ITRMC
ANNUAL REPORT

2012 Information Technology Resource Management Council

Teresa Luna
ITRMC Chair
Director and CIO, Dept. of Administration

State of Idaho

FOREWORD

It is my pleasure to submit the Information Technology Resource Management Council Annual Report for 2012.

We previously highlighted governance changes intended to increase the effectiveness of IT operations throughout government. The key feature of the modifications was to align decisions to the appropriate level, e.g. technology decisions made by technology leadership, policy decisions made by policy leadership. With a full year behind us since adapting the governing structure, it is clear the changes are having precisely the effect we intended and have energized the technology community.

The balance of this report highlights results of the new organizational and decision making structure. For example, a project team took on the review and adaptation of technology-related accounting codes to increase our visibility into the State's $200M annual IT spend. This is hugely important in providing empirical data from which to make strategic investment decisions. In addition, there is a new emphasis on openness and collaboration reflected in the creation and efforts of the Network Technical Working Group. Finally, huge strides have been made in resolving a problem with collecting and consolidating county cadastral data, a problem that has lingered for over a decade.

We are excited about the new strategic technology directions that have grown out of the governance changes we previously made and look forward to reporting further successes. With that expectation, I hereby submit the ITRMC Annual Report.

Teresa Luna
ITRMC Chair

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COUNCIL MEMBERS

GUBERNATORIAL APPOINTMENTS
CHAIR
Teresa Luna Director and CIO
Dept. of Administration

EXECUTIVE AGENCY OFFICERS
Richard Armstrong Director
Dept. of Health & Welfare

Brig. Gen. Bill Shawver Director
Idaho Bureau of Homeland Security

PRIVATE INDUSTRY IT EXECUTIVE
Dennis Gribble VP and CIO
Idaho Power Company

PUBLIC SAFETY OFFICIAL
Col. Jerry Russell Director
Idaho State Police

STATE AGENCY IS MANAGER
John McAllister Chief Deputy Director
Idaho Dept. of Labor

Craig Potcher IT Bureau Chief
Dept. of Fish and Game, 2003 – May 2012

LOCAL GOVERNMENT REPRESENTATIVE
Bill Reynolds GIS Coordinator
Nez Perce County

RURAL INTERESTS REPRESENTATIVE
Mike Field Executive Director
Idaho Rural Partnership

Jerry Piper, Operations Manager
Cambridge Telephone Company, 2008 – 2012

JUDICIAL APPOINTMENT
Patti Tobias [interim member] Administrative Director
Idaho Supreme Court

John Peay IS Director
Idaho Supreme Court, 1993 - 2012

LEGISLATIVE APPOINTMENTS
STATE SENATORS
Sen. Les Bock (D) Boise
Sen. Mitch Toryanski (R) Boise

STATE REPRESENTATIVES
Rep. Brian Cronin (D) Boise
Rep. Thomas Loertscher (R) Iona

STATE CONTROLLER
Donna Jones

SUPERINTENDENT OF PUBLIC INSTRUCTION
Tom Luna

STATE BOARD OF EDUCATION, EXEC. DIRECTOR
Mike Rush

COUNCIL GOVERNANCE
The ITRMC reviews and evaluates IT and telecommunications systems, and prepares statewide
IT and telecommunications plans.

The council was established in 1996, with statutory authority (67-5745). Following the philosophy of "central coordination with local agency control", the ITRMC establishes statewide IT and telecommunications policies standards, guidelines, and conventions to assure uniformity and compatibility of state agency systems.

The ITRMC identifies technology opportunities and facilitates state-wide programs, while monitoring these programs to ensure they are effective, beneficial, and utilized on a statewide basis.

ITRMC STAFF

The ITRMC is supported by a team of experienced IT professionals who work in collaboration with state agency directors and IT management to assist agencies in planning for their respective IT needs.

The staff ensures that agency IT plans and large-scale projects are in harmony with the direction established by the State IT Strategic Plan and comply with the IT Policies, Standards, and Guidelines as adopted by the council. In addition, the staff is responsible for development of the state's IT strategic plan, staffing support to the council, and the research and development of statewide IT applications. Accordingly, the ITRMC support staff is charged with facilitating the state's long-range, enterprise-wide technology planning efforts and initiatives.

