

STRATEGIC PLAN 2013

State Government Technology

IT Leadership Council

Idaho



Introduction

Historically, State Government has conducted strategic planning for information technology on a periodic basis, with planning cycles ranging to 2-3 years. That changed in late 2010, when the Information Technology Resource Management Council (ITRMC) commissioned staff and subcommittees to conduct a ground up review of technology and technology decision making. ITRMC's direction resulted in a series of collaborative, cross-agency planning sessions. This document reflects the third annual strategic planning effort.

The third strategic planning event reaffirmed earlier decisions on overall direction and added key objectives and strategies to achieve the overall strategic goals. The plan builds on earlier successes, including the substantial changes to governance processes that culminated in statutory changes in the 2013 legislative session, replacing ITRMC with the newly established Idaho Technology Authority. Other initiatives from the earlier planning session to align decision making to appropriate levels were accomplished within the authority of ITRMC. Those included delegating responsibility for setting technology standards to a newly established subcommittee comprised of technology managers, the IT Leadership Council.

With a course set for new decision making, this plan follows the second planning session in focusing on more technical objectives, especially those with important cross-agency ramifications. Hence, this document reflects ongoing concern for disaster recovery and business continuity. The 2012 strategic planning effort set objectives for identifying data centers owned and operated by State government. Data center information and geospatial renderings of relevant data related to data centers can be found in appendices.

The strategic planning sessions serve as an important forum for promoting agency collaboration by reducing barriers to cooperation. The strategic objectives that work to further cooperation sprang organically from participants during this session, an important indication of positive cultural shifts. With the impending initiation of the ITA, the State appears well positioned to manage its technology investments effectively, enabling State agencies to perform vital functions for Idaho citizens.

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IT Leadership Council (ITLC) Mission

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



ITLC 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.

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	Bob Hough
Department of Fish & Game	Craig Potcher
Industrial Commission	Robert Butler
Department of Education	Joyce Popp
Dept. of Health & Welfare	Michael Farley
Idaho Transportation Dept.	Shannon Barnes
Health Districts	Bob Nertney
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	John Rigby
Idaho Military Division	Mike Langrell
Idaho State Police	Michael Key
Div. of Voc. Rehabilitation	Scott Williams

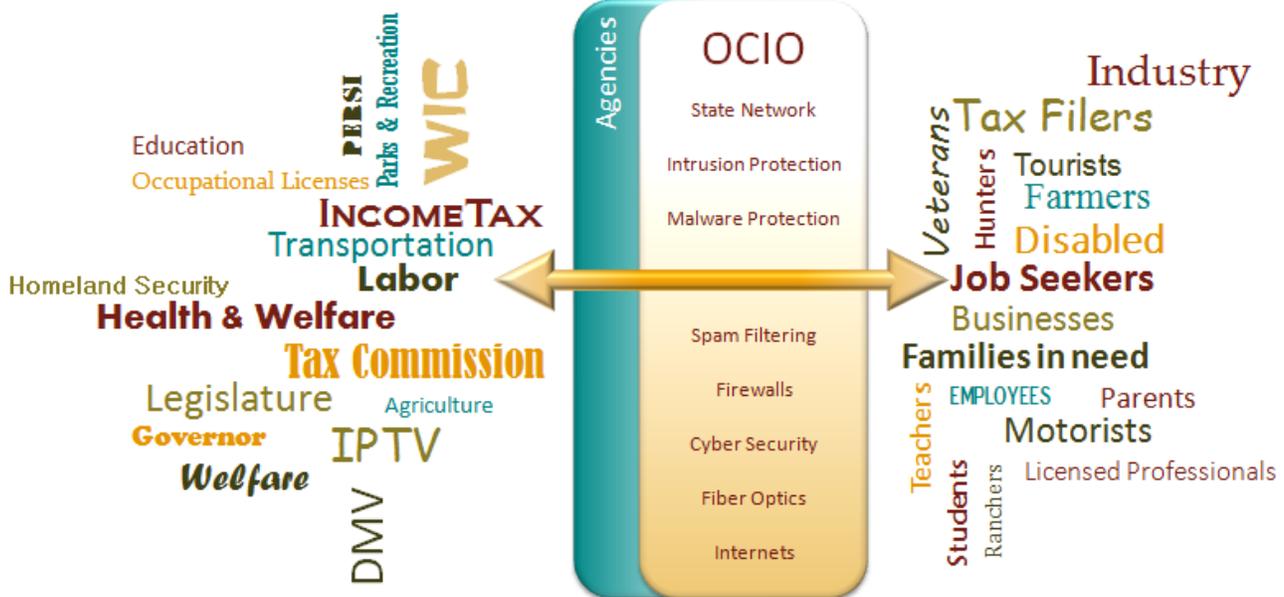
Strategic Planning Participants

(May 9-10, 2013)

Department of Labor	John McAllister / Eric Beck
Department of Insurance	Becky Barton-Wagner
Office of the CIO	Greg Zickau / Jon Pope / Sally Brevick
State Controller's Office	Bob Hough
Department of Fish & Game	Craig Potcher
Industrial Commission	Robert Butler
Department of Education	Mark Hill
Dept. of Health & Welfare	Brad Alvaro
Dept. of Water Resources	Glen Gardiner
Department of Lands	Dan Raiha
Idaho Tax Commission	Mike Teller
Department of Correction	John Rigby
Idaho Military Division	Mike Langrell
Div. of Voc. Rehabilitation	Scott Williams



We enable service to citizens



While it emphasizes the central place of systems administered by the Office of the Chief Information Officer (OCIO), this graphic demonstrates the critical role technology plays in delivering services to Idaho citizens. In modern society, a citizen's access to government services relies almost completely on technology, even when the citizen is interacting directly with an agency employee.

Technology systems enable services and are usually the direct conduit for service. As a result, agency employees involved in establishing and maintaining systems bear a special responsibility in delivering timely and efficient services to citizens and in advocating appropriate investment by policy executives and the legislature.

2013 Strategic Goals and Alignment of Actions

GOAL 1: Improve delivery and accessibility of government services and information

OBJECTIVE: Provide a Capability / Framework for Agencies to Achieve High Availability

STRATEGIES

Establish redundant network/internet access/regional internet points-of-presence (POP)

Tactic: Define architecture and create prototype regional pop

RESOURCES

LEAD AGENCY

Labor

CONTRIBUTING

OCIO, IDL, IMD, DHW, SDE, ITD

Multi-agency Virtual Network Operations Center (VNOC)

Tactics: Identify the data centers, participants

Create agreement template for combined management

LEAD AGENCY

OCIO/IMD

CONTRIBUTING

SCO, DHW

Identify options and requirements for public/private cloud services

LEAD AGENCY

Tax

CONTRIBUTING

Labor, SCO, IIC

Define business requirements for data center

Tactic: Identify agency needs and requirements

LEAD AGENCY

CONTRIBUTING

Labor, SCO, DHW, SDE

Review options for last-mile connectivity

LEAD AGENCY

CONTRIBUTING

OCIO, Labor, IIC, IDOC, IMD, VR

Possible Future Strategies

GOAL 2: Manage IT and information from the perspective of state government as a whole

OBJECTIVE: Refresh Core Network Capability to Serve Agencies into Future

STRATEGIES

Identify Design Goals (see text below)

Tactic: Gather multi-agency input on requirements and criteria

RESOURCES

LEAD AGENCY
OCIO

CONTRIBUTING
Labor, DHW

Update Aging Equipment

Tactic: Utilize one-time FY 2014 appropriation

LEAD AGENCY
OCIO

CONTRIBUTING
Labor, DHW

Set Implementation Plan for New Design

Tactic: Utilize one-time FY 2014 appropriation

LEAD AGENCY
OCIO

CONTRIBUTING
Labor, DHW

Incorporate Correlating Architectural Factors

Tactics: Review/Update Firewalls with 2014 appropriation

Review/Enhance Fiber Infrastructure: 2014 appropriation

(see text below for Firewall and Fiber information)

LEAD AGENCY
OCIO

CONTRIBUTING
Labor, DHW

Design Goals

- Eliminate “outage window” – Maintenance to be done non-disruptively
- Implement 10GB capability to accommodate future needs and growth
- Meet agency requirements for 24/7/365, non-disruptive operations
- Implement full redundancy to agency connections
- Simplify the architecture, reduce complexity
- Implement common routing protocols
- Improve security
- Improve performance
- Improve reporting and management capabilities
- Implement all recommendations of the HP Network Assessment
- Fix known issues in the firewall design

Complete service provider core redesign implemented by end November 2013

- Input on design from Cisco, HP and Gartner
- Engineered by Mountain State Networks to requirements established from the HP Network Assessment
- Designed to be completely non-disruptive, providing 24/7/365 availability

Significant changes to be made to the states Firewall design

- Simplified routing
- Moving from 4 firewalls to 2 (in HA Cluster)
- Integration of Intrusion Prevention System
- Implementation of 2nd ASN (Autonomous System Number)
- Significant improvements in failover capability and reliability

Updates to Fiber infrastructure

- Ongoing addition of redundant paths
- Updating multi-mode fiber to single mode
- Implementing enhanced multiplexing, and support for 10GB backbone

GOAL 3: Safeguard the privacy and confidentiality of information.

