

2011

Teresa Luna

ITRMC Chair

Director and CIO, Dept. of Administration



ITRMC ANNUAL REPORT

Information Technology Resource Management Council

State of Idaho

Foreword

Though I was appointed to Chair of the Information Technology Resource Management Council (ITRMC) more than halfway through 2010, it has been exciting to begin efforts that will improve the efficiency and effectiveness of technology in government and to see those efforts gain momentum. The council has worked through some difficult decisions that will have a lasting impact on government operations, and the staff has worked very hard to turn policy decisions into practical gains. Though there are plenty of details in this report, I'll mention just two: information technology governance and state network migration.

During the year, ITRMC staff completed the transition of state telecommunications systems off Idanet and onto new service on the Idaho State Network, under the umbrella of services available through the Idaho Education Network. Based on its current performance, the new Idaho State Network will save the state nearly \$1 million in telecommunications costs over the next five years. Not only is it saving money, the new network provides more capability to the state through increased bandwidth and improved survivability. Perhaps even more exciting, the new network establishes a technology foundation that will allow state agencies to collaborate in new ways and at unprecedented depth.

Late last year, the council directed staff to conduct an in-depth review of how technology decisions are made in the state, including the roles, responsibilities and composition of ITRMC itself. The review incorporated perspectives from every major agency and resulted in specific recommendations for a future direction. Several of the recommendations were within the existing authority of ITRMC to act upon, and after healthy discussion and proper deliberation, the council did act. They merged two subcommittees with overlapping responsibilities into a single body with increased responsibility delegated to them to deal with technical standards, guidelines and large-scale projects. The governance recommendations and resulting adoption are evidence of the continuing improvement in culture and agency willingness to work together.

In the coming year, we look forward to building on the successes and new capabilities we've created. We see the new committee and the new telecommunications functionality as key pieces of a puzzle that will ultimately result in the wisest possible investments in technology. In anticipation of continued success, I hereby submit the ITRMC Annual Report.



Teresa L. 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

Craig Potcher IT Bureau Chief
Dept. of Fish and Game

LOCAL GOVERNMENT REPRESENTATIVE

Bill Reynolds GIS Coordinator
Nez Perce County

RURAL INTERESTS REPRESENTATIVE

Jerry Piper Operations Manager
Cambridge Telephone Company

STATE BOARD OF EDUCATION, EXEC. DIRECTOR
Mike Rush

JUDICIAL APPOINTMENT

John Peay IS Director
Idaho Supreme Court

LEGISLATIVE APPOINTMENTS

STATE SENATORS

Sen. Les Bock Boise

Sen. Mitch Toryanski Boise
(Sen. Patti Anne: Apr 2009 – Dec 2010)

STATE REPRESENTATIVES

Rep. Brian Cronin Boise
(Rep. Branden Durst: Jan 2007 - Dec 2010)

Rep. Thomas Loertscher Iona

ELECTED OFFICIALS

STATE CONTROLLER

Donna Jones

SUPERINTENDENT OF PUBLIC INSTRUCTION

Tom Luna

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
(208) 332-1875 greg.zickau@cio.idaho.gov



ENTERPRISE APPLICATIONS & CUSTOMER RELATIONS MANAGER

Bill Farnsworth
(208) 332-1878 bill.farnsworth@cio.idaho.gov



CHIEF INFORMATION SECURITY OFFICER

Terry Pobst-Martin
(208) 332-1851 terry.pobstmartin@cio.idaho.gov



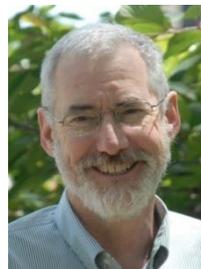
ENTERPRISE PLANS & PROGRAMS AND SUPPORT MANAGER

Carla Casper
(208) 332-1853 carla.casper@cio.idaho.gov



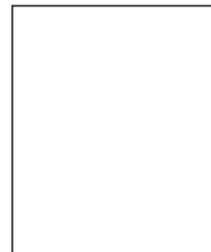
ENTERPRISE IT INFRASTRUCTURE MANAGER

Michael Guryan
(208) 332-1877 michael.guryan@cio.idaho.gov



GEOSPATIAL INFORMATION OFFICER

Position currently vacant
(Gail Ewart: December 2007 – May 2011)



ADMINISTRATIVE ASSISTANT

Sally Brevick
(208) 332-1876 sally.brevick@cio.idaho.gov



Governance Review

In November 2010, ITRMC directed a review of how IT is governed for Idaho, including overall organization, roles and responsibilities. Over the course of five months beginning in December 2010, a Planning Group developed recommendations regarding IT governance. The group had representatives from the Departments of Insurance, Health & Welfare, Correction, Labor, Fish & Game, Education, the Idaho Transportation Department, State Controller's Office and the Office of the CIO.

At the May 13 2011 ITRMC meeting, the Council approved the following recommendations:

Update the Strategic Plan Goals

- 1) Improve delivery and accessibility of government services and information.
- 2) Manage IT and information from the perspective of state government as a whole.
- 3) Safeguard the privacy and confidentiality of information.
- 4) Promote collaborative relationships among all entities, public and private.
- 5) Seek improvement in all aspects of information technologies and services.

Adopt a federated model of governance

A central organization or group has primary responsibility for architecture, common infrastructure and services, with input and collaboration of agencies and stakeholders, while each individual agency has responsibility and authority for line-of-business applications and application resource decisions.

Three primary service areas

- Utility Services
- Shared Services
- Agency Specific

Note: see appendix A for the full definition of the model as approved by ITRMC.