CHIEF TECHNOLOGY OFFICER
Greg Zickau
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GEOSPATIAL INFORMATION OFFICER
ENTERPRISE APPLICATIONS MANAGER
CUSTOMER RELATIONS
Bill Farnsworth
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ENTERPRISE PLANS & PROGRAMS AND SUPPORT MANAGER
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(208) 332-1853 carla.casper@cio.idaho.gov

ENTERPRISE IT INFRASTRUCTURE MANAGER
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CHIEF INFORMATION SECURITY OFFICER
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ADMINISTRATIVE ASSISTANT
Sally Brevick
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IT LEADERSHIP COUNCIL (ITLC)

CHARTER   http://itrmc.idaho.gov/committees.html#itlc

MEMBERS

Dept. of Labor – John McAllister (Chair)
Dept. of Insurance – Becky Barton-Wagner (Vice Chair)
Office of the CIO – Greg Zickau
State Controller's Office – Steve Wilson
Dept. of Fish & Game – Craig Potcher
Idaho Industrial Commission – Robert Butler
State Dept. of Education – Troy Wheeler
Dept. of Health & Welfare – Michael Farley
Idaho Transportation Dept. – Shannon Barnes (Interim Chair, June to October 2011)
Health Districts – Jim Williams
Dept. of Water Resources – Glen Gardiner
Dept. of Lands – Dan Raiha
Dept. of Parks & Recreation – Kevin Zauha
Idaho Tax Commission – Mike Teller
Dept. of Correction – position vacant
Bureau of Homeland Security – Mike Langrell
Idaho State Police – Michael Key
Div. of Vocational Rehabilitation – Scott Williams

RESPONSIBILITY / AUTHORITY

1. Implement the duties and responsibilities delegated by the Information Technology Resource Management Council (ITRMC) under I.C. 67-5745C.
2. Develop and recommend policies for approval by ITRMC.
3. Create and approve technology standards and guidelines.
4. Review and approve large-scale technology projects.
5. Provide operational oversight of enterprise utility services offered to state organizations as part of the federated model.
6. Plan for enterprise services focusing on innovation, improving service and cost savings.
7. Perform other duties authorized or assigned by relevant authority.
8. Report to ITRMC as required.
9. Develop, implement and refine a cooperative process for state agency IT Governance based upon a federated model.
10. Provide a forum to advocate and recommend to ITRMC adequate budgeting of collaborative projects and consolidation efforts.

Over the past 12 months, the ITLC has:
- Developed Policy 4550 for the management of mobile devices, see "Cyber Security TWG" below;
- Developed and approved Guideline 591B to assist in the avoidance of SQL injection attacks, see "Cyber Security TWG" below;
- Received several updates about and provided feedback for the new employee performance management system *iPerform*;

- Received an update on the Eastern Idaho Technical College Virtualization Project, a project approved by ITRMC as part of the Large-Scale Project Review Process in June 2010;
- Discussed IT-related procurement issues;
- Discussed external file sharing and the inherent security issues;
- Considered the Large-Scale Project Review Process and how it might be improved – ongoing;
- The following Technical Working Groups (TWGs) reported regularly to the ITLC, providing critical data for discussion and decisions.

Idaho State Network (ISN) TWG

This TWG, led by Mike Guryan (OCIO), meets on a monthly basis to provide operational transparency, improve trouble-shooting and to consider the ongoing development of the network architecture. Following a recommendation by the ITLC that an independent assessment of the ISN should be undertaken, the TWG played an important role in outlining what the statement of work should include. The assessment will be started in June 2012 and will review the current infrastructure architecture and how well the system supports business applications.

IT Spending Codes TWG

Formed in February 2012 and now disbanded, this TWG (led by Steve Wilson from SCO) undertook a detailed review of the current breakdown of IT codes within the STARS system and made recommendations for updating, and therefore improving, the tracking and benchmarking of IT spending in the state. These recommendations have been reviewed and approved by the ITLC as well as by the Division of Financial Management. DFM is implementing the changes for the State's FY13 expenditures.