OBJECTIVE: Improve Secure Information Exchange Between Business Partners

STRATEGY

Define mechanisms/framework for secure data exchange

Tactic: Form a Technical Work Group through the ITLC

RESOURCES

FIRST MEETING

OCIO

CONTRIBUTING

DOI, SCO, IIC, IDL, DHW

OBJECTIVE: Integrate Security Systems with Core Network Design

STRATEGIES

Analyze Suitability of Network Devices for Cyber-security role

Tactics: Gather input from agencies/vendors/consultants

Conduct operational testing for applicability

RESOURCES

LEAD AGENCY

OCIO

CONTRIBUTING

Labor, DHW, ITD, SCO, Tax

Update Aging Cyber-security Equipment

Tactic: Utilize one-time FY 2014 appropriation

LEAD AGENCY

OCIO

CONTRIBUTING

Labor, DHW, ITD, SCO, Tax

Set Implementation Plan for New Design

Tactics: Utilize one-time FY 2014 appropriation

Incorporate milestones with network implementation

LEAD AGENCY

OCIO

CONTRIBUTING

Labor, DHW, ITD, SCO, Tax

OBJECTIVE: Improve Effectiveness of State's Cyber Defense.

STRATEGY

Implement top 20 security controls as endorsed by NIST, SANS, CSIS and part of President's Executive Order

Tactics: Security TWG to consider order in which these controls can and should be implemented, according to need, capability and cost.

RESOURCES

LEAD AGENCY

OCIO

CONTRIBUTING

ITLC Security TWG

GOAL 4: Promote collaborative relationships among all entities, public and private

OBJECTIVE: Facilitate Cross-Agency Knowledge Sharing / Collaboration

STRATEGIES

Develop ITLC portal / program for knowledge sharing

Tactics: ITLC TWG to create portal and provide content (e.g. identifying, leveraging and managing emerging trends)

Identify portal host (possibly SCO)

Inventory and publish agency technical expertise (TWG)

RESOURCES

FIRST MEETING

OCIO

CONTRIBUTING

Labor, DOI, SCO, IDL, Tax

Enhance IT personnel understanding of Business knowledge and priorities

Tactic: Seek input/defer to ITA as agency business leads

LEAD AGENCY

ITLC

CONTRIBUTING

Labor, DOI,

Improve awareness/education of agency services

Tactic: Develop and publish a Services Catalog

FIRST MEETING

DOI

CONTRIBUTING

ISP

Review development of policies, standards and guidelines

Tactic: ITLC to establish subcommittee or working group

LEAD AGENCY

DOI

CONTRIBUTING

ITLC, Labor, OCIO

Managing common applications

Tactic: Doc/records management services

Software inventory

LEAD AGENCY

TIME/STAFF

DOI, SCO, DHW, IDWR

COTS / Developed applications

LEAD AGENCY

TIME/STAFF

DOI, SCO, DHW, IDWR

Business analysis to identify common processes

LEAD AGENCY

TIME/STAFF

DOI, SCO, DHW, IDWR

Software asset management

Possible Future Strategies

GOAL 5: Seek improvement in all aspects of information technologies and services

OBJECTIVE: Improve Recruitment and Retention of IT Staff

STRATEGY

IT Classification study

Tactic: ITLC TWG works with DHR to find model

RESOURCES

LEAD AGENCY

DHW

CONTRIBUTING

Labor, DOI, IDOC, Tax, ITD, OCIO, IDWR

Inter-agency / multi-agency training and recruitment collaboration

Tactic: (TWG) restart ITTP?

LEAD AGENCY

IIC

CONTRIBUTING

IDL, IDOC, VR, SDE, Labor

Professional development

FIRST MEETING

IDOC

CONTRIBUTING

Labor, DOI, IDL, VR, IDWR, SDE

Promote value of service in the public sector / agency culture

Tactic: contract(s) for IT-specific recruitment tools

LEAD AGENCY

OCIO

CONTRIBUTING

ISP

Survey employees

Tactic: Leverage Dept. of Labor programs (recruit)

LEAD AGENCY

OCIO

CONTRIBUTING

ISP

2012 Strategic Plan Outcomes

Disaster Recovery / High Availability / Business Continuity/Data Centers

Note: Outcomes combined by ITLC during course of 2012 efforts.

CRITICAL PATH

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

STATUS

A TWG was formed under the ITLC. This group developed a survey which was distributed to a number of agencies seeking information about their data centers. See Appendix A for the results of the survey and Appendix B for mapped locations of data centers.

The information obtained through the survey will be used under the Goal 1 objective for 2013 and will tie in to the Disaster Recovery and COOP plan updates in progress.

Idaho State Network

Strengthen funding and management of resources

CRITICAL PATH

1. Conduct Assessment
 - o Establish performance metrics
2. Prioritize according to risk and cost
 - o Security
3. Seek budget
4. Implement
5. Communicate network value and risk

STATUS

With contributions and assistance from numerous agencies, the OCIO contracted a formal 3rd party assessment of the State Core Network. Requirements for the assessment were developed jointly by the OCIO and technical representatives of key agencies. Results were briefed to the ITLC, as well as the plan to address recommended improvements that resulted from the assessment.

In addition, the OCIO successfully pursued a significant appropriation to upgrade the core network. In an extraordinary example of cross agency support, several agencies contacted the Governor's staff and legislators and staff to voice their support for this budget request. This reflects the improving culture among technology professionals as well as the relative importance of the core network.

VoIP Integration

Establish capability that allows for integration and interoperability

CRITICAL PATH

1. Work plan, schedule, resources and budget
2. Communication to execs (benefits, costs, timeline)
3. Develop inventory of systems (capability and need, VOIP/Non-VOIP)
4. Assess opportunities for interoperability
 - o Opportunity/Value matrix
5. Define future environment
 - o Dial plan
 - o Connectivity: availability
 - o Shared trunking
6. Develop Bill of Materials
7. Develop interoperability budget
8. Prioritize opportunities

STATUS

OCIO has begun a replacement of its multi-agency phone serving 20 plus agencies. We anticipate connecting this system with other systems in the state to create a baseline for sharing trunk lines, reducing operating costs and increasing survivability.

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.

STATUS

The State Purchasing Manager, Sarah Hilderbrand, conducted a procurement education session on 16 April 2013. While the original focus of the seminar was related to technology procurement, the information was relevant to all State personnel subject to Division of Purchasing rules. Approximately 60 people from a large variety of agencies and backgrounds attended the seminar.

ITA

Create ITA and define roles for ITA/ITLC

CRITICAL PATH

1. Draft legislation

STATUS

Legislation was drafted by the Dept. of Labor and the OCIO. It was successfully passed by the House and the Senate during the 2013 legislative session and becomes effective on 1 July 2013.

IT Funding

Ensure proper funding of utility and shared services

STATUS

The Dept. of Administration submitted several technology budget requests during the 2013 legislative session. These affect the enterprise and the approval of these requests was due largely to the support expressed by other agencies.

Out of Maintenance/At Capacity Network

\$ 939,500 – General Funds
26,400 – Dedicated Funds

Out of Maintenance/At Capacity Security

\$ 679,100 – General Funds
12,500 – Dedicated Funds

Enterprise Infrastructure

\$ 349,300 – General Funds
22,600 – Dedicated Funds

Enterprise Security - Infrastructure

\$ 315,600 – General Funds

Consolidated Messaging

Establish capability to create an interoperable platform that includes all state employees

CRITICAL PATH

1. Executive Support - Governor
 - Executive order
 - Funding
2. Contract Vehicle / Internal resources
 - State Contract
 - Define Agency and OCIO resources
3. Transition support
 - Timeline
 - Resources support – project team
4. Define Business requirements/ Architecture
 - Cloud vs State vs Hybrid
 - Domain structure
 - Directory structure

STATUS

OCIO, which operates the ICS on behalf of users, recently made the decision to shift the hardware platform from an operating lease on equipment to a hardware platform as a service model hosted by the Office of the State Controller. This begins a transition of platforms as a service to SCO, leveraging their strengths and long experience. The Idaho Department of Transportation is actively transitioning to the ICS, with completion for that move anticipated a part of FY 13. OCIO will be working with senior policy makers to identify and transition those remaining agencies whose business requirements can be met by ICS.