Merge ESOC and ITEAC to form the IT Leadership Council (ITLC)

The ITLC comprises representatives from 17 agencies. See page 7 for the list of agencies.

Delegate certain technology related responsibilities to the ITLC

- Approving technology standards and guidelines
- Approving large-scale IT projects

IT Leadership Council - ITLC

Idaho Transportation Department **Shannon Barnes (Interim Chair)**

Department of Labor	John McAllister
State Controller's Office	Steve Wilson
Department of Health & Welfare	Michael Farley
State Tax Commission	Rudy Zauel
Department of Correction	Suchitra Ganapathi
Office of the CIO	Greg Zickau
Department of Insurance	Becky Barton-Wagner
Department of Fish & Game	Craig Potcher
Department of Education	Troy Wheeler
Industrial Commission	Robert Butler
Department of Water Resources	Glen Gardiner
Department of Lands	Dan Raiha
Department of Parks & Recreation	Kevin Zauha
Health Districts	Margaret Ross
Idaho Military Division	Mike Langrell
Idaho State Police	Michael Key

The ITLC was formed by the merging of the IT Executive Advisory Committee (ITEAC) and the Enterprise Services Oversight Committee (ESOC). In their initial meeting, the ITLC began several initiatives, identifying work groups to develop a nomination process for permanent chair; to draft a charter for the committee; and to establish a process to review large-scale technology projects.

Project Review TWG

2010 Members

Mike Guryan Office of the CIO
Greg Zickau Office of the CIO
Dennis Gribble Idaho Power (ITRMC member)
Steve Wilson State Controller's Office
Dave Fulkerson Div. of Financial Management
Troy Wheeler State Dept. of Education
Carla Casper Office of the CIO

2011 Members

Mike Guryan Office of the CIO
Greg Zickau Office of the CIO
Carla Casper Office of the CIO
John McAllister Dept. of Labor
Bob Nertney Vocational Rehabilitation
Dennis Gribble Idaho Power (ITRMC member)

2010 projects reviewed and approved by the Council

Transportation Department Fleet Manager
Transportation Department Disaster Recovery Site
Department of Health & Welfare WITS
Department of Health & Welfare VISTA
Department of Health & Welfare WIC Replacement
Department of Fish & Game VOIP
State Tax Commission Check 21 & Imaging System Upgrade
State Tax Commission Phone System Replacement
Idaho Public Television Phone System Replacement

Idaho Geospatial Council – Executive Committee IGC-EC

STANDING MEMBERS

Idaho Geospatial Information Officer	Vacant
Idaho Geospatial Clearinghouse	Gail Eckwright (University of Idaho)
USGS Liaison	Scott Van Hoff (US Geological Survey)
GIS Training and Research Center	Keith Weber (Idaho State University)

ELECTED MEMBERS

State Government Representatives	Danielle Favreau (Dept. of Water Resources) Loudon Stanford (Idaho Geological Survey)
Federal Representatives	Jerry Korol (Natural Resources Conservation Services)
Local Government Representatives	Dave Christianson (Kootenai County) Donna Phillips (City of Hayden) James Zehner (Idaho County Assessor)
Tribal Representative	James Twoteeth (Coeur d'Alene Tribe)
Utility Representative	Brian Liberty (Idaho Power)
Private Sector Representative	Diane Holloran (HDR Engineers)
Open Representatives	Charlla Adams (Boise State University) Liza Fox – Chair (SUPERVALU)

In June 2010, Governor Otter signed Executive Order 2010-07, which formally changed the Idaho Geospatial Committee to the Idaho Geospatial Council with an Executive Committee (IGC-EC) as the decision-making and steering body.

COUNCIL ACTIVITIES AND ACHIEVEMENTS

NEW STANDARDS

Data Exchange for Emergency Service Zones (S4230) ITRMC approval August 25, 2010

This standard provides a template for ESZ datasets that is consistent, maintainable, and compatible with other ISDI Framework elements as they are developed. This standard assists agencies responsible for the creation, maintenance, and distribution of ESZ datasets by streamlining methods of data sharing, data development, and data maintenance among source and integration stewards. It also helps to ensure that ESZ attribution (including geometry) is as current as possible by relying on source stewards' expertise and their local mandates for data quality. Furthermore, this standard ensures that data consumers are able to acquire and seamlessly integrate data from disparate sources and can utilize this information to efficiently address the business needs.

Structures and Landmarks Data Exchange (S4231) ITRMC approval April 27, 2011

Data standards are essential for development of statewide geospatial datasets (Framework), in accordance with The Idaho Map vision and plans. More specifically, Structures and Landmarks are part of the foundation needed to support emergency services. In particular, these features support current and future 911 implementation, known as enhanced 911 (e911) and NG911. As Idaho works to collect key datasets, this standard will provide the minimum specification by which the locally managed data can be integrated into regional and statewide datasets. In addition to supporting emergency services, this standard supports other uses in economic development, planning, and routine business processes.

Parcel Data Exchange (S4232) ITRMC approval April 27, 2011

A statewide Parcel Framework is a critical source of information for resource land management, community and economic development needs, infrastructure maintenance, research and analysis, homeland security, business location intelligence, public safety, and more. Many private sector and public sector entities have business needs for Parcel Framework. This standard supports a statewide dataset that is consistent with applicable state and national standards. It establishes the minimum attributes and geospatial database schema for the Parcel Framework. It will communicate with and may have similar attributes to other Idaho Framework data standards. It encourages all Idaho-based agencies with geospatial parcel data to contribute to Parcel Framework.

