State of Idaho

Information Technology Business Plan

2009

Idaho Citizens easily access information
and services through technology

Goal: Simplify delivery of government services and information.
ACTIONS

- **Annually analyze, review and report web portal performance based on established metrics.**
  Contact: Bill Farnsworth
  Funded: through Access Idaho
  - Provide statistics for the state home page, including number of views, hits, top pages, most used page and other statistics that are deemed useful for future decisions. These will be reported to the ITRMC council on an annual basis, or as requested.
  - Monitor and report on the use of the new web 2.0 features (Twitter, Flickr & YouTube) on the State home page. Make adjustments to the use of the new technologies based on this information and evaluate new technologies for the State of Idaho.
  - Monitor and report on agency specific applications (such as Tax, ITD, IREC and others) to monitor usage and adoption of the application for future decisions.
  - Report on the number of new applications brought online during the year to the ITRMC.

- **Organize spatial data for streamlined access and use.**
  Contact: Gail Ewart
  Funded: FY10 request not approved
  Transition existing statewide services into enterprise structure
  - Provide stable and adequate funding for INSIDE Idaho, the state's GIS clearinghouse
  - Establish interdependent network of services and capabilities to provide robust, persistent access to spatial data and metadata to government, business and citizens
  - Enhance and mature existing clearinghouse services to portal-level services, taking advantage of current technologies and approaches
  - Develop and deploy generic mapping applications for general use
  - Leverage existing government and private-sector portal technologies and services, including geodata.gov, state inventory (aka RAMONA) and Google's open application interface.
  Champion development and sharing of metadata
  - Support development and deployment of Idaho metadata tools
  - Provide training and workshops encouraging metadata development
  - Develop a checklist and standard operating procedures to assure metadata is posted and discoverable from a variety of online approaches
  - Develop metadata keyword thesaurus for Idaho

- **Develop a secured architecture for exchanging information among government entities.**
  Contact: Terry Pobst-Martin
  Funded: FY10 request not approved
  - Determine need for exchanging information in various forms
  - Determine sharing methods: Secure FTP, E-mail, SharePoint; similar services.
  - Fully understand type and sensitivity of information to be shared
  - Provide forum for agencies to participate in discovery and planning process
  - Plan architecture which would support those needs
  - Ensure protection features (e.g., encryption) meet Federal standards
  - Have external agency or entity evaluate plan
  - Obtain funding for the plan; share costs, if necessary, across participants

- **Assess deployment of broadband internet access to Idaho citizens.**
  Contact: Mike Guryan
  Funded: no
  - While developing Idaho Education Network (IEN), determine current broadband availability across Idaho
  - Leverage IEN, Idaho Regional Optical Network (IRON) and Idaho Public Safety Network to determine citizens' needs to access to broadband internet
  - Coordinate with providers to leverage buying power to reduce overall costs
  - Develop long-term plan for ensuring future needs are understood and planned for to keep changes proactive rather than reactive

- **Improve employee access to state information.**
  - **Upgrade remote access for telecommuters, remote offices and travelers.**
  Contact: Terry Pobst-Martin
  Funded: FY10 request not approved
  - Determine agency requirements for OCIO provided Remote Access
  - Evaluate best alternatives for improved VPN/Remote Access
  - Ensure potential alternatives provide levels of security required
    - Affordable and easy to use two-factor-authentication
    - Network Access Control to ensure clients meet security standards
    - Maximize ease of use while maximizing protection of sensitive information

  - **Expand and secure wireless access.**
  Contact: Michael Guryan
  Funded: FY10 request not approved
  - Assess wireless access need in the Capitol Mall state agencies
  - Evaluate potential solutions to meet needs and ITRMC standards
  - Implement secure wireless throughout agencies in Capitol Mall area

Goal: Manage information technology from an enterprise perspective.
ACTIONS

- **Identify common functions and computing elements that can be integrated into a shared infrastructure delivering "utility-like" services to all agencies.**
  Contact: ITEAC Chair
  Funded: not required

- **Develop an enterprise architecture, or 'blueprint,' describing the organization, components, and processes of a shared infrastructure capable of delivering reliable and responsive services.**
  Contact: Greg Zickau
  Funded: no
  - Identify the various committees and subcommittees that govern the use of technology and show their relationships
  - Identify major processes that are involved in guiding the enterprise IT investment
  - Identify disconnects where the governance committees and processes may overlook or duplicate some aspect of technology