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.

STATUS

OCIO operates manages statewide enterprise conferencing services equipment and contracts for audio, video and WEB conferencing operations. They will continue to manage infrastructure as well as associated contracts and will use the conferencing.idaho.gov WEB site to socialize the available services and service contracts available to State agencies. Specific actions are listed below

- CONTRACTS
 - Replace/re-bid expiring video conferencing equipment contract(s) – IEN/OCIO
 - Replace/re-bid expiring (audio) teleconferencing contract – OCIO
- Infrastructure Maintenance and Upgrades
 - OCIO will send out WAN notifications anytime maintenance is performed on the video core infrastructure
 - OCIO will inform through the WAN list any time licensing upgrades are made to the core infrastructure
 - Convert and update active video conferencing sites spreadsheet list to a Map and post ton conferencing.idaho.gov Web site
- Conferencing.idaho.gov Web site additions or improvements
 - Add links to applicable service and/or equipment contracts
 - Add State video conferencing site Map
 - Add a link to the IEN Web site/map

ITD will work with OCIO regarding conferencing and business continuity.

Security Compliance

Establish capability to oversee compliance of existing security policies, standards and the ability to monitor, identify and react to an incident.

CRITICAL PATH

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

STATUS

The OCIO and ITLC have been working to integrate the efforts of the Secure State Networking Group and a TWG created under the ITLC. The new group brings together security analysts from across agencies to address specific needs. The group developed a mobile device policy which was subsequently approved and adopted by ITRMC, and they are working on a policy and procedural recommendation for secure data transfer. Anecdotally, there has been an increase in reporting of cyber incidents by agencies, though it's unclear whether the increase is due to an increase in actual events or an increase in sharing knowledge of events between agencies.

Dedicated CIO

Advocate for this appointment

STATUS

This was briefed to ITRMC as intended. Any further action is pending direction by senior policy officials.

Consolidate State Office Buildings

Advocate for consolidation where possible, or sharing of services by multiple agencies in one facility.

STATUS

This was briefed to ITRMC as intended. Any further action is pending direction by senior policy officials

VPM Forum

Leverage project management and enterprise architecture resources and expertise by all agencies.

CRITICAL PATH

1. Establish virtual PM Forum

STATUS

Held as possible future strategic objective.

Appendix A: Infrastructure Survey

IT leadership Council

IT Infrastructure Sharing - Survey Results

Disaster Recovery / Business Continuity - March 1, 2013

SURVEY PARTICIPANTS Questions 1, 2, and 3

	Survey Respondent			IT Infrastructure Technical Contact		
Industrial Commission	Robert Butler	Robert.Butler@iic.idaho.gov	334-6065	Same		
Military Division	Mike Langrell	mlangrell@imd.idaho.gov	422-3019	Same		
Transportation	Bill Finke	bill.finke@itd.idaho.gov	334-8527	Same		
Libraries	David Harrell	david.harrell@libraries.idaho.gov	334-2150	Same		
Agriculture	Bob Ross	Bob.Ross@agri.idaho.gov	332-8519	Same		
State Lottery	Becky Schroeder	bschroeder@lottery.idaho.gov	334-2600	Victor Smith	vsmith@lottery.idaho.gov	334-2600
Real Estate Commission	William Robinson	william.robinson@irec.idaho.gov	955-8470	Same		
Environmental Quality	Nick Powers	nicholas.powers@deq.idaho.gov	373-0538	Matt Hibbs	matt.hibbs@deq.idaho.gov	373-0411
Parks and Recreation	Kevin Zauha	kzauha@idpr.idaho.gov	514-2440	Cheryl Baldus	cbaldus@idpr.idaho.gov	514-2441
State Controller's Office	Tamara Shipman	tshipman@sco.idaho.gov	332-8745	Robert Hough	rrough@sco.idaho.gov	332-8755
Insurance	Becky Barton	becky.barton@doi.idaho.gov	334-4279	Same		
Labor	Jake Meissner	jake.meissner@labor.idaho.gov	332-3570	Same		
			x3468			
PERSI	Larry Sweat	larry.sweat@persi.idaho.gov	287-9280	Branden Kennah	branden.kennah@persi.idaho.gov	287-9308
Public Utilities Com.	Erik Jorgensen	erik.jorgensen@puc.idaho.gov	334-0308	Same		
Vocational Rehabilitation	Scott Williams	scott.williams@vr.idaho.gov	287-6447	Same		
Health and Welfare	Michael Farley	farley@m@dhw.idaho.gov	334-5676	Alvino Artalejo	artaleja@dhw.idaho.gov	334-0640
Administration	Carla Casper	carla.casper@cio.idaho.gov	332-1853	Tom Nordberg	tom.nordberg@cio.idaho.gov	332-1854
Lands	Matthew Sande	msande@idl.idaho.gov	666-8660	Same		
Fish and Game	Craig Potcher		287-2851	Brenda Markham	brenda.markham@idfg.idaho.gov	287-2868
IPTV	Mary McMahon	marym@idahoptv.org	373-7339	Rich Van Genderen	dutch@idahoptv.org	373-7387
Correction	John Rigby	jrigby@idoc.idaho.gov	658-2087	Derrick Georgiades	dgeorgia@idoc.idaho.gov	658-2082
State Treasurer	Landon Stephenson	landon.stephenson@sto.idaho.gov	332-2994	Same		
PHD1	Mike Zangar	mzangar@phd1.idaho.gov	415-5195	Tim Gates	tgates@phd1.idaho.gov	415-5192
Liquor	Keven Lowe	keven.lowe@liquor.idaho.gov	947-9426	Jon Spence	jon.spence@liquor.idaho.gov	947-9434
Water Resources	Glen Gardiner	glen.gardiner@idwr.idaho.gov	287-4872	Jesse Marquart	jesse.marquart@idwr.idaho.gov	287-4867
ISP	Michael Key	michael.key@isp.idaho.gov	884-7163	Same		
Tax	Steve Allen	steven.allen@tax.idaho.gov	334-7553	Same		
IPELS	Jim Szatkowski	jim.szatkowski@ipels.idaho.gov	373-7210	Same		
Building Safety	Jason Black	jason.black@dbs.idaho.gov	332-7109	Same		
Juvenile Corrections	Mike Seifrit	Mike.seifrit@idjc.idaho.gov				

(30 Agencies)

Where more than one person from a single agency completed the survey, the answers have been consolidated into one response.

BASELINE INFORMATION Questions 4, 5, and 6

	IIC	IMD	ITD	Libraries	Agriculture	Lottery	Real Estate	DEQ	Parks & Rec	SCO	Insurance	Labor	PERSI	PUC	Voc Rehab	DHW	Admin	Lands	Fish & Game	IPTV	IDOC	Treasurer	PHD1	Liquor	IDWR	ISP	Tax	IPELS	DBS	IDJC	
LAN																															
WAN																															
Utility Apps																															
Agency Apps																															
Call Center																															
Instant Mess.																															
Unified Mess.																															
Doc/Info Man.																															
Cloud																															
Beg/Exp Cloud	*														*					*											

Colors = yes
 * don't know

FACILITIES / IT EQUIPMENT Questions 7, 8, 9, and 10

	IIC	IMD	ITD	Libraries	Agriculture	Lottery	Real Estate	DEQ	Parks & Rec	SCO	Insurance	Labor	PERSI	PUC	Voc Rehab	DHW	Admin	Lands	Fish & Game	IPTV	IDOC	Treasurer	PHD1	Liquor	IDWR	ISP	Tax	IPELS	DBS	IDJC
Maintain own equipment																														
...at primary location																														
# racks NOT in data center	0	4	0	0	0	0	1	3	20	0	2	3	0		1	0	9	13	0	0	1	0	4	0	4	2				0