REGIONAL RESOURCE CENTERS

East Idaho is the first region to establish a Regional Resource Center (EIRRC) and develop a business plan. In addition, the EIRRC has developed a set of by-laws and formalized membership of its steering committee. The EIRRC is now in discussions to develop a data sharing/decision support project that would unify numerous GIS datasets across the region.

TECHNICAL WORKING GROUPS (TWGs)

CADASTRAL (In December 2010 the Cadastral and Geodetic Control TWG split into two)

Cadastral Reference — An NSDI Cat 4 CAP grant was awarded to develop a Multistate Control Point Database (MCPD) and a business plan to create a Regional Geodetic Control Reference Center to support various positioning projects and programs such as the MCPD, densifying the Continuously Operating Reference Stations (CORS) network, and establishing a real-time network in eastern Idaho and western Montana. Conversations are well on their way with Montana and GCS, the selected contractor for the MCPD, to develop a data model that will include Idaho and Montana’s control points. The kickoff meeting for the business plan was held on June 21. Crosswell and Schulte are the consultants selected to write the business plan and an initial draft will be presented to stakeholders in the fall 2011.



The BLM is currently developing tools for updating the CAD NSDI. These tools will allow the Cadastral Reference TWG to undertake a pilot stewardship project with the goal of promulgating one authoritative source of PLSS in Idaho

Parcels — A Parcel Data Exchange Standard was established by ITRMC in May. State Tax Commission, acting as the Parcel Framework Steward, is getting ready to formalize agreements with local governments to contribute their parcels data and create a statewide dataset of parcels.

ELEVATION

The focus of this TWG has been coordinating statewide LiDAR data collections collaboratively and to develop standards for LiDAR collections in Idaho.

GEOSCIENCE

Geology—The Idaho Geological Survey is developing geologic maps in Boundary, Idaho, Elmore, Camas, Fremont, Madison, and Lemhi counties. New 1:24,000 mapping is eventually compiled in 30' x 60' tiles and then merged in a statewide geodatabase (available at Insideldaho.org). Four tiles have been added to the statewide database: Orofino, Kooskia, Headquarters, and Sandpoint. Another seven tiles (all in southern Idaho) are ready to be added as time and funding allow.

Soils—The Natural Resources Conservation Service continues its SSURO soils mapping on schedule, to be completed in 2013.

HAZARDS

Floods —Idaho Department of Water Resources (IDWR) houses the flood management unit. Recent progress centered on preparing for several Risk Mapping Assessment and Planning (RiskMAP) projects. The Risk MAP program has created numerous highly valuable GIS tools that improve flood hazard decision making by providing useful data to local communities. For example, Risk MAP just invested approximately \$1 million dollars in LiDAR along 850 square miles of Idaho Rivers. The LiDAR will be collected over the next few weeks. Furthermore, Risk MAP projects are currently taking place in six watersheds benefiting over fifty (50) Idaho cities and counties. One of the next statewide datasets that IDWR would like to develop with our partners at Idaho Bureau of Homeland Security is an essential facilities geodatabase containing information on Idaho schools, police stations, fire stations, hospitals and emergency operations centers to protect life/safety and property in Idaho.

GOVERNMENT BOUNDARIES **NEW!**

This TWG is focusing on supporting election consolidation with good tax code boundaries. The BLM and State Tax Commission are working closely to improve the spatial representation of the state boundary. Conversations with Montana have advanced the development of a mutually agreed-upon border. Proposed changes in election consolidation law will permit county spending on spatial data, processes and training to effectively support elections.

IMAGERY

NAIP 2011: Idaho will be flown by North West Geomatics. The 4th band will be collected. Scheduled flights: June 10-August 15. 2011 is the last year NAIP will be collected under current APFO/FSA contracts. It is possible that future NAIP contracts will not provide for statewide partnerships

LAND USE / LAND COVER **NEW!**

The main focus of the TWG has been to develop the Land Cover Data Standard based upon the input of stakeholders. This document is being dynamically reviewed and hopefully will be completed and submitted for approval by the year.

PUBLIC SAFETY

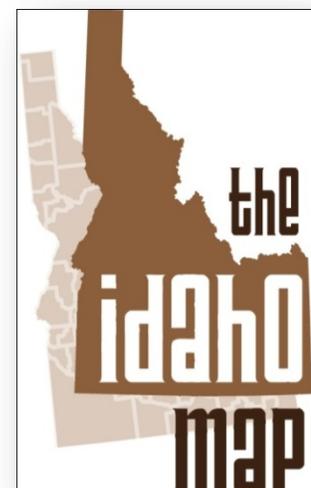
The Structures and Landmarks Data Exchange standard was established by ITRMC. Work is underway with Source Stewards to facilitate adoption of the standard data model and help with metadata. An Extraction Transformation Loading routine has been developed in Python to compile local governments' data into a statewide seamless dataset.

TRANSPORTATION

A draft Road Centerline Data Exchange Standard is under development based on the Roads Framework Report.

GEODETIC CONTROL

The geodetic element of the CAP grant project (see Cadastral Reference) involves the development of a Business Plan. The contract to carry out this work has been awarded to Croswell-Schulte IT Consultants, they will look at the multi-state control point database as well as a GNSS real-time network.



Idaho Geospatial Council Bylaws

(It is specified in Executive Order 2010-07 that the IGC bylaws be included in the annual report to ITRMC.)

Article I. Identity

I.1. We are the Idaho Geospatial Council (IGC) a committee of the Idaho Information Technology Resource Management Council (ITRMC).

I.2. We are composed of a General Council called the Idaho Geospatial Council and an Executive Committee called the Idaho Geospatial Council Executive Committee.

