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

<table>
<thead>
<tr>
<th>Department</th>
<th>Member</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department of Labor</td>
<td>John McAllister (Chair)</td>
</tr>
<tr>
<td>Department of Insurance</td>
<td>Becky Barton-Wagner (Vice-Chair)</td>
</tr>
<tr>
<td>Office of the CIO</td>
<td>Greg Zickau</td>
</tr>
<tr>
<td>State Controller’s Office</td>
<td>Bob Hough</td>
</tr>
<tr>
<td>Department of Fish &amp; Game</td>
<td>Craig Potcher</td>
</tr>
<tr>
<td>Industrial Commission</td>
<td>Robert Butler</td>
</tr>
<tr>
<td>Department of Education</td>
<td>Joyce Popp</td>
</tr>
<tr>
<td>Dept. of Health &amp; Welfare</td>
<td>Michael Farley</td>
</tr>
<tr>
<td>Idaho Transportation Dept.</td>
<td>Shannon Barnes</td>
</tr>
<tr>
<td>Health Districts</td>
<td>Bob Nertney</td>
</tr>
<tr>
<td>Dept. of Water Resources</td>
<td>Glen Gardiner</td>
</tr>
<tr>
<td>Department of Lands</td>
<td>Dan Raiha</td>
</tr>
<tr>
<td>Dept. of Parks &amp; Recreation</td>
<td>Kevin Zauha</td>
</tr>
<tr>
<td>Idaho Tax Commission</td>
<td>Mike Teller</td>
</tr>
<tr>
<td>Department of Correction</td>
<td>John Rigby</td>
</tr>
<tr>
<td>Idaho Military Division</td>
<td>Mike Langrell</td>
</tr>
<tr>
<td>Idaho State Police</td>
<td>Michael Key</td>
</tr>
<tr>
<td>Div. of Voc. Rehabilitation</td>
<td>Scott Williams</td>
</tr>
</tbody>
</table>
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
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

<table>
<thead>
<tr>
<th>STRATEGIES</th>
<th>RESOURCES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establish redundant network/internet access/regional internet points-of-presence (POP)</td>
<td>LEAD AGENCY Labor</td>
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<tr>
<td>Tactic: Define architecture and create prototype regional pop</td>
<td>CONTRIBUTING OCIO, IDL, IMD, DHW, SDE, ITD</td>
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<td>Multi-agency Virtual Network Operations Center (VNOC)</td>
<td>LEAD AGENCY OCIO/IMD</td>
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<tr>
<td>Tactics: Identify the data centers, participants</td>
<td>CONTRIBUTING SCO, DHW</td>
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<tr>
<td>Create agreement template for combined management</td>
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<tr>
<td>Identify options and requirements for public/private cloud services</td>
<td>LEAD AGENCY Tax</td>
</tr>
<tr>
<td>Tactic: Identify agency needs and requirements</td>
<td>CONTRIBUTING Labor, SCO, IIC</td>
</tr>
<tr>
<td>Define business requirements for data center</td>
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<tr>
<td>Tactic: Identify agency needs and requirements</td>
<td>LEAD AGENCY</td>
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<tr>
<td>Review options for last-mile connectivity</td>
<td>CONTRIBUTING OCIO, Labor, IIC, IDOC, IMD, VR</td>
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</table>

**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

RESOURCES

LEAD AGENCY
OCIO
CONTRIBUTING
Labor, DHW

Set Implementation Plan for New Design

Tactic: Utilize one-time FY 2014 appropriation

RESOURCES

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)