Colors = yes

Grey: did not provide an answer

Black: skipped due to question logic

Addresses where equipment is located that is NOT housed in a data center

IMD	4040 w Guard st Boise, Idaho 83705 ● W. 600 Prairie Ave Coeur d' Alene, ID 83815 ● 5205 South 5th Ave Pocatello, ID 83204 ● 206 N. Yellowstone Hwy Rigby, ID 83442
DEQ	1 rack located at DEQ Boise Regional Office, IPTV bldg, Boise ● 2 Racks located at DEQ Idaho Falls Regional Office, Idaho Falls
PARKS & REC	Priest Lake State Park 314 Indian Creek Park Road – Coolin, ID 83821 ● Farragut State Park 13550 East Highway 54 – Athol, ID 83801 ● Old Mission State Park 31732 S. Mission Rd, Exit 39 I-90 Cataldo, ID ● North Region Office 2885 W Kathleen Avenue, Suite 1 – Coeur d'Alene, ID 83815 ● Heyburn State Park 57 Chatcolet Road – Plummer, ID 83851 ● Hells Gate State Park 5100 Hells Gate Road – Lewiston, ID 83501 ● Winchester Lake State Park 1786 Forest Rd – Winchester, ID 83555 ● Ponderosa State Park 1920 N. Davis St. McCall, ID ● Lake Cascade State Park 970 Dam Road – Cascade ID 83611 ● Boise Headquarters IT Shop 5657 Warm Springs Ave, Boise 83716 ● Eagle Island State Park 4000 W. Hatchery Road – Eagle, ID 83616 ● Lucky Peak State Park 9725 East Highway 21 – Boise, ID 83716 ● Three Island Crossing State Park 1083 S Three Island Park Drive – Glens Ferry, ID 83623-0609 ● Land of the Yankee Fork State Park Junction of US Highway 93 and State Highway 75 ● Lake Walcott State Park 959 East Minidoka Dam – Rupert, ID 83350 ● City of Rocks National Reserve 3035 Elba Almo Road – Almo, ID 83312 ● Bear Lake State Park 5637 East Shore Road – St. Charles, ID 83272 ● East Region Office 4279 Commerce Circle, Suite B – Idaho Falls, ID 83401 ● Harriman State Park 3489 Green Canyon Road – Island Park, ID 83429 ● Henrys Lake State Park 3917 East 5100 North – Island Park, ID 83429
INSURANCE	CDA Field Office - Server is not in a rack. 2005 Ironwood Parkway St. 143 Coeur d'Alene, ID 83814 ● POC Field Office - Server is not in a rack. 353 N. 4th Avenue, Suite 200 Pocatello, ID 83201 Routers and switches are in the rack.
LABOR	600 N. Thornton St. Post Falls, ID 83854 ● 4514 Thomas Jefferson St. Caldwell, ID 83605 ● 317 W Main St. Boise, Id 83735-0030
VOC REHAB	650 W. State St., Room 150 Boise, ID 83720-0096 1 rack of equipment in a small conditioned room.
ADMIN	650 W. State St Room 100, Boise, ID
LANDS	Rack at each area office location to house local server, network router, and network switches (Sandpoint, Bonners Ferry, Deary, Orofino, Craigmont, Boise, Coolin, St. Maries, Cataldo, McCall, Idaho Falls, Kamiah, and Jerome)
IDOC	13500 S Pleasant Valley Road, Kuna
PHD1	7402 Caribou Bonners Ferry, ID 83805 ● 1020 Michigan Sandpoint, ID 83864 ● 137 N. Eighth St. St. Maries, ID 83861 ● 114 Riverside Kellogg, ID 83837
IDWR	900 N Skyline, Idaho Falls ● 7600 N Mineral Dr., CdA ● 1341 Fillmore St, Twin Falls ● 2735 Airport Way, Boise
ISP	Coeur d'Alene, ID ISP office

Questions 11 - 18

	IIC	IMD	ITD	Libraries	Agriculture	Lottery	Real Estate	DEQ	Parks & Rec	SCO	Insurance	Labor	PERSI	PUC	Voc Rehab	DHW	Admin	Lands	Fish & Game	IPTV	IDOC	Treasurer	PHD1	Liquor	IDWR	ISP	Tax	PELS	DBS	IDJC
Has a data center																														
Capacity for more equip																														
# racks currently	8		23					4	20			25	4					4	14	2		2				20	5		5	4
Additional # accom. now	2		5					1	10			20	3						4	0		0				3	3		1	2
Power from > 1 grid												*										*					*		*	
Has a generator																														
Has diverse fiber routes																		*				*								*

Colors = yes

* Don't know

Grey: did not provide an answer

Black: skipped due to question logic

Data Center Addresses

IIC	700 S. Clearwater Ln Boise, Idaho 83712
ITD	3311 W State Street additionally each of our district office has 1 or 2 racks of equipment that meet the definition of a data center
Libraries	325 W. State St Boise, ID 83702
Agriculture	2270 Old Penitentiary Rd. Boise, ID 83712
Lottery	1199 Shoreline Lane, Boise, ID 83703
DEQ	1410 N. Hilton, Boise. 1445 ● N. Orchard, Boise 900 ● N. Skyline, Idaho Falls
Parks & Rec	Seven locations have no racks 20 locations have racks not in "data centers" One "data center" located at the following address: 5657 Warm Springs Ave Boise 83716
SCO	JRW Building 700 W. State Street ● Involta 1415 Flightway, Boise
Insurance	700 W. State Street, 3rd Floor Boise, ID 83720
Labor	317 W Main Boise, Id 8735-0030
PERSI	607 N 8th St Boise, ID 83702
DHW	450 W. State St. Boise 1660 ● 11th Ave N. Nampa ● 700 E. Alice Blackfoot ● 300 Hosptial Dr. Orofino
ITD	3311 W State Street Boise Idaho 83704
Admin	700 W. State St, Boise, ID 700 S. Stratford Dr, Meridian, ID
Lands	Office of the SCO 700 W. State Street Boise, ID 83720-0011
IDFG	701 Morrison Knudsen Plaza Dr Boise, ID 83712
IPTV	1455 N Orchard
IDOC	1299 N Orchard Suite 110
Treasurer	Capitol Basement

PHD1	8500 N Atlas Rd Hayden, ID 83835
Liquor	1349 E BeechCraft Ct. Boise
IDWR	322 E. Front St, Boise
ISP	615 W. Wilbur Suite A, Coeur d' Alene, ID 83815
Tax	800 Park Blvd. Plaza IV Boise, ID
DBS	1090 E Watertower ST Suite 150 Meridian ID 83642
IDJC	1650 11 th Ave N, Nampa, ID

TELECOMMUNICATIONS PROVISIONING Questions 19 – 21

Current Provisioned Bandwidth and Provider		Is there additional capacity that could be readily added and what is the approx. capacity for expansion
IIC	60Mb/s Time Warner	Yes. 10Gb/s
ITD	Syringa - 100mbs – Fiber ● Time Warner - 100mbs – Fiber ● Direct Fiber to CMFONI and ISP Meridian (1GB)	Yes. TW and Syringa currently deliver service on 1GB fiber connection
Parks & Rec	CenturyLink 6 T1's at 1.5 Mbs	Don't know
SCO	OCIO – 1000 Mbs ● OCIO – 1000 Mbs ● Time Warner – 20 Mbs	Yes, 10 Gbps
Labor	Century Link ● Integra ● Syringa	Yes. That would depend on the carrier but we have multiple carriers entering our facility with varying degrees of capacity. For example the Syringa connection is a 1Gb Ethernet connection but we are only using 100Mb of it.
PERSI	Connected to CMFONI	Yes. 12 fiber strands
Lands	CDA - 3 x 1.5 Mbps MPLS via AT&T ● Boise - 4 x 1.5 Mbps MPLS via AT&T ● Area Offices - 1 x 1.5 Mbps MPLS via AT&T	Yes. 8 Mbps VPLS per strand
Fish & Game	100	Yes. (Don't know how much)
IPTV	2 PRI T1 = 3.08mbps	Yes. 2 fiber strands
Treasurer	Gigabit	No
ISP	90 CenturyLink ● 100 Syringa ● 45 Time Warner	Yes. 24 strands
Tax	Dark Fiber to Labor - 100 Mbps	Yes. (Don't know how much)
DBS	Whatever CIO gives us. Nothing dedicated.	Don't know
IDJC	St Anthony - CenturyLink - 6Mb MLPPP ● Lewiston - CenturyLink - 6Mb MLPPP ● Coeur d'Alene - CenturyLink - 1.5Mb ● Twin Falls - CenturyLink - 1.5Mb ● Pocatello - CenturyLink - 1.5Mb ● Boise - CMFONI - 100Mb ● Nampa - TWTelecom - 20 MB fiber (On a trunk port from TWT and multiple VLANs. Trunk port is shared with DHW and IDOC)	Yes, Nampa – 10 fiber strands

Questions 22 – 27

	IIC	IMD	ITD	Libraries	Agriculture	Lottery	Real Estate	DEQ	Parks & Rec	SCO	Insurance	Labor	PERSI	PUC	Voc Rehab	DHW	Admin	Lands	Fish & Game	IPTV	IDOC	Treasurer	PHD1	Liquor	IDWR	ISP	Tax	IPELS	DBS	IDJC
Requirements for allocating/charging									*																		*		*	
Willing to host for DR																		*		*										
Willing to extend as part of cloud	*		*					*				*						*								*	*			
Service provider or agency																														

Colors = yes
 * Don't know
 Grey: did not provide an answer
 Black: skipped due to question logic

Specific requirements for allocating or charging for data center space.