Idaho Consolidated Services (ICS) TWG

The focus over the past months for this TWG, led by Craig Schumacher (ITD), has been the status of the current ICS server hardware equipment and whether or not to go to the cloud for Microsoft Exchange Online Services. With the maintenance lease expiring in September 2012, at which time the equipment will be four years old, the TWG presented 3 options to the ITLC and recommended option 1, using virtualization on SCO resources.

The TWG is continuing to research the impact of a possible transition to the cloud for Exchange Online Services, specifically focused at this time on the security requirements of the Tax Commission. The TWG has given a recommendation for a pilot group from ICS to test the services, and will continue its effort until it can give ITLC a solid recommendation whether or not to migrate.

Project Review TWG

ITRMC has a statutory responsibility to review large-scale projects, this responsibility has in turn been delegated to the ITLC. In the past a working group has been assigned to review state projects and determine the criteria by which projects are selected for closer evaluation. This process is laborious, due to limited staffing resources, and needs to be streamlined. Agencies are already planning for FY14 and are required to submit their annual IT plans to the OCIO by July 15. This will again form the basis of data gathering for the review process. It has been suggested that an enterprise portfolio or inventory of projects would be very beneficial and it is anticipated that the ITLC will give this further consideration in the coming months.
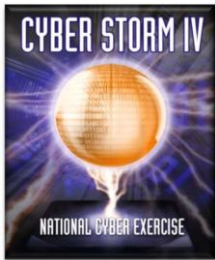
Cyber Security TWG

While this TWG is led by Pam Stratton from the Office of the CIO, other TWG members have been instrumental in leading various efforts such as developing policies standards and guidelines. Policy 4550, under the direction of Robert Butler from the Idaho Industrial Commission, was developed to ensure that the now wide-spread use of mobile devices does not adversely affect the security of state information. (It is anticipated that this policy will be approved at the June meeting of the ITRMC council.)

Brett Richard from the Dept. of Labor led an effort to develop Guideline 591B which provides background information regarding SQL injection attacks and techniques to ensure systems are not vulnerable to such attacks. (A SQL server refers to a particular database system.)

On March 1, 2012 an independent assessment of the wireless network around the LBJ Building and the Capitol was carried out. This revealed a poor level of security associated with WEP (Wired Equivalent Privacy, a security algorithm for wireless networks) and Standard 3530 (Network Connectivity and Transport – Wireless LAN) has already been updated in this regard.

On October 3rd and 4th of 2012 a two-day simulated cyber security exercise will be conducted by the Department of Homeland Security. "Cyber Storm IV" is nation-wide event, though each state will conduct the exercise independently, which will provide an opportunity to assess current cyber incident response plans. Several agencies (Departments of Administration, Health & Welfare, Transportation, Labor, State Controller's Office, State Tax Commission, Bureau of Homeland Security, Department of Homeland Security, Military Division, Idaho State Police) will participate in the Idaho exercise, this will involve not only IT staff but higher-level decision makers as well.

ITLC Strategic Planning 2012

ITLC members participated in a two-day strategic planning on June 7 and 8, which resulted in a number of actions, and recommendations aligned below according the State strategic goals.

Improve delivery and accessibility of government services and information

- Disaster Recovery / High Availability / Business Continuity: Undertake a study and inventory for existing DR/HA/BC capabilities and infrastructure

Manage IT and information from the perspective of state government as a whole.

- Idaho State Network – Strengthen funding and management of resources
- VoIP Integration – Establish capability that allows for integration and interoperability
- Data Centers – Establish capabilities for sharing infrastructure and facilities (including cloud).
- Consolidated Messaging – Establish capabilities to create an interoperable platform that includes all state employees
- Conferencing – Establish capabilities to create an interoperable statewide platform (voice/video/web)

Safeguard the privacy and confidentiality of information

- Security – establish the capability to oversee compliance of existing security policies, standards and the ability to monitor, identify and react to an incident. ON HOLD

Promote collaborative relationships among all entities, public and private

- Virtual Project Management Forum – leverage project management and enterprise architecture resources and expertise by all agencies. ON HOLD
- Dedicated CIO – Advocate for this appointment
- Consolidate State Office Buildings – Advocate for consolidation where possible, or sharing of services by multiple agencies in one facility.
- IT FUNDING – Ensure proper funding of utility and shared services