- **Implement recommendations of the OPE study and governance task force.**
  Contact: Greg Zickau
  Funded: no
  – Draft legislation formally establishing the Office of the CIO and defining its role, responsibilities, and decision-making authority with respect to the ITRMC.
  – Formalize process whereby Dept. of Administration works with Division of Financial Management to align funding requests with state and agency plans.
  – Develop policies, procedures, and criteria for the review and approval of large-scale IT projects. This process should include a formal assessment as to whether projects meet the established criteria and whether projects are recommended for approval.
    - Include compliance with agency and state IT plans, agency strategic plans, and council standards, as well as sound analyses of lifecycle costs, benefits, risks, and project alternatives in the project evaluation criteria.
  – Establish the process to select systems to be consolidated or shared.
  – Develop a detailed plan for consolidating common IT services that includes:
    - Steps for collecting and verifying information and cost data for identified consolidation or shared services projects.
    - An evaluation of the costs and benefits of building on the existing infrastructure of shared services and consolidations.
    - Development of requirements and criteria for reviewing and approving consolidation initiatives that are aligned with leading practices for reviewing and approving large-scale IT projects.
  – Develop a strategic plan to integrate the current and future broadband networks.
  – Assign responsibility for monitoring changes in communications technology, assessing the long-term impact of changes on the state's communications systems, and integrating the changes into the strategic plan to OCIO and ITEAC.

- **Leverage and integrate multiple telecommunications efforts to maximize benefits and minimize investment.**
  – **Public Safety, Idaho Education Network, IDANET.**
  – **Telephone and video teleconferencing systems.**
  Contact: Michael Guryan
  Funded: FY09 partial, FY10 request not approved
  – Create current database of existing assets
  – Work with all stakeholders to develop coordinated efforts

- **Strengthen IT alignment by promoting the development of agency IT plans that support the goals and actions contained in this Plan.**
  Contact: Carla Casper
  Funded: not required
  – Provide a series of early reminders (90-days, 60-days, 30-days) to agency directors and IT managers of when IT plans are due
    - Include a copy of this plan along with the reminder
    - Include a copy of the IT plan template
    - Make reference to IT plan template from the ITRMC IT Plan policy and guideline web document

- ▪ Make IT plan template accessible from the ITRMC website
- − Develop a cover letter or quick reference guide explaining the goals of the State IT Plan asking the agency to provide reference as to how projects within their plan may address any of these goals.
- − Require agency IT plans be submitted well in advance of budget deadlines so that feedback as to potential enterprise initiatives that may influence their IT budget can be provided.
    - ▪ To be successful this requires timely review of the agencies IT plans by OCIO staff.

Goal: Safeguard the privacy and confidentiality of information.
ACTIONS

- • **Establish minimum standard security guidelines, based upon industry and government security best practices, for all agencies to employ to achieve a common security baseline throughout the enterprise.**
  Contact: Terry Pobst-Martin
  Funded: not required
  - − Establish interagency working group to evaluate security standards (e.g., COBIT)
  - − Set goals for employing security baseline
  - − Determine what standards should apply to all agencies
  - − Determine what standards apply to distinct and unique agencies
  - − Plan for process to audit agencies, incorporating existing resources
  - − Reevaluate the baseline to determine if goals are met

- • **Establish a well-structured cyber security risk management methodology to promote a better understanding of risks resulting from operating information systems and to assist decision-makers in determining when to invest resources to minimize security risks.**
  Contact: Terry Pobst-Martin
  Funded: FY10 request not approved
  - − Evaluate State agency information security compliance requirements
  - − Determine other information security needs
  - − Assess the flow of sensitive information and current security in place
  - − Determine which requirements have security shortfalls
  - − Evaluate processes and technical solutions to enforce compliance and other information security requirements

- • **Coordinate agency efforts in disaster recovery planning by:**
  - − **identifying critical IT government services for continuity of operations.**
  - − **conducting a review of existing business continuity plans for sustaining those services and the requisite IT infrastructure**
  - − **developing a strategy to leverage common disaster recovery facilities and capabilities.**
  - − **conducting frequent testing and ongoing evaluation as changing conditions dictate.**
  Contact: Terry Pobst-Martin
  Funded: FY10 request not approved
  - − Receive input from agencies on their critical functions/services
  - − Create interagency working group to compare needs vs. existing continuity plans
  - − Evaluate existing state data center space and resources to determine availability

- Write a strategy to meet state agency needs and move resources into DR facilities
- Review actions to determine if needs were met

- **Establish a multi-agency Cyber Security Incident Response Team (CSIRT) to serve as a trusted focal point for enterprise computer security incident reporting and to provide assistance to all agencies with incident prevention and response expertise.**
  Contact: Terry Pobst-Martin
  Funded: FY10 request not approved
  - Organize interagency group to develop charter for the CSIRT
  - Conduct training for the CSIRT members and other security coordinators
  - Emphasize prevention in order to avoid incidents when possible
  - Obtain resources for CSIRT to use in prevention as well as response