Labor	The Federal Department of Labor requires that we bill back our exact expenses for space allocated.
IDOC	Public service agencies or telecommunications outlets could be considered for colocation on a case by case basis.
ISP	Fingerprint background on all personnel with access.
Tax	We must comply with IRS 1075.

Service provider or agency providing or maintaining equipment.

Parks & Rec	ReserveAmerica / Active Outdoors
SCO	OCIO and telecom co.
PERSI	OCIO
Lands	The racks themselves at our main data center are provided by SCO.
IDFG	APC
IPELS	OCIO (web, email, phone, and db) & Controller's Office (backup of local shared drive)
DBS	DOL has a Rack. The rest is DBS's.
IDJC	OCIO, SCO

DATA SECURITY REQUIREMENTS Questions 28 – 32

	IIC	IMD	ITD	Libraries	Agriculture	Lottery	Real Estate	DEQ	Parks & Recreation	SCO	Insurance	Labor	PERSI	PUC	Voc Rehab	DHW	Admin	Lands	Fish & Game	IPTV	IDOC	Treasurer	PHD1	Liquor	IDWR	ISP	Tax	IPELS	DBS	IDJC
Security Requirements ... impacting location/controls		Yes	NA			Yes		Yes		Yes	Yes	Yes	Yes	Grey		Yes	Yes		Yes	Yes	Yes		Yes			Yes	Yes	Yes		Yes
Must be in Idaho ... driven by Fed/ID/Agency	*	A	Grey	*	*	A		A		A	*		ID	Grey		F		*	A	F	*			*			F		*	
Colors = yes																														

* Don't know Grey: did not provide an answer

Specific Data Security Requirements

IMD All above plus special DOD, DHS plus WAN customer requirements.

Lottery

The Idaho Lottery participates with 43 other jurisdictions to monitor the sale, security and integrity of multi jurisdictional draw games. This participation is governed by the Multi-State Lottery Association (MUSL) and each state is mandated to adhere to exceedingly strict guidelines relating to security and access to internal control systems. The adherence to these mandates is a requirement of participation in these games.

DEQ Environmental Monitoring Data submitted by source point polluters.

SCO IRS 1075

Insurance PCI - using Treasurer's office and other business partners P-Card usage. HIPAA and FBI - we have audits because we handle health records and FBI reports.

Labor IRS Publication 1075 NDNH/HHS SSA

PERSI Idaho Statutes

DHW HIPAA, IRS, Social Security and Office of Inspector General, CMS, CDC, JCAHO, Partnership with Homeland Security.

Admin Risk Management, Group Insurance, Second Injury Fund may have requirement however I am not aware of what they are if there are any. Since we provide messaging services to the State Tax Commission there are Federal Requirements that must be met.

IDFG IRS, ISP, State and other statures

IPTV As an FCC licensee we are obligated to protect access to on air systems from unauthorized use. This requirement may make infrastructure sharing problematic.

IDOC Employee access to data center requires background check. Access to ILETS terminates in our data center.

PHD1 HIPAA

ISP FBI CJIS Security Policy 5.0

Tax IRS 1075

IPELS Have SSNs in database for license and certificate holders

IDJC HIPPA, FERPA

DISASTER RECOVERY / BUSINESS CONTINUITY Questions 33 - 42

	IIC	IMD	ITD	Libraries	Agriculture	Lottery	Real Estate	DEQ	Parks & Rec	SCO	Insurance	Labor	PERSI	PUC	Voc Rehab	DHW	Admin	Lands	Fish & Game	IPTV	IDOC	Treasurer	PHD1	Liquor	IDWR	ISP	Tax	IPELS	DBS	IDJC
Identified top IT systems							NA																							
What is your RTO	14D	2H		4H	3D	(1)		1D	1D	48H	*	1H	1BD		72H	4H	(2)		(3)	2D	8H	24H	24H	48H	5D	4H	(4)	1D	(5)	8H
Able to meet RTO			NA				NA				*							*		*									*	
Plans to meet RTO in future										NA						NA								NA						NA
Willing to use common DR site?							*					*				*							*							*
Have a current alt. loc.																									*					
Have equip. at alt. loc.																														

D = day H = hour BD = business day

- (1) Depends on the disaster and affected systems, but generally between 1 hour and 4 hours.
- (2) Internal discussions needed - State Network, Internet access, email 4-8 hours maybe
- (3) Undetermined, but 24 hours is a rule of thumb for us. Sales MUST remain up.
- (4) Depends on time of the year. 24 hours for tax drive.
- (5) Have not defined.

Colors = yes

* Don't know

Grey: did not provide an answer

Black: skipped due to question logic

If not able to meet RTO, what do you need?

IMD	time to configure our existing equipment. IT staffing is not nominal.
DEQ	complete move of redundant equipment to Idaho Falls site
Labor	We are currently in the process of extending our data center to our DR/BC site in Post Falls. Once the procurement and equipment installation is complete we expect to be able to meet the RTO.
Admin	We are in the process of building up our virtual infrastructure. Depending on the disaster if new hardware is needed it would need to be purchased.
Lands	Need to test under recently improved upon DR strategy
IDOC	Redundant data center and equipment
IDWR	No redundant hardware. Lead times to obtain new hardware in case of total destruction of existing equipment.
Tax	Warm Site funding.

If you have plans/projects to meet RTO in future, what are they / timeframes?

IMD	real time redundancies in our regional sites using statewide microwave circuits.
ITD	We are currently working on a COOP/DR site and connections that will allow us to stand up redundant equipment
Libraries	With Two field offices our NON-Critical data center can be back up in a few hours
DEQ	Move Redundant TRIM Document management servers, SQL servers, and Virtual Server hosts to Idaho Falls Office. 2 year implementation.
Insurance	The plan would be to restore from our Data Domain at our DR site.
Labor	We expect to be able to meet our RTO within the next year with the equipment we already have in place as well as the equipment being installed over the next few months at our Post Falls location
Voc Rehab	We would utilize our DR site at the Caldwell DOL data center and offsite backup data to restore core services to the agency.
Lands	Completion of testing against newly upgraded DR strategy
IPTV	Share broadcast airspace with local partner TV station. This may take 1-2 days to implement.
IDOC	Presently, we are considering moving to a data center with proper fire suppression and backup power, Duplicating equipment and modifying applications for fail over.
ISP	backup systems installed at disaster recovery site (CdA).
Tax	We are working on it.

Alternate locations for DR purposes

IMD	700 South Stratford Drive Meridian Idaho 83642
Libraries	Moscow and Idaho Falls
DEQ	Idaho Falls Regional Office
SCO	Involta
Insurance	Department of Insurance Regional Office 353 N. 4th Avenue, Suite 200 Pocatello, ID 83201
Labor	600 N Thornton Post Falls, Id 83854
PERSI	Involta - Boise
DHW	450 W. State St. Boise ● 1660 11th Ave N. Nampa ● 700 E. Alice Blackfoot ● 300 Hospital Dr. Orofino
IPTV	Moscow ● UI Pocatello ● ISU
PHD1	1020 Michigan Sandpoint, ID 83864 Also have a mobile unit setup
ISP	615 W. Wilbur Suite A, Coeur d' Alene, ID 83815
IDJC	Boise and Nampa