Article II. Mission, Purpose

II.1. The mission of the Idaho Geospatial Council is to provide a forum for the Idaho Geospatial Community to facilitate the use, development, sharing and management of geospatial data; and to communicate the value of geospatial information to citizens and decision-makers.

II.2. The purpose of the Idaho Geospatial Council acting through the Executive Committee is to provide policy-level direction and promote efficient and effective use of resources for matters related to Geographic Information. To that end they shall:

- a. *Promote cooperation among all stakeholder groups in addressing geographic data and information needs and services in Idaho;*
- b. *Review priorities for statewide Geographic Information needs and assist in the development of projects, plans, policies, standards, priorities and guidelines for geographic information;*
- c. *Facilitate cooperative and contract arrangements to develop and maintain high-priority geospatial databases, applications, and services, collectively referred to as the Idaho Spatial Data Infrastructure (ISDI);*
- d. *Promote and seek financial support for ISDI as described and planned in the Strategic and Business Plans for Development and Deployment of Idaho's Spatial Data Infrastructure (March 2009); and*
- e. *Provide recommendations to ITRMC, the Governor and the Legislature, when appropriate, concerning issues related to Geographic Information in Idaho.*

Article III. Membership

III.1. Idaho Geospatial Council General Membership

III.1.1 The Idaho Geospatial Council is open to all persons interested in geospatial information and applications. The Idaho Geospatial Council should include representatives from all stakeholder groups, including federal government, state government, regional government, county government, municipal government, tribal government, higher education institutions, public utilities, private companies, and the public at large. Membership is open and may also include elected officials, executives, surveyors and others whose business needs or interests intersect with or depend on Geographic Information and services.

III.1.2 The purpose of the Idaho Geospatial Council is to broaden and deepen participation in statewide geospatial efforts and decisions.

III.1.3 To become a member an individual must add their name to the membership registry.

III.1.4 Members that intend to withdraw are encouraged to have their names removed from the membership registry.

III.1.5 Each member of the Idaho Geospatial Council is accorded one vote or one proxy.

III.2. Idaho Geospatial Council Executive Committee Membership

III.2.1 The purpose of the Idaho Geospatial Council Executive Committee is to act as the decision-making and steering body for the Idaho Geospatial Council.

III.2.2 The Idaho Geospatial Council Executive Committee is composed of sixteen (16) members: four (4) standing members and twelve (12) elected members.

III.2.3 Standing Members

a. Standing members shall remain part of the Idaho Geospatial Executive Committee in perpetuity as long as they hold their position in the community as listed in Article III Section 2.3 b.

b. Standing members shall include:

1. The current Idaho Geospatial Information Officer
2. The current Idaho Geospatial Clearinghouse/Portal Manager
3. The current GIS Training and Research Center Manager
4. The current USGS Liaison for the State of Idaho

c. Standing members shall not be eligible to hold the position of Chair of the Idaho Geospatial Council Executive Committee.

III.2.4 Elected Members

a. Twelve members shall be elected to the Idaho Geospatial Council Executive Committee from the Idaho Geospatial Council general membership.

b. The twelve members shall be selected to represent the following stakeholder group sectors:

1. Two state agency representatives – Seat 1 & 2
 2. Two federal agency representatives – Seat 3 & 4
 3. Three local government representatives – Seat 5, 6, 7
 4. One tribal representative – Seat 8
 5. One utility representative – Seat 9
 6. One private sector representative – Seat 10
 7. Two open representatives – Seat 11 & 12
- c. A nominating committee shall put forth candidates.
- d. Elections will be held. Idaho Geospatial Council General Membership shall vote for candidates. A simple majority of votes is required to determine the outcome of these elections.
- e. The Information Technology Resource Management Council must approve elected members to the Idaho Geospatial Council Executive Committee. The Idaho Geospatial Executive Committee shall submit a list of elected representatives to ITRMC for approval at their next regular meeting.
- f. Each Idaho Geospatial Council Executive Committee member is allowed one vote or one proxy.
- g. A Chair shall be elected from within the Idaho Geospatial Council Executive Committee. The sixteen Executive Committee members shall participate in this election. A simple majority of votes is required to determine the outcome of this election.
- III.2.5 Term of Office
- a. The elected members of the Idaho Geospatial Executive Committee will serve a term of two calendar years.
 - b. The Chair of the Idaho Geospatial Executive Committee will serve a term of two years.
 - c. At the end of a term elections will be held again.
 - d. Elected members are encouraged to provide 30 days' notice prior to early withdrawal from the Idaho Geospatial Executive Committee.
 - e. The Chair of the Executive Committee shall appoint a replacement for vacated Executive Committee positions for the remainder of the vacated term. The Executive committee will ratify the replacement by simple majority vote.
- III.2.6 The members of the Idaho Geospatial Council Executive Committee will serve without compensation.

Article IV. Meetings

IV.1. Idaho Geospatial Council

IV.1.1 The Idaho Geospatial Council shall meet at least twice a year. It is encouraged to hold these meetings in different regions of the state.

IV.1.2 The Idaho Geospatial Council shall require a simple majority of votes from members present or through proxy in making decisions put before the Idaho Geospatial Council.

IV.2. Idaho Geospatial Council Executive Committee

IV.2.1 The Idaho Geospatial Council Executive Committee shall meet at least twice a year. It is encouraged that meetings be held every other month.

IV.2.2 The Idaho Geospatial Council Executive Committee will require a simple quorum of nine members or their proxies to make decisions.