RESOURCES

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

RESOURCES
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

RESOURCES
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

<table>
<thead>
<tr>
<th>STRATEGIES</th>
<th>RESOURCES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop ITLC portal / program for knowledge sharing</td>
<td>FIRST MEETING</td>
</tr>
<tr>
<td>Tactic: ITLC TWG to create portal and provide content (e.g. identifying,</td>
<td>OCIO</td>
</tr>
<tr>
<td>leveraging and managing emerging trends)</td>
<td>CONTRIBUTING</td>
</tr>
<tr>
<td>Identify portal host (possibly SCO)</td>
<td>Labor, DOI, SCO, IDL, Tax</td>
</tr>
<tr>
<td>Inventory and publish agency technical expertise (TWG)</td>
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<tr>
<td>Enhance IT personnel understanding of Business knowledge and priorities</td>
<td>LEAD AGENCY</td>
</tr>
<tr>
<td>Tactic: Seek input/defer to ITA as agency business leads</td>
<td>ITLC</td>
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<tr>
<td></td>
<td>CONTRIBUTING</td>
</tr>
<tr>
<td></td>
<td>Labor, DOI,</td>
</tr>
<tr>
<td>Improve awareness/education of agency services</td>
<td>FIRST MEETING</td>
</tr>
<tr>
<td>Tactic: Develop and publish a Services Catalog</td>
<td>DOI</td>
</tr>
<tr>
<td></td>
<td>CONTRIBUTING</td>
</tr>
<tr>
<td></td>
<td>ISP</td>
</tr>
<tr>
<td>Review development of policies, standards and guidelines</td>
<td>LEAD AGENCY</td>
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<tr>
<td>Tactic: ITLC to establish subcommittee or working group</td>
<td>DOI</td>
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<td>CONTRIBUTING</td>
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<td></td>
<td>ITLC, Labor, OCIO</td>
</tr>
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</table>

| Managing common applications                                              | LEAD AGENCY                        |
| Tactic: Doc/records management services                                   | TIME/STAFF                         |
| Software inventory                                                        | 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                                                  |                                    |
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

Inter-agency / multi-agency training and recruitment collaboration
Tactic: (TWG) restart ITTP?

Professional development

Promote value of service in the public sector / agency culture
Tactic: contract(s) for IT-specific recruitment tools

Survey employees
Tactic: Leverage Dept. of Labor programs (recruit)

RESOURCES

LEAD AGENCY
DHW

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

LEAD AGENCY
IIC

CONTRIBUTING
IDL, IDOC, VR, SDE, Labor

FIRST MEETING
IDOC

CONTRIBUTING
Labor, DOI, IDL, VR, IDWR, SDE

LEAD AGENCY
OCIO

CONTRIBUTING
ISP

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
   - Opportunity/Value matrix
5. Define future environment
   - Dial plan
   - Connectivity: availability
   - 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
   o Executive order
   o Funding
2. Contract Vehicle / Internal resources
   o State Contract
   o Define Agency and OCIO resources
3. Transition support
   o Timeline
   o Resources support – project team
4. Define Business requirements/ Architecture
   o Cloud vs State vs Hybrid
   o Domain structure
   o 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 on 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.
   o Assessment
   o Education of legislature
   o 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

<table>
<thead>
<tr>
<th>Survey Respondent</th>
<th>IT Infrastructure Technical Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Industrial Commission</td>
<td>Robert Butler</td>
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<tr>
<td>Military Division</td>
<td>Mike Langrell</td>
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<td>Transportation</td>
<td>Bill Finke</td>
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<td>Libraries</td>
<td>David Harrell</td>
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<tr>
<td>Agriculture</td>
<td>Bob Ross</td>
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<td>State Lottery</td>
<td>Becky Schroeder</td>
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<td>Real Estate Commission</td>
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<td>Environmental Quality</td>
<td>Nick Powers</td>
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<td>Parks and Recreation</td>
<td>Kevin Zauha</td>
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<td>Tamara Shipman</td>
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<td>Labor</td>
<td>Jake Meissner</td>
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<td>PERSI</td>
<td>Larry Sweat</td>
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<td>Public Utilities Com.</td>
<td>Erik Jorgensen</td>
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<td>Scott Williams</td>
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<td>Michael Farley</td>
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<td>Administration</td>
<td>Carla Casper</td>
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<tr>
<td>Lands</td>
<td>Matthew Sande</td>
</tr>
<tr>
<td>Fish and Game</td>
<td>Craig Potcher</td>
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<td>IPTV</td>
<td>Mary McMahon</td>
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<td>Correction</td>
<td>John Rigby</td>
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<td>State Treasurer</td>
<td>Landon Stephenson</td>
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<td>PHD1</td>
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<td>Building Safety</td>
<td>Jason Black</td>
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<td>Juvenile Corrections</td>
<td>Mike Seifrit</td>
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</tbody>
</table>

