

IT LEADERSHIP COUNCIL  
**STRATEGIC  
PLAN**

---

2012  
State of Idaho



# CONTENTS

IT LEADERSHIP COUNCIL MISSION	3
ITLC MEMBERSHIP	3
BACKGROUND	4
STRATEGIC GOALS AND ALIGNMENT OF ACTIONS	9

# IT LEADERSHIP COUNCIL MISSION

To provide leadership in the development and implementation of Idaho's Information Technology Strategic Plan Goals. Those goals are:

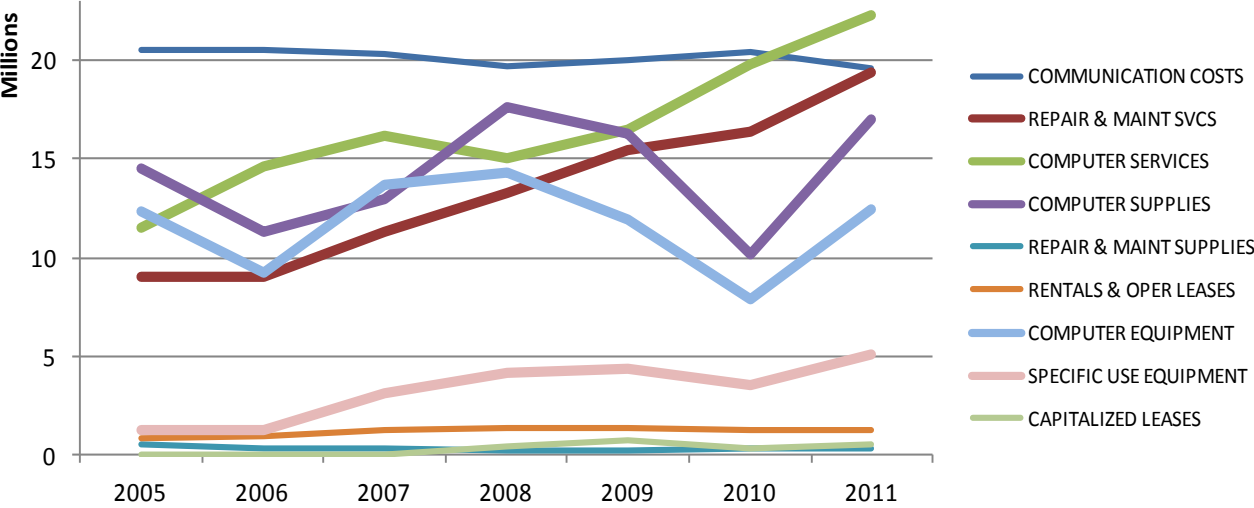
1. Improve delivery and accessibility of government services and information.
2. Manage IT and information from the perspective of state government as a whole.
3. Safeguard the privacy and confidentiality of information.
4. Promote collaborative relationships among all entities, public and private.
5.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

## ITLC MEMBERSHIP

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

# BACKGROUND

## IT SPENDING CONTEXT



## 2011 Strategic Planning Outcomes

### **Strategic Goals** (MISSION, according to ITLC charter) **Adopted by ITRMC**

- 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

### **Federated Model** **Adopted by ITRMC**

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

### **IT Executive Advisory Committee (ITEAC) and Enterprise Services Oversight Committee (ESOC) combined to form IT Leadership Council (ITLC)** **Approved by ITRMC**

### **Delegation of Responsibilities to ITLC/ IGC-EC** **Adopted by ITRMC**

- Development and approval of Standards and Guidelines.

### **Recommended IT Resource Management Council (ITRMC) be reconstituted to form the Idaho Technology Authority (ITA)** **Approved in concept**

#### PROPOSED COMPOSITION

##### Governor Appoints

Chair

Private Sector Representative

##### Legislative Leadership Appoints

Legislators (2)

##### By Statute

State Controller

IGC-EC Chair

Legislative Services

Dept. of Health & Welfare

Dept. of Labor

Transportation Dept.