IV.3. Rules of Order. The current edition of "Robert's Rules of Order" shall govern this Council in all parliamentary situations that are not provided for in the Council's bylaws.

Article V. Committees

V.1. Idaho Geospatial Council Executive Committee shall designate Technical Working Groups (TWGs) as required to support the initiatives and needs of the Idaho Geospatial Council. TWGs are long-term groups formed to provide expertise and focused effort in specific areas of interest, including the Idaho Spatial Data Infrastructure (ISDI) initiative. TWGs shall report to and provide recommendations to the Idaho Geospatial Executive Committee.

V.2. Idaho Geospatial Council Executive Committee shall designate *ad hoc* committees as required to meet the needs of the Idaho Geospatial Council. *Ad hoc* committees are designated as short-term groups formed to provide expertise and focused effort in specific areas as assigned by the Idaho Geospatial Council Executive Committee. These *ad hoc* committees shall report to and provide recommendations to the Idaho Geospatial Executive Committee. They are normally disbanded after completing their assigned tasks.

Article VI. Duties

VI.1. Idaho Geospatial Council Executive Committee shall maintain a registry of Idaho Geospatial Council Membership.

VI.2. The Chair of the Executive Committee will preside over all meetings.

VI.3. The Idaho Geospatial Council Executive Committee shall provide recommendations to ITRMC concerning issues related to geospatial information and technologies in Idaho.

Article VII. Amendments

VII.1. These bylaws may be altered, amended, or repealed by the affirmative vote of two-thirds of the Executive Committee Members at any duly called meeting thereof provided that a copy of any proposed amendment shall be mailed to the Idaho Geospatial Council and the Executive Committee at least thirty days before the date of such meeting.

VII.2. Once amendments are approved, the Executive Committee will establish a plan for implementation and carry out that plan as soon as is practical and feasible.

Article VIII. Reports

The Idaho Geospatial Council Executive Committee shall prepare and submit a report annually to the Information Technology Resource Management Council describing the Council's activities and achievements of the previous year. Additionally, the report shall include bylaws for this Council and provide a progress report on the Idaho Spatial Data Infrastructure initiative, as set forth in the Strategic and Business Plans for Development and Deployment of Idaho's Spatial Data Infrastructure (March 2009).

IDANET Steering Committee (Disbanded)

John McAllister (Chair) Dept. of Labor

Mike Guryan Office of the CIO

Michael Farley Dept. of Health & Welfare

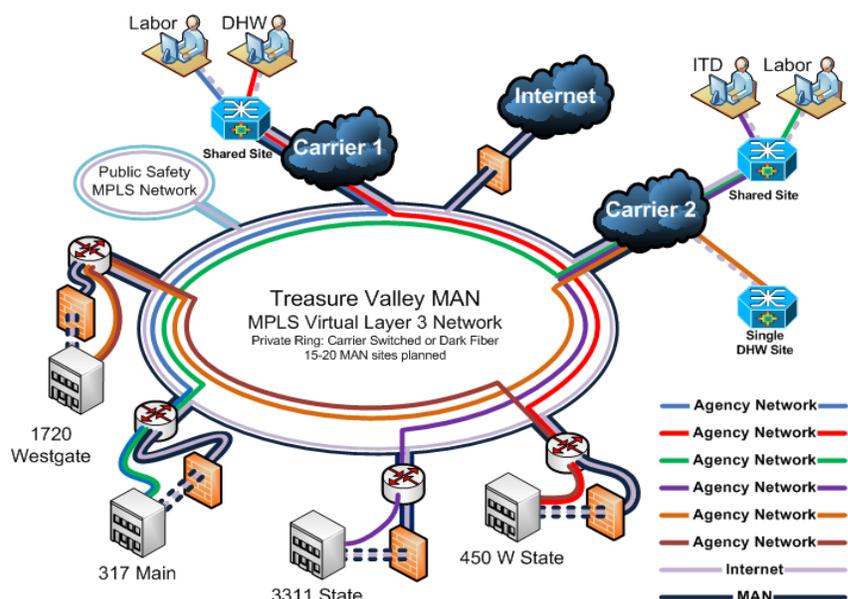
Mike Seifrit Dept. of Juvenile Corrections

Dave Tolman Idaho Transportation Dept.

Migration from IDANET to the newly-named Idaho State Network (ISN) was completed in December 2010. A handful of additional agencies will migrate to ISN once their existing contracts have terminated – PERSI and PHD2 IN 2012, and PHD6 IN 2014. Whereas IDANET was a privately-provisioned ATM ring, the ISN is a mix of carrier circuits as well as State-owned and leased fiber services around the Capitol Mall.

The IDANET Steering Committee met for the last time in November 2010, at which time oversight transitioned to Enterprise Services Oversight Committee (ESOC), this was approved by ITRMC in December 2010. Network monitoring was implemented under the oversight of ESOC and service-level reporting was started with management conforming to ESOC/ITIL standards. Remaining IDANET funds were used in the migration of services to the ISN.

The result is a very reliable, stable network that will not require heroic efforts to manage or maintain.



Access Idaho Steering Committee and IDAHO.GOV

Providing oversight of Idaho e-Government applications such as licensing, filing and renewals, reviewing agency licensing agreements with Access Idaho, the State's "portal" contractor

Bill Farnsworth (Chair) Office of the CIO
Brett Richard Department of Labor
Tim Hurst Secretary of State's Office
Dave Tolman Transportation Department
Dave Taylor Dept. of Health & Welfare
Jeff Walker Access Idaho

The state launched PayPort Mobile payments in December 2010. Any agency using the PayPort service has access to the emerging mobile phone payment market. The Portal continues to expand the state's ecommerce services through three easy development options.