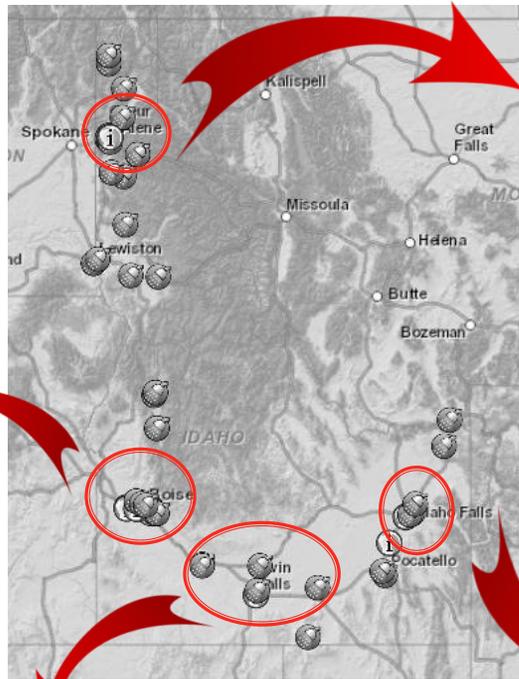
OTHER COMMENTS

IMD	State agencies should be working with IMD/PSC for redundant low cost communication circuits to provide connectivity to regional recovery sites in the state.
Libraries	This is a great survey, but it does not take into account worst case vs. minor events for disasters, nor if an agency is critical or non-critical mission to Continuity. Example: In the event of a broken water main, we are a non-critical agency and can close for a few hours, Public works or facilities would not be able to.
DEQ	All DEQ data sites are full. We could support a few more servers, but not much else.
Insurance	We are planning on moving our POC office in the near future and this is where our Data Domain is located. Would like to look at options for this.
Labor	The Department of Labor is fully open to sharing facilities for data center co-location and Disaster Recovery purposes.
Voc Rehab	IDVR would be interested in what solutions are developed in regards to co-location and BC/DR.
DHW	Specific federal requirements and compliance should be observed with regard to security, physical access, and data management (ownership).
Admin	Having multiple data centers within the state that agencies can take advantage of makes sense. Some agencies have their IT equipment in closets, under desks etc. and no provisions to provide for their own data center or any other DR capabilities. Overall I think there would be a cost savings or at least cost containment by identifying and utilizing those data centers that already exist.
IDFG	Our space is limited, but there is a potential for expanding to four more racks in our new facility. Additional, segmented network infrastructure will need to be added to accommodate other agencies.
IPTV	With sufficient funding we would be open to discussion.
IDOC	Currently moving back up capabilities to SCO. With a data center in a community, I would anticipate having a redundant center located in a separate geographic location. For a BC/DR situation what are the plans for housing staff? Eliminate all single points of failure for communications from the data center to the WAN.
Liquor	Main data center needs to remain on site as it controls the Automated cranes and systems. A shared facility for DR (with a good connection to the state network) would be great. currently we would need to use one of our LAN connections for DR which are limited in bandwidth.
IDWR	We deal with large maps and datasets. Network bandwidth would be a concern if servers were located off site. Currently have 1GB connections to desktops.

Appendix B: GIS Maps with Data Centers

-  Data Center
-  Secondary Data Center

See next page



Coeur d'Alene

Twin Falls

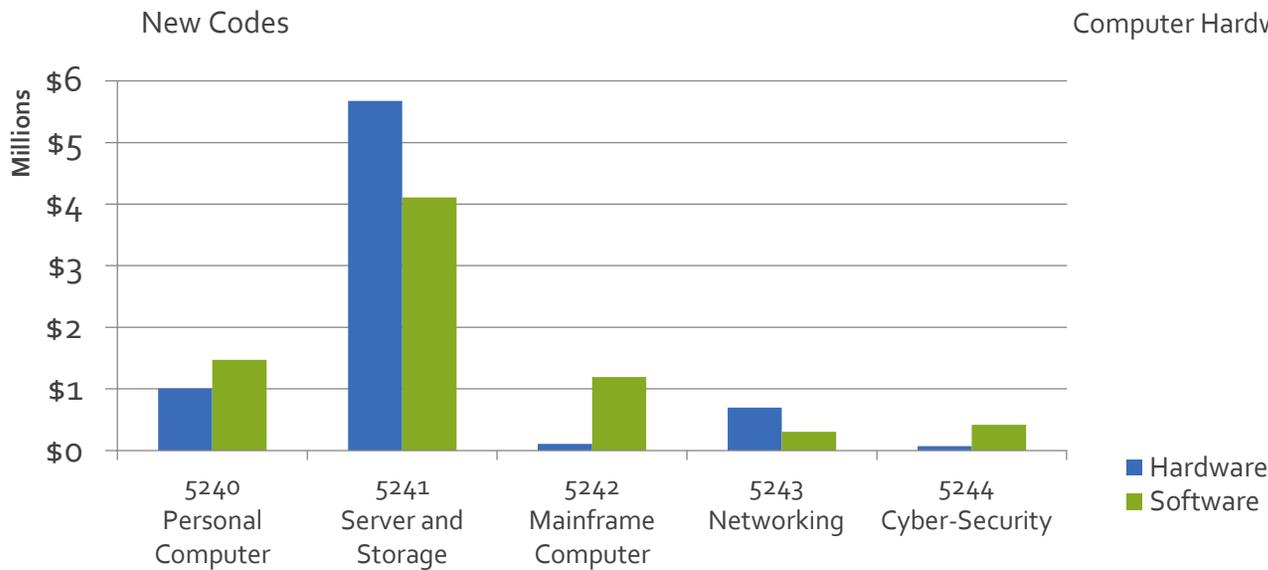
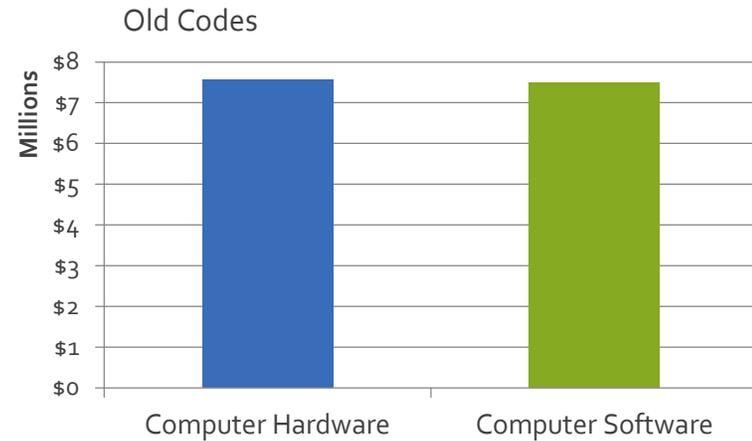


Idaho Falls

Appendix C: Subsubject Code Updates

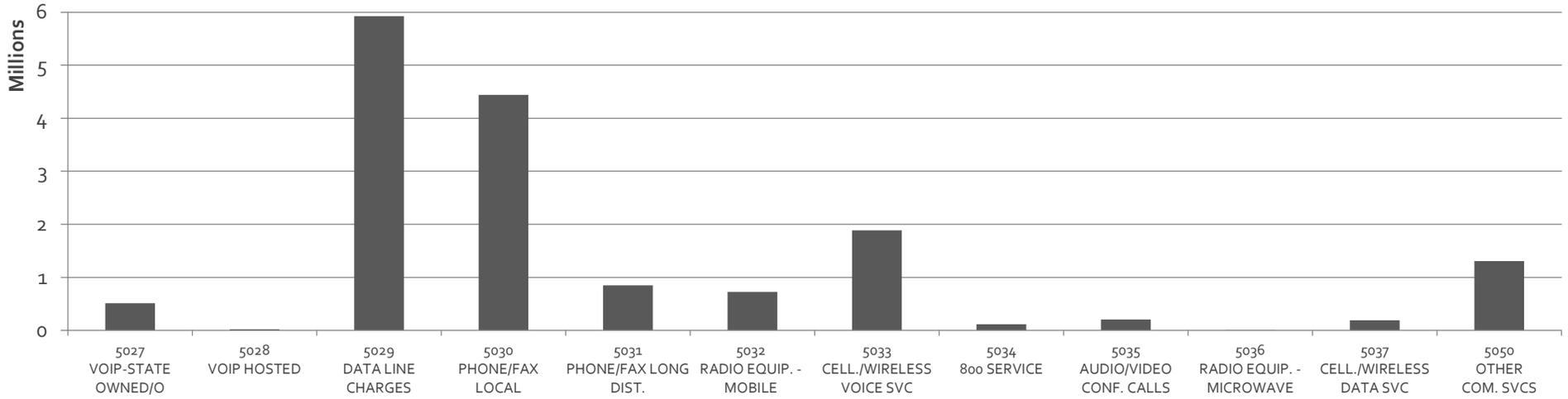
During FY12, a working group within the ITLC undertook a review of the expenditure codes relating to information technology. Definitions were updated and codes added in order to provide greater granularity in spending data. The new codes took effect from the beginning of FY13.

This example uses subobject code 5201: Repair and Maintenance Services. Both graphs reflect expenditure for the first three quarters of FY13.

