff in contract IT content to ensure all technical issues are covered.</td>
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Governor & Council Digitization

- Pilot Project
- Distribute G&C agenda items to Councilors electronically
- Use iAnnotate to download and markup PDF documents
- Move to paperless G&C meeting
- Eliminate State Trooper delivery of agenda items to Councilors’ homes

Project does not address issues to streamline or digitize the contracting process
NH IT Strategic Plan Update

- Bottoms up approach; Based on Agency’s IT Plan
- Discovery sessions with Agency and DoIT Leadership
- Focused on Strategic Agency Business Issues
- Balanced Scorecard
  - SMART objectives. Specific, Measurable, Achievable, Realistic and Time
  - Finance/Customer/Process/Learning
- Review
  - Major projects
  - People
  - Processes
  - Technology
- Statewide Plan Fall/Winter