Keep up with your citizens' expectations without breaking a sweat.

PAYPORT

Off the shelf online store.



Available now!

Take payments online or over the counter.

Sell items.

Access transaction reports.

Read more at: payport.idaho.gov or give us a call.

PAYMENT ENGINE

Allows your application to accept funds.



Available in a 2 to 4 week time frame.

Enables your application to accept funds.

Access transaction reports.

Call us and learn how to get started.

CUSTOM APPLICATION

Our team works with your team to meet your unique needs.



We'll add you to our waiting list. Generally a 6 month wait.

Renew professional licenses, pay invoices, or sell items.

Access transaction reports.

Read about our process: idaho.gov/ai/working_with or call us.

Call Access Idaho at 208-332-0102 to get started. Ask for Rich or Leslie.

Access Idaho is the State of Idaho's official web partner. We are cybertrust certified and specialize in secure transactions.

A host of other improvements to the state's ecommerce initiative will be rolled out later this year such as scheduled payment services.

IT Executive Advisory Committee - ITEAC (merged with ESOC)

Education

Dept. of Education – **Troy Wheeler**

Health and Human Service

Dept. of Health & Welfare – **Michael Farley**

Health Districts – **Margaret Ross**

Vocational Rehabilitation – **Bob Nertney**

Public Safety

Corrections – open position (previously Brad Alvaro)

Idaho Transportation Dept. – **Jon Pope**

Natural Resources

Dept. of Lands – **Dan Raiha**

Parks & Recreation – **Kevin Zauha**

Fish & Game – **Craig Potcher (Chair)**

Water Resources – **Glen Gardiner**

Economic Development

Dept. of Labor – **Eric Beck**

Industrial Commission – **Robert Butler**

General Government

Office of the CIO – **Greg Zickau ***

Div. of Purchasing – **Gregory Lindstrom ***

Tax Commission – **Rudy Zael**

State Controller's Office – **Steve Wilson** (Vice Chair)

Dept. of Insurance – **Beck Barton-Wagner**

Ent. Services Oversight Committee Chair – **Shannon Barnes ***

Local Government Representative

City of Boise – **Garry Beaty**

* non-voting members

One of the main focuses of interest for the ITEAC over the past year has been the Cloud. Discussions started in August 2010 and the committee received presentations on this subject in October and December from Gartner and Google respectively.

TECHNICAL WORKING GROUPS

SECURE STATE NETWORK WORKING GROUP (SSNWG)

The SSNWG, chaired by Glen Gardiner (IDWR), co-chaired by Leanne DeHaas (SCO), and with representatives from several agencies, met biweekly to continue efforts to determine best practices for securing information on the state network. Agencies represented at most SSNWG included Dept. of Labor, Dept. of Finance, Real Estate Commission, and the Office of the CIO. They oversaw the efforts of two smaller working groups, one for SQL Server best practices and one for Web server Best Practices. They developed guidelines that were well received by state agencies.

G590B: Public-Facing SQL Server ITRMC approval April 27, 2011

G590C: Public-Facing Web server Setup ITRMC approval April 27, 2011

These guidelines are part of the G590 series and addresses hardening of the SQL Web server environments. Implementing these guidelines will better secure all state-used SQL and Web servers in accordance with ITRMC Enterprise Standard S3230: Server Security Requirements.

MOBILE DEVICE SECURITY AND MANAGEMENT

A new technical working group was established to determine the best practices for securing and managing Mobile Devices, which have become so prolific in the state. This group will develop a policy based on those best practices.

S2140: Mobile Device Security Capabilities ITRMC approval April 27, 2011

Smartphones have dramatically grown in popularity and have commonly found their way into the government workplace. With government-issued devices, such as the BlackBerry™, iPhone™, Droid™ and others, public sector employees use smartphones to access email, browse the Internet, access business applications and a myriad of other purposes. While a great deal of productivity, efficiency and convenience can be derived from smartphone use, the potential for security incidents and data breaches is a practical concern for the state. This standard ensures that mobile devices will be able to be appropriately secured to

prevent sensitive information from being lost or compromised, to reduce the risk of spreading viruses, and to mitigate other forms of abuse of the State of Idaho's computing and information infrastructure.

OTHER COMMITTEE ACITIVITES

In August of 2010, Joel Strickler from Qwest presented to the committee, changes to the Qwest infrastructure across the state, the ROADM project, the metro Ethernet footprint, the North Idaho infrastructure with Coeur d'Alene network augmentation, and the CenturyTel merger/Acquisition.

Throughout the year the committee also received updates and conducted discussions on McAfee and antivirus solutions; IDANET and the Idaho State Network (ISN); MAN/WAN; and the progress of the State IT governance planning.

In May 2011 ITRMC approved the merging of ITEAC and ESOC to form the IT Leadership Council (ITLC).

Enterprise Services Oversight Committee - ESOC (merged with ITEAC)

Shannon Barnes (Chair) Transportation Dept.
Becky Barton-Wagner (Co-Chair) Dept. of Insurance
Carla Casper Office of the CIO
Michael Farley Dept. of Health & Welfare
Suchitra Ganapathi Dept. of Correction
John McAllister Dept. of Labor
Steve Wilson State Controller's Office
Platt Thompson Analyze Soft Inc.
Rudy Zael State Tax Commission
Greg Zickau State CTO and Ex-Officio member

ESOC was formed in June 2009 to oversee the development and operation of high quality, reliable statewide enterprise IT services provided by the Department of Administration.