- **Augment and continue a security awareness and education program for State-agency and higher-education leadership, IT personnel, and State employees.**
  Contact: Terry Pobst-Martin
  Funded: no
  - Provide regular awareness training for specific agencies and for general audiences
  - Make training available for agency security coordinators to use in-house
  - Provide continual update information to State employees in e-mail and newsletter

- **Identify statewide requirements for compliance with State privacy policies and federal privacy mandates, such as the Health Insurance Portability and Accountability Act (HIPAA), Children's Online Privacy Protection Act (COPPA), Family Educational Rights and Privacy Act (FERPA).**
  Contact: Terry Pobst-Martin
  Funded: FY10 request not approved
  - Establish interagency working group to evaluate security compliance regulations
  - Determine what compliance standards should apply to all agencies
  - Determine what compliance requirements apply to distinct and unique agencies
  - Plan for process to audit agencies, incorporating existing resources
  - Reevaluate the baseline to determine if goals are met

- **Secure the IT infrastructure.**
  Contact: Michael Guryan
  Funded: not identified
  - Determine needs for physical security of IT infrastructure equipment and assets
  - Develop plan and budget for meeting physical security needs
  - Identify potential equipment and software security improvements
  - Ensure administrative rights and access is strictly limited to essential personnel
  - Encrypt wireless signals to meet ITRMC policy requirements

Goal: Promote collaborative relationships among State agencies, public and higher education, and local governments.

ACTIONS

- **Implement Idaho's Spatial Data infrastructure pursuant to the strategic and business plans.**
  Contact: Gail Ewart
  Funded: FY11 request
  Pursue Business Plan initiatives by priority in six areas:
  - Organizational and management structure and practices
  - Data development or management
  - System configuration, software, or application development and operation
  - Education, outreach, and internal/external communications
  - Funding, budgeting, cost-benefit evaluation, and financial management
  - Legal or policy development and management

  Develop action plans for high-priority initiatives, including:
  - Transition existing statewide governance body to Idaho Geospatial Council with Executive Committee
  - Establish policies and procedures for developing data standards
  - Establish and sustain state agency stakeholder group to enhance coordination
  - Pursue traditional and innovative funding approaches
  - Develop general base mapping platform to support diverse uses
  - Collaborate with related professions and governments
  - Establish regional centers to support local government development and use of spatial data
  - Develop communications plan to include multi-directional communications strategies, outreach for SDI concept and activities, and enhancing ties to regional and national SDI efforts

- **Establish a multi-organizational funding strategy for collaborative efforts.**
  Contact: Greg Zickau
  Funded: not required
  - Consider the applicability of the Enterprise Services continuous appropriation, which may solve this requirement.

- **Expand participation in the common framework for Internet-based services (*Idaho.gov).*
  Contact: Bill Farnsworth
  Funded: Access Idaho and agencies
  - Develop Policies and Standards for New State of Idaho web standard look and feel; have these reviewed by agencies; and present them to ITRMC for approval.
  - Market the new State Standard look and feel to the agencies; coordinate adoption with ITRMC and the Governor's Office.
  - Research and plan the enterprise rollout of a common content management system for the state.

- **Establish an Information Sharing Analysis Center to promote security information sharing for all government and citizens in Idaho.**
  Contact: Terry Pobst-Martin
  Funded: FY10 request not approved
  - Determine basic ISAC needs for State of Idaho organizations
  - Develop website per Multi-State ISAC instructions
  - Determine human resource requirements for maintaining and improving site
  - Create consortium from state and local entities to provide required resources

- **Provide agencies with a consolidated perspective on IT initiatives based on analysis of individual agency IT plans.**
  Contact: Carla Casper
  Funded: not required
  - Develop a streamlined review process for OCIO staff to review agencies submitted IT plans. Consider developing an agencies staffed review board to review IT plans vs. OCIO staff.
  - Develop a project plan so that reviews are completed in a timely manner that allows for feedback to agencies well in advance of budget deadlines.
  - Develop an analysis report for disseminating IT initiative information
  - Make analysis information available via the OCIO website
  - Present analysis to ITRMC
  - Email completed analysis report to agency IT managers

- **Engage the ITEAC and leverage cross-agency expertise to manage statewide initiatives/projects.**
  Contact: ITEAC Chair
  Funded: not required

Goal: Establish best practices to procure information technologies and services.
ACTIONS

- **Establish standards for technology and services that will enable Division of Purchasing to establish a purchasing vehicle.**
  Contact: ITEAC Chair
  Funded: not required

- **Identify commodity-like technology goods and services for bulk purchasing.**
  Contact: ITEAC Chair
  Funded: not required