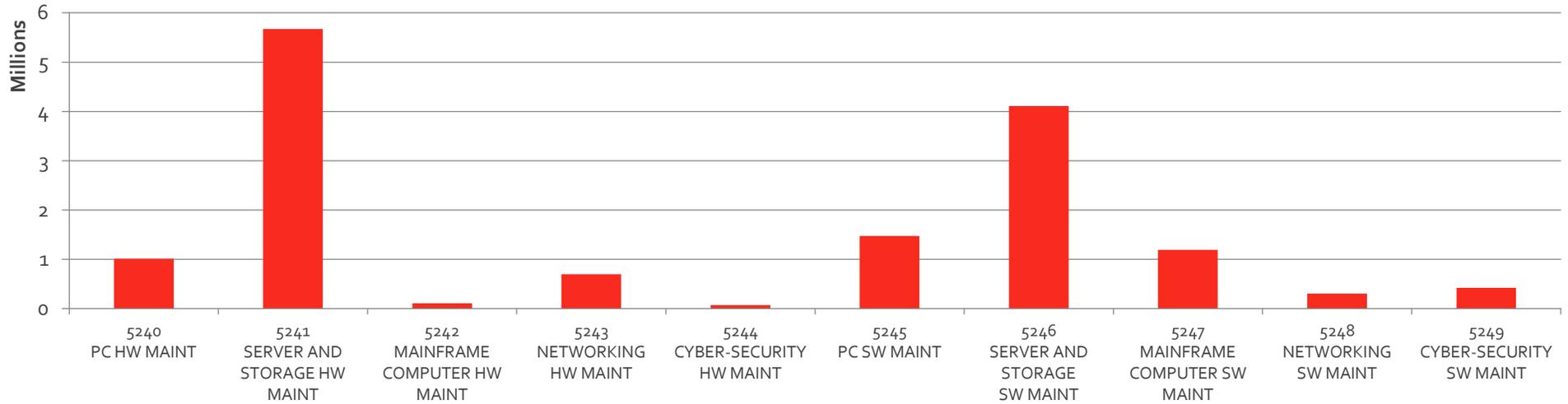


DATA BY OBJECT CODE (Q1-Q3, FY13)

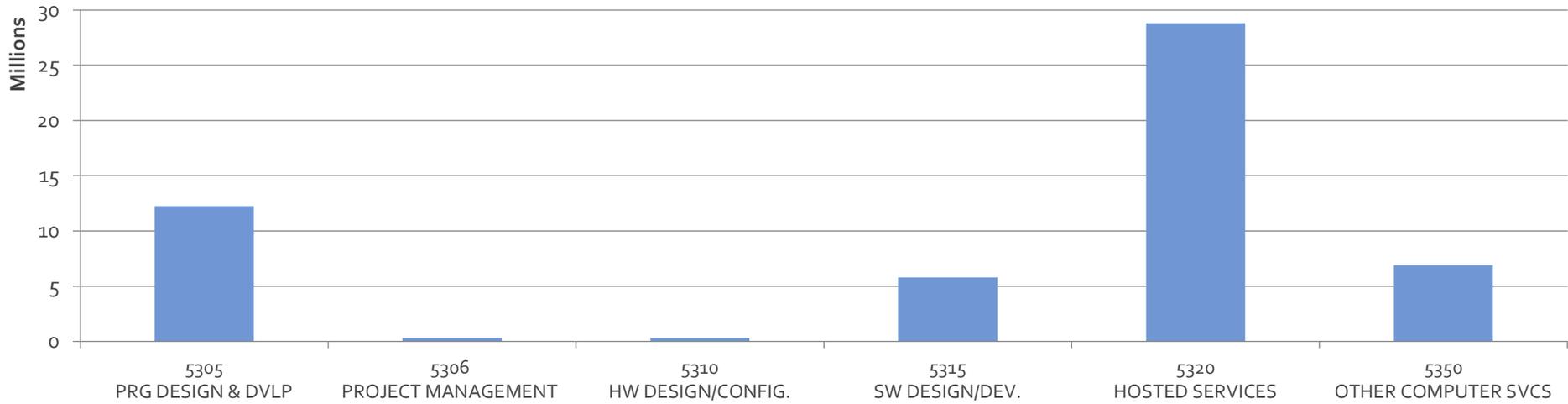
Communication Costs (5001)



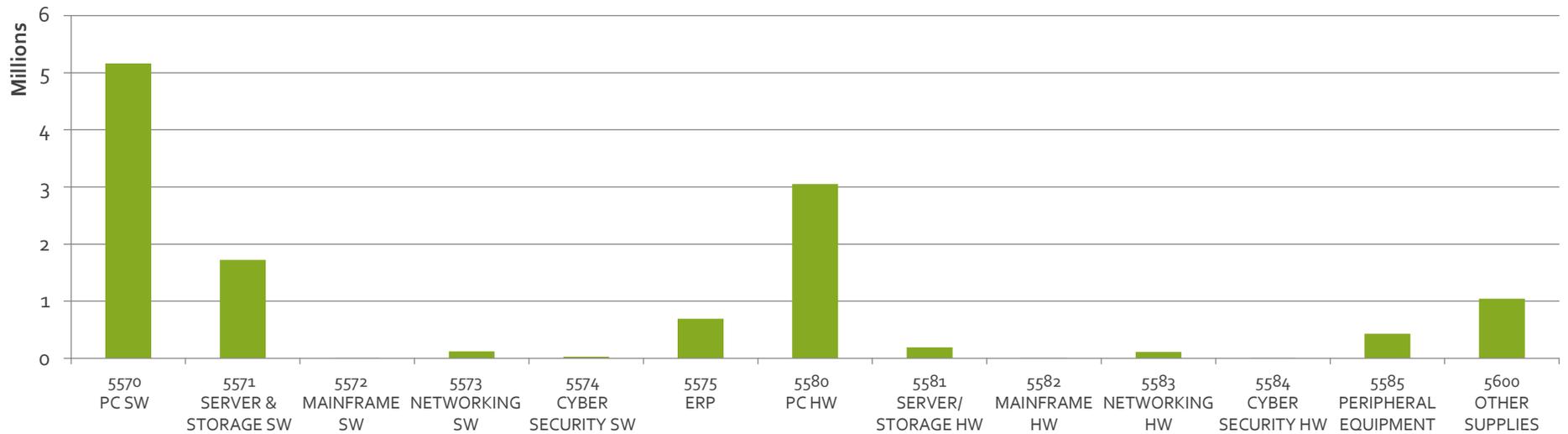
Repair and Maintenance Services (5201)



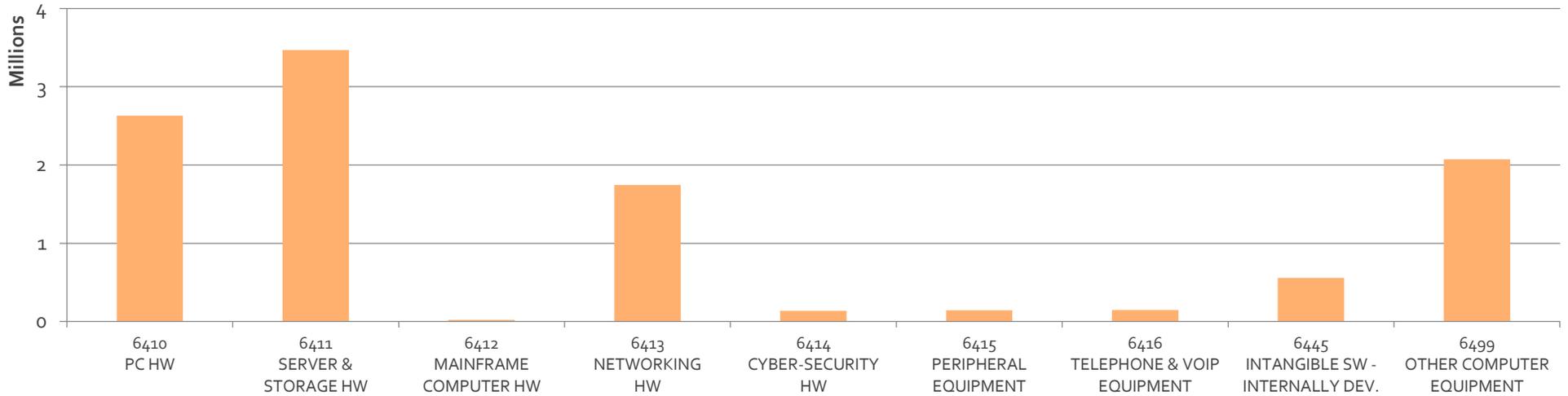
Computer Services (5301)