Dept. of Correction

Dept. of Administration/CIO

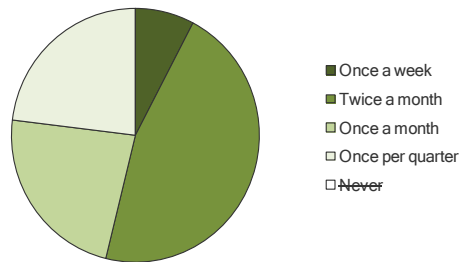
Office of the Gov. – Division of Financial Management

Idaho Military Division

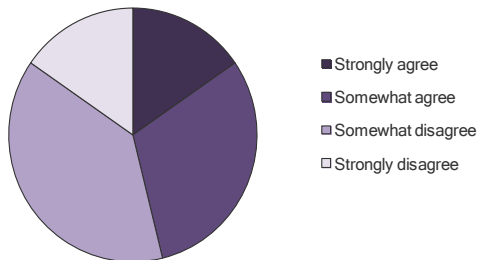
Idaho State Police

# 2012 Survey of ITLC Members

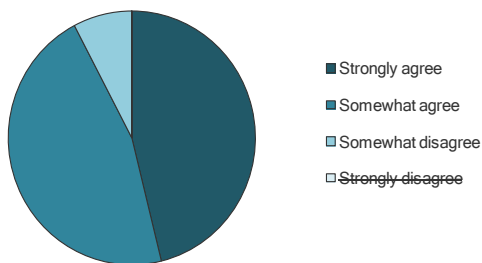
To move things forward, I would participate in a working group or committee:



I am willing to contribute my agency's money to collaborative technology projects.

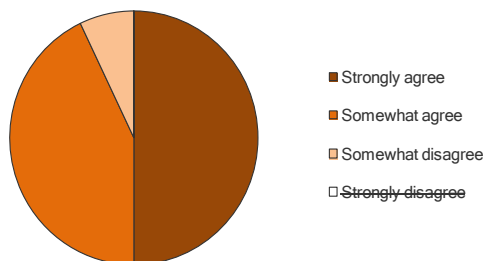


I am willing to contribute time to collaborative technology projects.