Seek improvement in all aspects of information technologies and services

- IT Procurement Process – streamline and decrease burden on IT procurement
- ITA – Create an ITA and define roles of ITA/ITLC

IDAHO GEOSPATIAL COUNCIL – EXECUTIVE COMMITTEE (IGC-EC)

Executive Order and Bylaws http://itrmc.idaho.gov/committees.html#igc

MEMBERS

<u>Standing members</u>
Idaho Geospatial Information Officer – Bill Farnsworth
INSIDE Geospatial Clearinghouse – Gail Eckwright
US Geological Survey Liaison – Scott Van Hoff
GIS Training and Research Center – Keith Weber

<u>Elected members</u>

State Government	Danielle Favreau, Dept. of Water Resources
	Loudon Stanford, Idaho Geological Survey
Federal	Jerry Korol, Natural Resources Conservation Service
	Nathan Price, Bureau of Land Management (previously Donna Pitzer, Bureau of Land Man.)
Local Government	Dave Christianson, Kootenai County
	Donna Phillips, City of Hayden (re-elected)
	Bonnie Moore, City of Rexburg (previously James Zehner, Idaho County Assessor's Office)
Tribal	Jeff Cronce, Nez Perce Tribe (previously James Twoteeth, Coeur d'Alene Tribe)
Utility	Brian Liberty, Idaho Power
Private Sector	Frank Roberts, Innovate! (previously Diane Holloran, HDR Engineering)
Open	Liza Fox, Chair, Supervalu
	Jeff Servatius, State Tax Commission (previously Charlla Adams, Geospecialists)

Geodetic Control TWG

The GC TWG meets monthly and has been concentrating its efforts on two primary initiatives 1) developing a real-time network of GNSS base stations across Idaho and 2) deploying a web map application for geographic control points in Idaho. Both of these are directly tied to the Geo-positioning Cooperatives business plan, which was completed in February of 2012 as part of the FGDC CAP project (http://giscenter.isu.edu/research/Techpg/capGC/index.htm).

Cadastral Reference TWG

The group was chaired by Donna Pitzer, Reclamation for the last year, but will be chaired by Renee Bettis, Idaho Department of Lands for the coming year. In cooperation with the Geodectic Control Group, this TWG helped complete an FGDC funded Business Plan for a Geo-positioning Cooperative in Eastern Idaho. Efforts were focused on developing a Multi-State Control Point database web application for GIS applications and the surveying community. Talks continue with BLM on the update and maintenance of the CAD NSDI (GCDB) framework layer essential for parcel mapping.

Energy and Utilities TWG

The Energy and Utilities TWG has been working to understand the energy and utility data needs of government agencies, private business and the public in general. These needs fall into three major lines of business: infrastructure maintenance and improvement, emergency planning and energy resource development. The group has been discussing specific layers needed, possible sources of the data and barriers to obtaining the data needed. Recently, we have started to discuss where to find source stewards for data development and long term maintenance of energy and utility data. We are meeting every other month. Our next meeting will be in August.

Imagery TWG

The Imagery TWG meets every few months or as geospatial imagery news and activities warrant. National Agricultural Inventory Project (NAIP) imagery for 2011 is currently available as both map and image services through INSIDE Idaho's Geospatial Data Clearinghouse. NAIP imagery is also served as map and image services through Idaho State University's GIS Training and Research Center. Idaho is scheduled to be flown again under the NAIP program in 2014. The base product will be statewide, 4-band, 1-meter and buy-ups will consist of 1/2 – meter and/or hyperspectral options. Upcoming meetings are announced through the Geotech List Server and on the Idaho Geospatial Office website.