Over the past year, the committee has received regular updates regarding

- the Cloud Pilot Project being undertaken by the Department of Labor;
- the Idaho Consolidated Messaging (ICS): including equipment lease and Service Agreement;
- the Idaho State Network (previously IdaNet): in December 2010, ITRMC approved the transitioning of ISN oversight to ESOC and regular reporting has occurred. A Metropolitan Area Network (MAN) subcommittee was formed in March, 2011 to look at architecture design, technical issues, planning and long-term needs.

Another focus of discussion was the use of IronMail for data loss prevention. All ICS outbound email is screened by an anti-virus but agencies have to request the additional data loss prevention capability which identifies confidential information going out.

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Idaho Consolidated Services - ICS

To date there have been 45 agencies transitioned to the Idaho Consolidated Services messaging system for a total of slightly under 1900 state employees. The Commission of Libraries is currently preparing for a transition this summer and the Department of Transportation is preparing for an October 2012 transition. The Department of Labor will be testing Email in the Cloud this summer to determine if public cloud services would be a viable option for ICS.

Continued agencies participation will contribute to the project's long-term success and to an improved communication system that will serve Idaho at a reasonable cost. The system is performing exceedingly well and has not experienced any downtime. The ICS messaging system did not receive funding in the 2011 legislative session for further expansion however the Department of Administration is working on sustaining those operational costs for fiscal year 2012 that are not covered with the agency charge backs.

The OCIO is currently participating in a joint Continuity of Operations effort with the Idaho Bureau of Homeland Security (BHS) and will be placing an ICS Domain Controller and Exchange Server in the BHS data center.

Two additional services have been added to ICS: Consolidated Telephone Services and the Idaho State Network which includes the Capitol Mall Fiber Optic Network Infrastructure (CMFONI), Ada and Canyon county Metropolitan Area Network (MAN), and the Carrier based Wide Area Network (WAN). As with consolidated messaging administration and technical support of these services is a responsibility of the Department of Administration with oversight by the Enterprise Services Oversight Committee.

Agencies migrated to the ICS

Accountancy, Board of
Administration, Department of
Aging, Commission on
Arts Commission
Barley Commission
Bean Commission
Blind and Visually Impaired
Commerce, Department of
Dairy Commission
Dentistry, Board of
Developmental Disabilities, Council on
Domestic Violence, Council on
Drug Policy, Office of
Education, State Board of
Endowment Fund Investment Board
Energy Resources, Office on
Financial Management, Division of
Governor, Office of the
Lt. Governor, Office of
Hispanic Affairs, Commission on
Historical Society
Human Resources, Division of
Human Rights Commission
Idaho Rural Partnership
Insurance, Department of
Lava Hot Springs
Medicine, Board of
Nursing, Board of
Occupational Licensing, Bureau of
Outfitters and Guides Licensing Board
Parks and Recreation, Department of
Pharmacy, Board of
Potato Commission
Professional Engineers Licensing Board
Rangeland Resource Commission
Real Estate Commission
Soil/Water Conservation
Species Conservation, Office on
State Independent Living Council
Tax Appeals, Board of
Tax Commission
Vocational Rehabilitation, Division of
Wheat Commission
Wine Commission
Women's Commission

Idaho Education Network - IEN

The IEN is over 30% ahead of schedule and will come in 16% under budget.

Idaho Education Network Business Plan & Annual Report May 2011

Progress Summary

Over the past year, the IPRAC and IEN Technical Advisory Committee have worked with the IEN implementation team to establish reporting criteria, review expenditures and bandwidth utilization, and monitor the progression of teacher and proctor training. The council and committee participated in active discussion of future practices to ensure the success of the IEN program such as guidelines for recording classes and how to emphasize or enhance curriculum availability. Additionally, they received reports on IEN security and trouble ticket monitoring.

At the council's request the IEN implementation team compared the Utah Education Network and Wyoming Equality Network to the IEN. Key items included costs, deployment architectures and student access. The team concluded that the IEN was significantly more cost effective than similar networks in the sister states with a per-unit cost between 12 and 80% less. Key reasons for the cost effectiveness include the IEN's small personnel footprint and superior architecture.

The implementation team used computer modeling to determine and recommend the best architecture for hard-to-reach schools. They considered a range of factors including quality of service, reliability, future expansion and cost. As a result of their work, four districts will be connected through microwave connections, enabling the IEN to double bandwidth while reducing the cost by \$11,888.00 a month. This was a uniquely appropriate solution for districts that were very difficult to connect.

The implementation team reviewed a 2010 FCC Report that surveyed schools across the nation about the challenges of integrating technology in education. In comparing the results of the report to the IEN implementation, many of the early design and policy decisions have been validated (Appendix B).

In March 2011, the Legislative Services Office conducted a management review and analyzed funding sources covering fiscal years 2009 and 2010. The review "did not identify any significant conditions or weaknesses in the general administrative and accounting controls" within the IEN (Report IC20010, March 30, 2011).

An absolutely vital element of progress was made outside of the implementation team and advisory bodies. The Sugar Salem District led the establishment of a consortium of districts to share content across the IEN. The achievements of this consortium may define a model of extra-district coordination for other districts to follow. This progress is doubly important as it demonstrates a driving ideal of the IEN implementation team: an open environment empowering educators to create new opportunities for their students to succeed.



Supt. Luna and Gov. Otter hold one of the nine "Talk" awards presented to selected educators, recognized for their use of the IEN to increase student achievement and learning. (September 14, 2010)

Funding Sources

Cost Reductions

A year ago, it was projected that IEN cumulative costs through Year 5 (FY2014) would be over \$50 million. Today, projections through Year 5 are approximately \$42 million. This savings of \$8 million did not happen by accident but is due to the deliberate efforts of the implementation team.