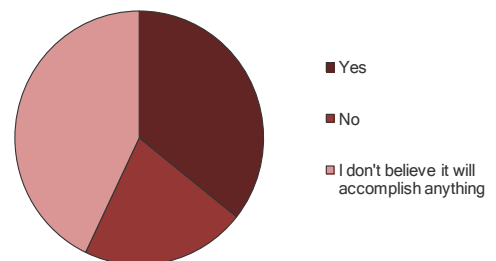


## COLLABORATION AND PARTICIPATION

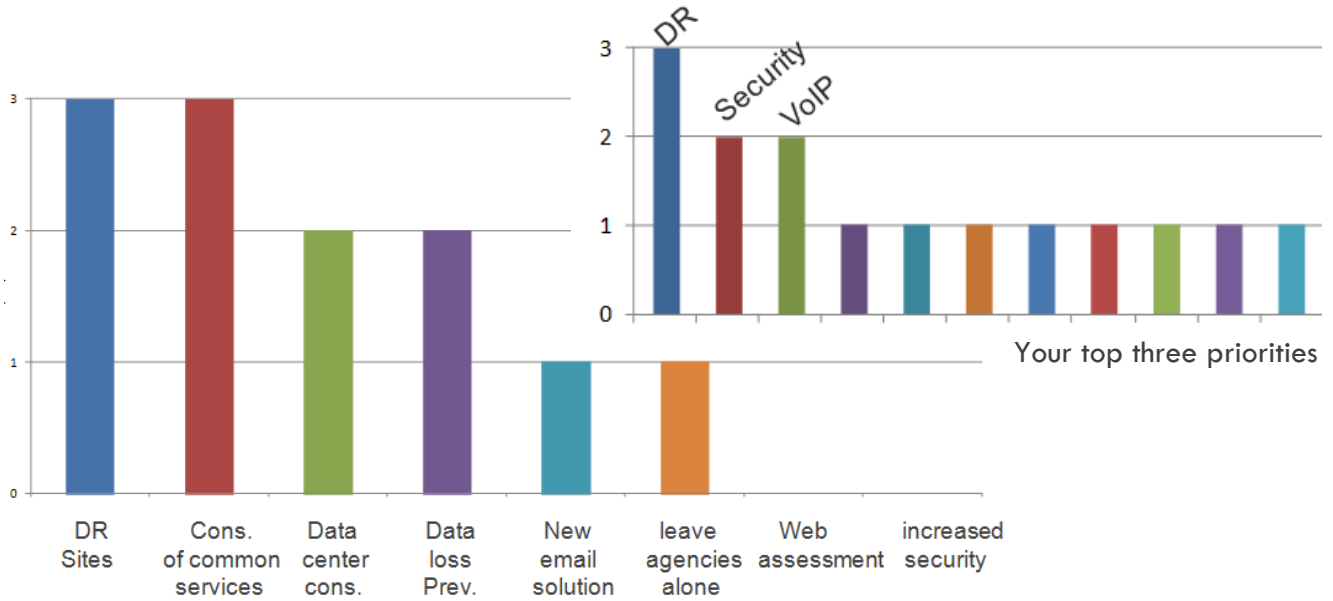
I am willing to work with other agencies on collaborative technology projects.



Would you be willing to help develop 2013 legislation to change ITRMC to ITA? (based on 2011 strategic planning discussions)