Elevation TWG Report

The recent activities of the Elevation TWG have centered around the Idaho LiDAR Consortium (http://www.idaholidar.org/, Figure 1), led by Nancy Glenn (Idaho State University, glennanc@isu.edu). The ILC is intended to provide a central communication outlet for LiDAR data collected or proposed to be collected in Idaho. An up-to-date map of areas contributed by the active Idaho LiDAR community is provided (Figure 2). Immediate goals of the Elevation TWG include increasing the participation of those interested in LiDAR via the ILC website, identifying long-term opportunities for continuity of the ILC, and collecting feedback on the sample LiDAR data delivery requirements and standards that the ILD has recently developed (http://www.idaholidar.org/publications/report).
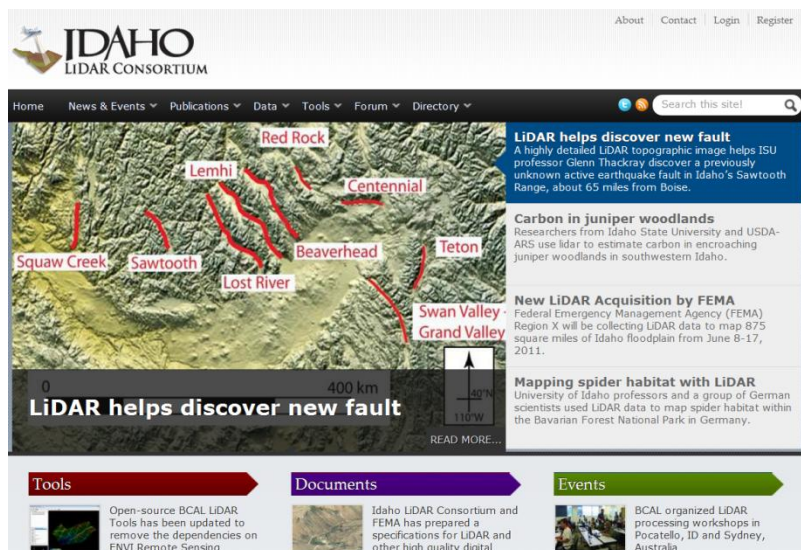

Figure 1. Home page of the Idaho LiDAR Consortium (http://www.idaholidar.org/).
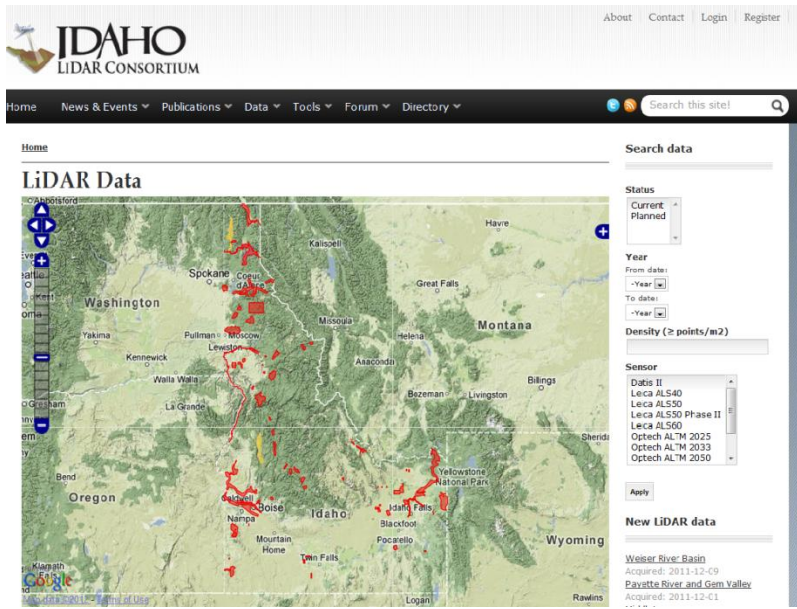
Figure 2. Map of LiDAR data in State of Idaho.

Public Safety TWG

The TWG is charged with development and enhancement of structures, emergency service zones and critical infrastructure statewide data standards.   Our data exchange standards are created and evaluated based on national and industry standards from a variety of organizations.

Key issues we see:
- Statewide data stewardship – especially for critical infrastructure
- Data standardization and development at the local level
- Evaluation of new standards developed nationally for Next Gen 911 (NENA standards)
- Continued review of data domains used in the standards
- Begin testing of aggregated data sets – Emergency Service Zones, Structures
- Review data sets as they are used in commercial software – accuracy and thoroughness of the data and adaptability to industry standards
- Look at issues of Structures Points vs. Address Points and deriving a Critical Infrastructure layer from them

The PS-TWG will continue to meet and review the development of the layers at the local, state, and national levels.   With the development of Next Generation 911 standards we realized the need to maintain and update the Public Safety Standards. We will also work with Transportation and other standards as they are used in the Public Safety disciplines.