The team pressed for new technologies from the vendors in the form of Metro Ethernet. This has substantially reduced the monthly operating costs in every community where Metro Ethernet is available. By comparing costs to similar services purchased by the state, the team realized further reductions in all locations not served by Metro Ethernet. Detailed examination of local loop fees identified several communities with exceptionally high costs. An intervention process focusing on

alternative solutions for those communities, resulted in further significant monthly cost savings. The cumulative effect of these efforts is hundreds of thousands in savings for monthly operating costs. The state will enjoy these savings for the life of the IEN.

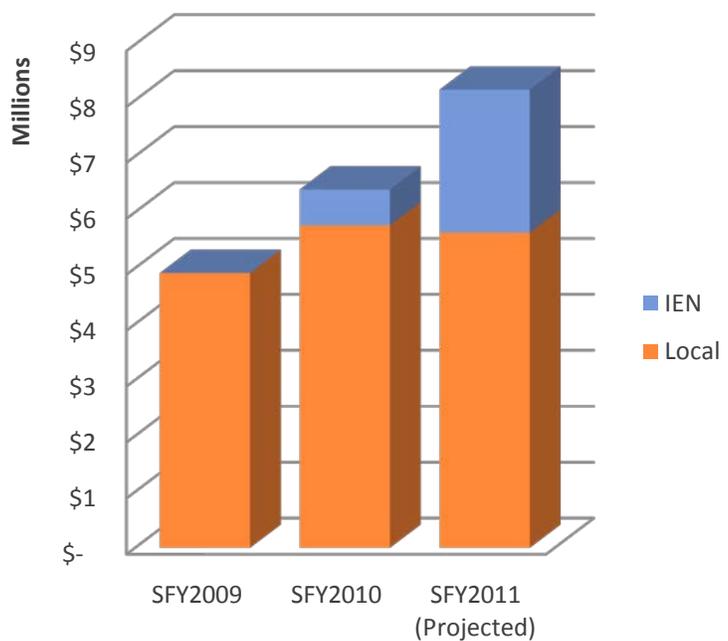
In addition to the above savings which reduced the recurring monthly costs and will perpetuate beyond Year 5, costs have also been reduced through bulk purchase of key equipment. In just one example over \$240,000 was saved by purchasing VTC systems in advance of installation.

None of the reductions have required any compromise on service or capability. In fact most of the savings include increased capability, bandwidth and service to the schools.

E-Rate Reimbursement

Earlier reports predicted that the IEN would bring increased federal E-Rate dollars into Idaho. This is proving to be true. Part of the increase is due to the fact that the IEN is spending more overall and part is due to the consortium approach to the application process. It is worth noting that the state's E-Rate reimbursement percentage is set by the federal government and has increased a total of 2% (to 74%) in the past year.

E-Rate Revenues to Idaho



Achievement Awards



2011 ITRMC INFORMATION TECHNOLOGY ACHIEVEMENT AWARDS

WINNERS

DIGITAL GOVERNMENT APPLICATIONS

Idaho State University – Online Student Services

DATA, INFORMATION AND KNOWLEDGE MANAGEMENT

Idaho Transportation Department – Project Management Office, A Center of Excellence

COLLABORATIVE PARTNERSHIPS

No entries

RISK MANAGEMENT INITIATIVES

University of Idaho – New Employee Welcome

GIS PROFESSIONAL OF THE YEAR

Dan Narsavage – Ada County Assessor’s Office

IT TECHNICIAN OF THE YEAR

Randy Robbins – Department of Health & Welfare

APPLICATIONS DEVELOPER OF THE YEAR

Bob Cooper – Department of Insurance

IT MANAGER OF THE YEAR

Eric Beck – Department of Labor

Executive Summaries of the winning entries will be posted online at itrmc.idaho.gov following the presentation of the awards.

Idaho Federated Model of Governance For Information Technology



A central organization or group has primary responsibility for architecture, common infrastructure and services, and standards, with input and collaboration of agencies and stakeholders, while each individual agency has responsibility and authority for line-of-business applications and application resource decisions.

There are three primary service areas:

Utility Services These include information management responsibilities common to the entire enterprise and managed by one department or entity on behalf of all agencies, such as establishing the state architecture and technology standards, information management policies, setting of enterprise strategies and priorities, and operation of common functions like data centers, networks, security and planning.

Shared Services These are typically created and maintained by one agency, usually an existing center of excellence, to service multiple agencies with similar functions to facilitate sharing of applications and data, based on the enterprise foundation of architecture, policies and programs. Examples might include business processes such as debt collection, grants management, licensing and business registration. This permits leveraging investments, supports efficient operation of systems, reduces the administrative burden on citizens and promotes interchange of data.

Agency Specific These are processes and systems that meet the unique needs of agencies for customized programs to support their mission. While these applications must also adhere to the state architecture and policies, and meet state standards and best practices, their functionality is so individual in nature that sharing is unlikely to add value.

The benefits realized by service recipients, taxpayers, agency or state:

- More effective business processes, reduced costs, and improved customer service based on better use of technology.
- An integrated approach to planning and operating state technology assets.
- A stable, efficient and secure technology infrastructure.
- More shared service technology, IT professionals and standards.

Adapted from Ironbridge, LLC, 2007
and 2006 NASCIO Recognition Award submission by Minnesota

June 2011
<http://itrmc.idaho.gov/>
<http://www.iem.idaho.gov/>