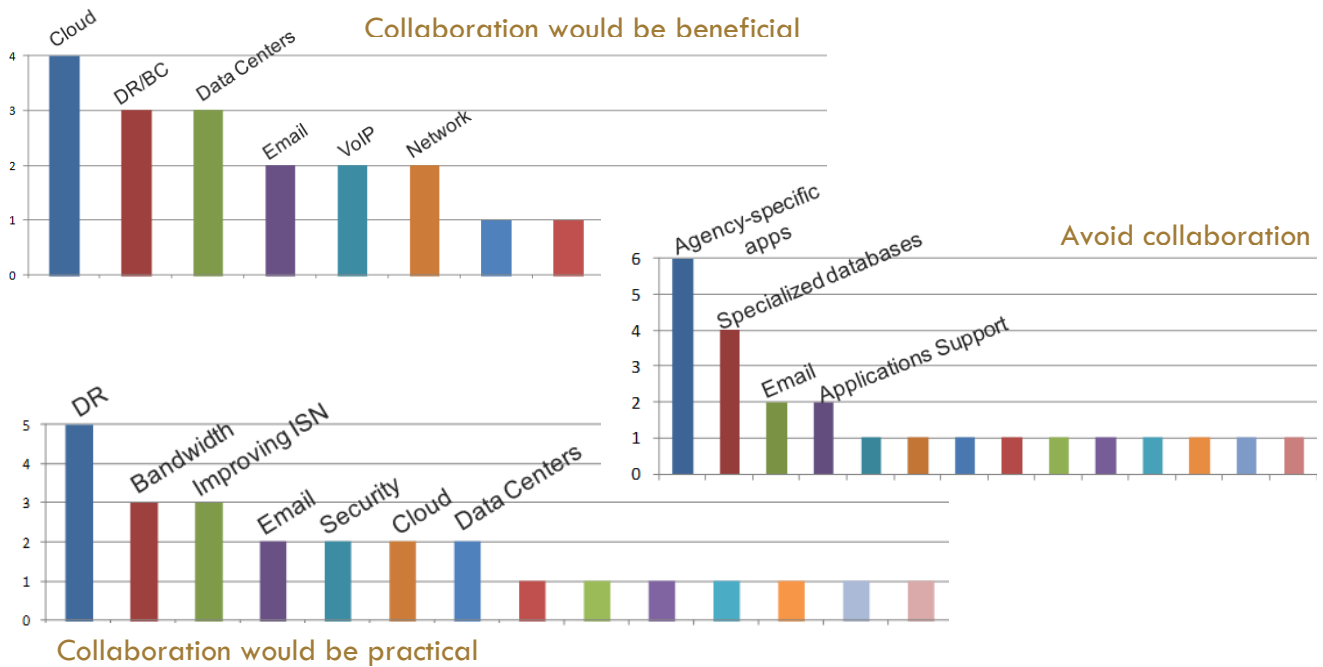


# PRIORITIES AND NEEDS



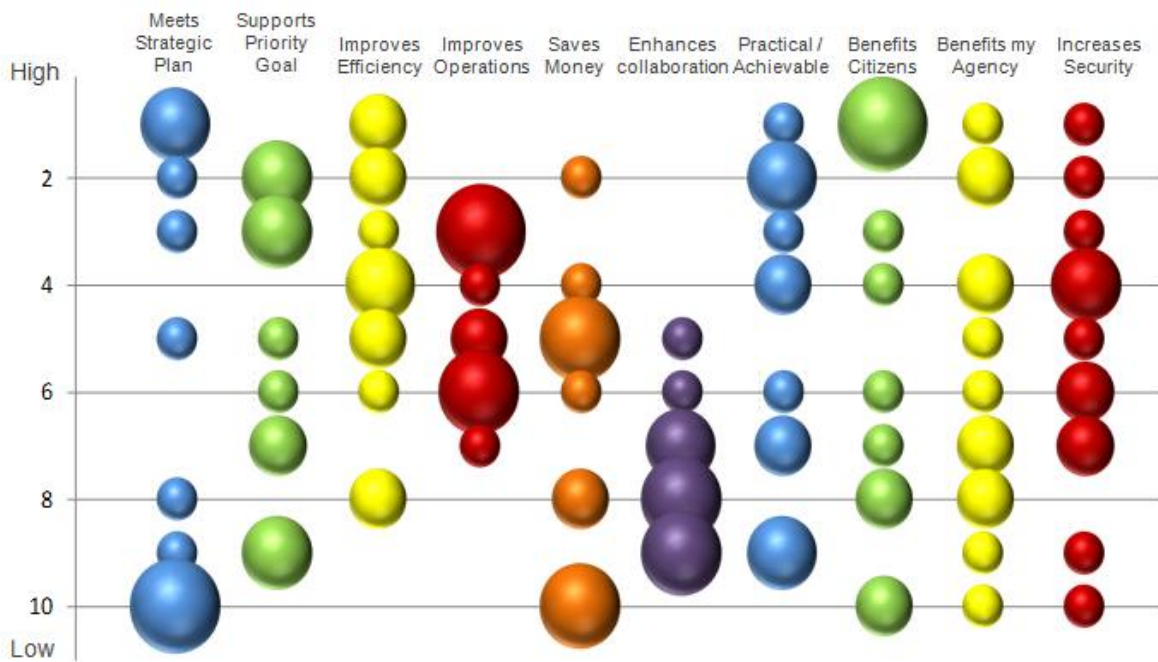
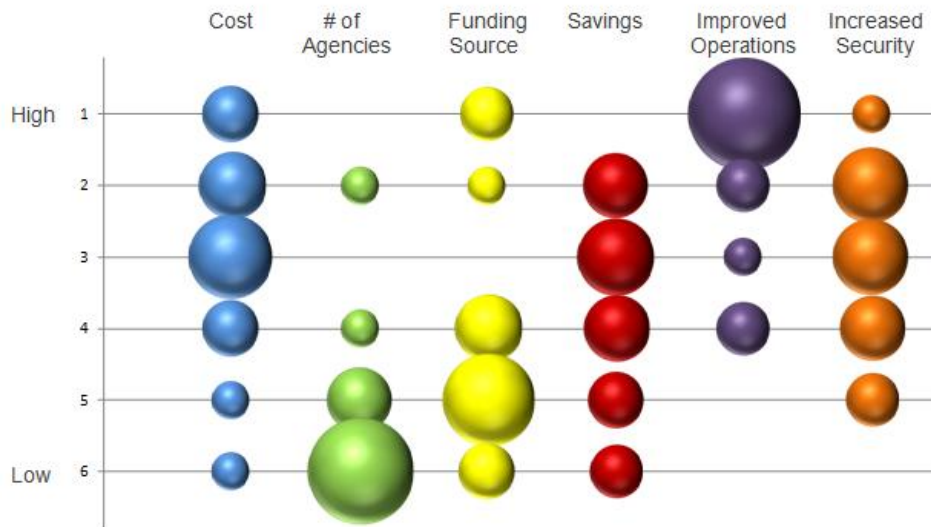
Most pressing technological need of the State