Computer Supplies (5551)

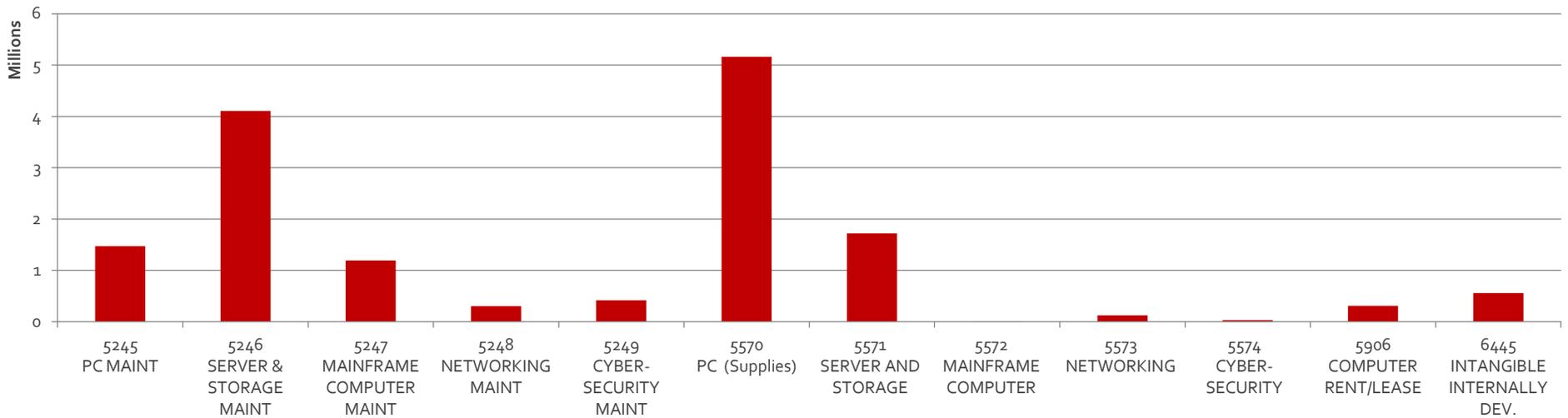


Computer Equipment (6401)

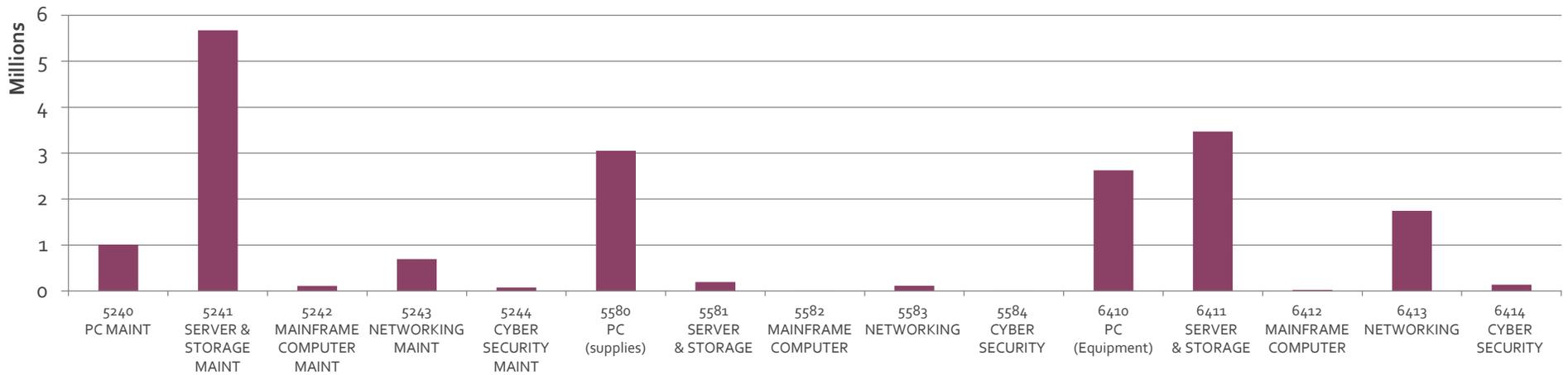


DATA BY SUBJECT (ACROSS OBJECT CODES)

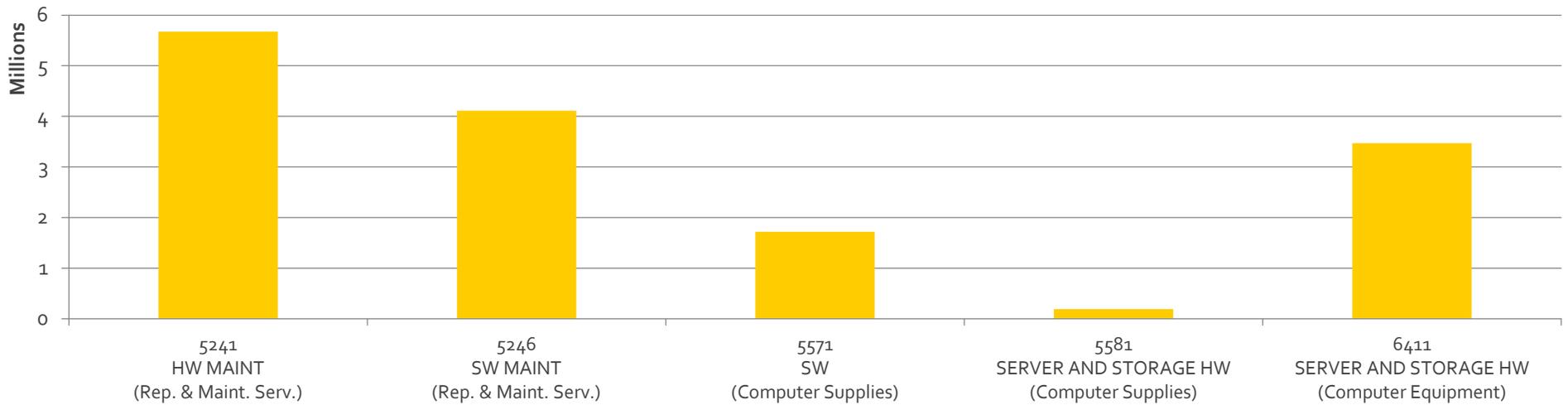
Software



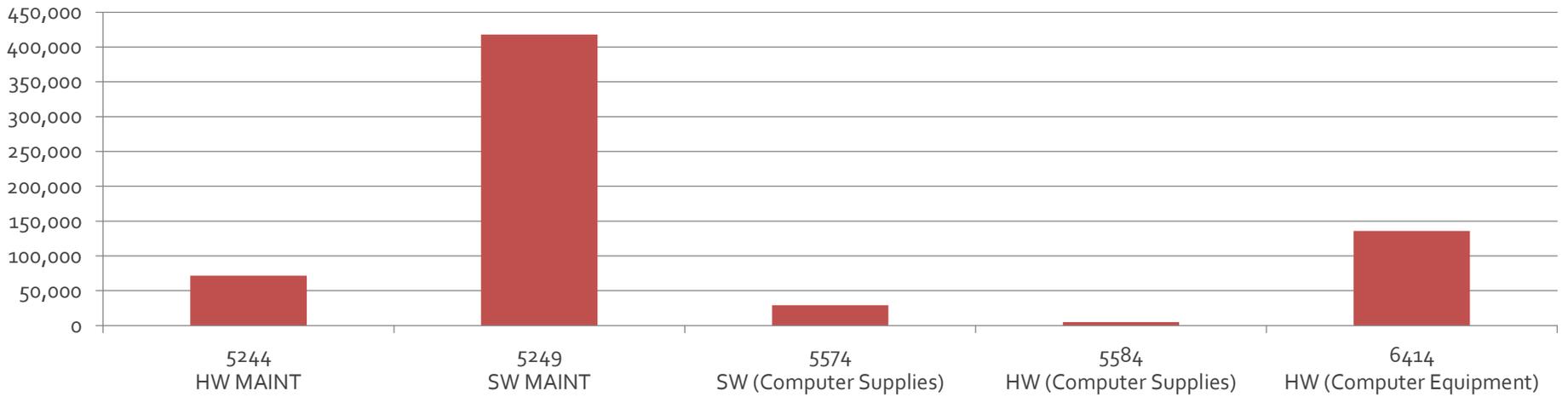
Hardware



Servers and Storage



Cyber Security



Networking