Geoscience

The Idaho Geological Survey is mapping new geology at 1:24,000 in Blaine, Bonneville, Boundary, Fremont, Idaho, Jefferson, Lemhi, Madison, and Teton counties. These map data are published online as Acrobat Reader documents (PDF) and available for free download. GIS data from this mapping are compiled in 30' x 60' tiles and then merged in a statewide geodatabse (available at InsideIdaho.org). The Survey continues to partner with geology programs at universities to publish new geologic mapping in the state by faculty and graduate students.

The Survey is exploring releasing newly published geology as standalone geodatabases in the new National Cooperative Geologic Mapping Program standard NCGMP09. If successful, GIS data sets would be released simultaneously with the publication of the new map.

East Idaho RRC (EIRRC)

The East Idaho RRC has been quite active and now includes active participants from eight counties in eastern Idaho. Four task forces have been assembled, each focusing upon a region-wide priority: 1) roads 2) parcels, 3) structures, and 4) geographic/geodetic control. The latter underpins the previous three and indeed all geographic data. Recent accomplishments include the inclusion of Clark county roads in the statewide roads layer, which is maintained at INSIDEdaho. The EIRRC meets quarterly with the North Idaho RRC to discuss regional issues and promote collaboration across the regions.

ACCESS IDAHO STEERING COMMITTEE AND IDAHO.GOV

MEMBERS

Bill Farnsworth, Chair, Office of the CIO
Brett Richard / Eric Beck, Department of Labor
Tim Hurst /Pat Herman, Secretary of State's Office
Dave Tolman, Idaho Transportation Dept.
Dave Taylor, Dept. of Health & Welfare
Jeff Walker, Access Idaho

The committee meets monthly to review agency licensing agreements with Access Idaho, the State's "portal" contractor.

Access Idaho Enterprise Solutions

On the Go mobile payments (OTG)
OTG allows any government entity to take payments on via an Android-based phone or tablet meeting PCI compliance even when roaming in and out of service.

Whether you are a motor carrier safety inspector on the side of the road, handing out building permits in the field or a tax collector, OTG's data encryption store and go capability makes it easy to accept credit cards no matter where your government business takes you.

Scheduled Payments
This service is a new enterprise solution from Access Idaho. Scheduled Payments allows you to schedule a utility bill, monthly child support and local property tax bill (city, county and state), all from one secure government portal website. No more writing checks, no stamps, no envelopes, no waiting.

You say when your bills are paid, and how much. Schedule a onetime payment, weekly monthly, bi annually or annually. Simply create a user account, select your payment method (Check or Credit card) and which participating government entirety you would like to schedule a payment with. Then pick the frequency of payment and it will be done.

IDEvents
Another enterprise solution that enables users to easily create, organize, and manage a variety of events. The system automates key tasks such as registration, reporting, payment acceptance, and event management.

NASCIO AWARDS

This year, instead of the ITRMC awards, efforts were focused on coordinating a drive for nominations to submit to the prestigious National Association of State CIOs (NASCIO) IT Recognition Awards. There are many successful technology projects in Idaho that deserve recognition at the national level.

Initial Selection Committee
Teresa Luna, Dept. of Administration
Dave Taylor, Dept. of Health and Welfare
Mike Golden, Idaho Transportation Dept.
Peter Morrill, Idaho Public Television
John McAllister, Dept. of Labor
Greg Zickau, Office of the CIO

Five nominations have been submitted to NASCIO:

Expanding Access to Employment, Education and Training Information
CATEGORY Digital Government: Government to Citizen
Dept. of Labor, Commission for Libraries and Idaho Public Television

2011 Idaho Flood Risk Portfolio
CATEGORY Data Information and Knowledge Management
Dept. of Water Resources

Scout Video Collections
CATEGORY Cross-Boundary Collaboration and Partnerships
Commission for Libraries

Automatic Creation of Secure Functional Data Layers
CATEGORY Fast Track Solutions
Dept. of Labor

WIC Information System Program (WISPr)
CATEGORY Improving State Operations
Dept. of Health and Welfare

Finalists will notified in August and the recipients will be formally announced at the Annual NASCIO Conference in San Diego, California on October 22, 2012.