# AREAS FOR COLLABORATIVE EFFORTS



# CRITERIA FOR ASSESSING NEED

The following graphs show how ITLC members rate the importance of various factors when considering Enterprise-wide IT projects. The vertical axis indicates the scale of importance from low to high, the size of the bubble indicates the number of people who rated the factor at that level. For instance in the first chart, most people rated “Improved Operations” as a very important consideration.





# STRATEGIC GOALS AND ALIGNMENT OF ACTIONS

## GOAL 1

Improve delivery and accessibility of government services and information

### ACTION Disaster Recovery / High Availability / Business Continuity

#### Critical Path

1. Undertake a study and inventory of existing DR / HA /BC capabilities and infrastructure
  - Identify Locations, shortcomings, connectivity, facilities, and environmental factors.
  
2. Define business requirements
  - Establish common requirements
  - Undertake GAP analysis
  - Review state emergency operations plan(s)
  - Match locations/services with agencies
  - Identify services from agencies or private sector (COLO, Cloud, leased services)

#### Resources

LEAD AGENCY  
SCO  
TIME/STAFF  
OCIO/Labor/IIC/ITD/IDL/  
Tax/ISP

## GOAL 2

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

### ACTION Idaho State Network – Strengthen funding and management of resources

#### Critical Path

##### 1. Conduct Assessment

- Establish performance metrics

##### 2. Prioritize according to risk and cost

- Security

##### 3. Seek budget

##### 4. Implement

##### 5. Communicate network value and risk

#### Resources

LEAD AGENCY  
OCIO  
TIME/STAFF  
Labor/SCO/ITD/ISP  
FUNDS  
OCIO/Labor/IDOC/VR/  
IDFG/DHW

LEAD AGENCY  
TWG  
(OCIO/Labor/SCO/ITD/ISP)

LEAD AGENCY ITLC

LEAD AGENCY  
OCIO  
TIME/STAFF  
Labor/SCO/ITD/ISP

LEAD AGENCY  
OCIO  
TIME/STAFF  
ITLC

LEAD AGENCY  
TWG/OCIO  
TIME/STAFF  
TWG

LEAD AGENCY  
ITLC

## ACTION VoIP Integration – Establish capability that allows for integration and interoperability

### Critical Path

Critical Path	Resources
1. Work plan, schedule, resources and budget	LEAD AGENCY OCIO TIME/STAFF ITLC FUNDS OCIO
2. Communication to execs (benefits, costs, timeline)	LEAD AGENCY ITLC
3. Develop inventory of systems (capability and need, VOIP/Non-VOIP)	LEAD AGENCY OCIO TIME/STAFF Labor/DOI/IIC/ITD/IDL/Tax/IMD/ISP
4. Assess opportunities for interoperability <ul style="list-style-type: none"> <li>○ Opportunity/Value matrix</li> </ul>	LEAD AGENCY TWG (Labor/DOI/IIC/ITD/IDL/Tax/IMD/ISP)
5. Define future environment <ul style="list-style-type: none"> <li>○ Dial plan</li> <li>○ Connectivity: availability</li> <li>○ Shared trunking</li> </ul>	LEAD AGENCY TWG (Labor/DOI/IIC/ITD/IDL/Tax/IMD/ISP)
6. Develop Bill of Materials	LEAD AGENCY TWG (Labor/DOI/IIC/ITD/IDL/Tax/IMD/ISP)
7. Develop interoperability budget	LEAD AGENCY OCIO TIME/STAFF ITLC
8. Prioritize opportunities	LEAD AGENCY ITLC

## **ACTION** Data Centers – Establish capabilities for sharing infrastructure and facilities (including cloud)

### Critical Path

#### 1. Study/inventory of existing Data Centers

- Locations
- Short comings
- Connectivity
- Facilities/environmental

#### 2. Define business requirements

- Establish common requirements
- GAP analysis
- Review state emergency operations plan
- Match locations/services with agencies
- Identify services from agencies or private sector (COLO, Cloud, leased services)
- (Hosting virtual machines)

### Resources

LEAD AGENCY  
SCO  
TIME/STAFF  
OCIO/Labor/IIC/ITD/IDL/  
Tax/ISP

# **ACTION Consolidated Messaging – Establish capabilities to create an interoperable platform that includes all state employees**

## **Critical Path**

### **1. Executive Support - Governor**

- Executive order
- Funding

## **Resources**

LEAD AGENCY  
ITLC  
TIME/STAFF  
OCIO

### **2. Contract Vehicle / Internal resources**

- State Contract
- Define Agency and OCIO resources

LEAD AGENCY  
ITLC  
TIME/STAFF  
OCIO

### **3. Transition support**

- Timeline
- Resources support – project team

LEAD AGENCY  
ITLC  
TIME/STAFF  
OCIO

### **4. Define Business requirements/ Architecture**

- Cloud vs State vs Hybrid
- Domain structure
- Directory structure

LEAD AGENCY  
Labor  
TIME/STAFF  
OCIO/SCO/ITD/Tax/IMD/  
ISP

**ACTION** Conferencing – Establish capabilities to create an interoperable statewide platform (voice/video/web)

**Critical Path**

1. Understand existing architecture and services
2. Communicate existing architecture and capabilities
3. Communicate to agencies what they need to use the system
4. Develop process for state agency assessment.
  
5. Establish VTC TWG under ITLC.

**Resources**

LEAD AGENCY  
OCIO  
TIME/STAFF  
TWG  
(Labor/IIC/ITD/IDL/IDOC/  
IMD/ISP)

LEAD AGENCY  
ITLC

## GOAL 3

### Safeguard the privacy and confidentiality of information

**ACTION** 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**

#### Critical Path

1. Recovery and funding / Mobile Devices / External file sharing.
  - Assessment
  - Education of legislature
  - Discuss at next ITLC

#### Resources

LEAD AGENCY  
OCIO (Pam Stratton)

## GOAL 4

Promote collaborative relationships among all entities, public and private

**ACTION** Virtual Project Management Forum – leverage project management and enterprise architecture resources and expertise by all agencies

**On Hold**

### Critical Path

1. Establish virtual PM Forum

### Resources

LEAD AGENCY  
ITD (Shannon Barnes)  
TIME/STAFF  
SCO

**ACTION** Dedicated CIO – Advocate for this appointment

**Briefed to ITRMC, no further action**

**ACTION** Consolidate State Office Buildings – Advocate for consolidation where possible, or sharing of services by multiple agencies in one facility

**Briefed to ITRMC, no further action**

**ACTION** IT FUNDING – Ensure proper funding of utility and shared services

**Briefed to ITRMC, no further action**



## GOAL 5

Seek improvement in all aspects of information technologies and services

**ACTION** IT Procurement Process – streamline and decrease burden on IT procurement

### Critical Path

1. Ask Division of Purchasing for education session(s) with agency IT staff.
2. Need for clarification of roles of purchasing staff within agencies v Div. of Purchasing.

### Resources

LEAD AGENCY  
OCIO

**ACTION** ITA – Create ITA and define roles of ITA/ITLC

1. Draft legislation

LEAD AGENCY  
Labor  
TIME/STAFF  
OCIO