(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

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Colors = yes  
* don’t know
### FACILITIES / IT EQUIPMENT  Questions 7, 8, 9, and 10

<table>
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<tr>
<th>IIC</th>
<th>IMD</th>
<th>ITD</th>
<th>Libraries</th>
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<th>Parks &amp; Rec</th>
<th>SCIO</th>
<th>Insurance</th>
<th>Labor</th>
<th>PERSI</th>
<th>PUC</th>
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**Maintain own equipment...at primary location**

**# racks NOT in data center**

|   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
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**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 83424

**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 Chatolet 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 – Glenns Ferry, ID 83623
- Land of the Yankee Fork State Park 15815 S. Base Line Highway 53 – 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 5367 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

**LABOR**
- 600 N. Thornton St. Post Falls, ID 83854
- 4514 Thomas Jefferson St. Caldwell, ID 83605
- 317 W Main St. Boise, ID 83735

**VOC REHAB**
- 650 W. State St., Room 150 Boise, ID 83720
- 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 Bannons Ferry, ID 83855
- 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

<table>
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<tr>
<th>Agency</th>
<th>Has a data center</th>
<th>Capacity for more equip</th>
<th># racks currently</th>
<th>Additional # accom. now</th>
<th>Power from &gt; 1 grid</th>
<th>Has a generator</th>
<th>Has diverse fiber routes</th>
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**Colors**
- Yellow: Yes
- Grey: Did not provide an answer
- Black: Skipped due to question logic

**Data Center Addresses**

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<tr>
<th>Agency</th>
<th>Address</th>
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<tbody>
<tr>
<td>IIC</td>
<td>700 S. Clearwater Ln  Boise, Idaho 83712</td>
</tr>
<tr>
<td>ITD</td>
<td>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</td>
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<tr>
<td>Libraries</td>
<td>325 W. State St  Boise, ID 83702</td>
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<tr>
<td>Agriculture</td>
<td>2270 Old Penitentiary Rd.  Boise, ID 83712</td>
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<tr>
<td>Lottery</td>
<td>1199 Shoreline Lane, Boise, ID 83703</td>
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<tr>
<td>DEQ</td>
<td>1410 N. Hilton, Boise. 1445 N. Orchard, Boise 900 N. Skyline, Idaho Falls</td>
</tr>
<tr>
<td>Parks &amp; Rec</td>
<td>Seven locations have no racks  20 locations have racks not in &quot;data centers&quot; One &quot;data center&quot; located at the following address:  5657 Warm Springs Ave. Boise 83716</td>
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<tr>
<td>SCO</td>
<td>JRW Building 700 W. State Street  Involta 1415 Flightway, Boise</td>
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<tr>
<td>Insurance</td>
<td>700 W. State Street, 3rd Floor  Boise, ID 83720</td>
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<tr>
<td>Labor</td>
<td>317 W Main  Boise, Id 8735-0030</td>
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<td>PERSI</td>
<td>607 N 8th St  Boise, ID 83702</td>
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<td>DHW</td>
<td>450 W. State St. Boise 1660 N. 11th Ave N. Nampa 700 E. Alice Blackfoot 300 Hospital Dr. Orofino</td>
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<td>ITD</td>
<td>3311 W State Street  Boise Idaho 83704</td>
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<td>700 W. State St, Boise, ID 700 S. Stratford Dr, Meridian, ID</td>
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<td>Office of the SCO 700 W. State Street Boise, ID 83720-0011</td>
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<td>Syringa - 100mbs – Fiber • Time Warner - 100mbs – Fiber • Direct Fiber to CMFONI</td>
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<td>CenturyLink 6 T1’s at 1.5 Mbs</td>
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<td>OCIO – 1000 Mbs • OCIO – 1000 Mbs • Time Warner – 20 Mbs</td>
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<td>Century Link • Integra • Syringa</td>
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<td>CDA - 3 x 1.5 Mpbs MPLS via AT&amp;T • Boise - 4 x 1.5 Mpbs MPLS via AT&amp;T • Area Offices - 1 x 1.5 Mpbs MPLS via AT&amp;T</td>
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<td>ISP</td>
<td>90 CenturyLink • 100 Syringa • 45 Time Warner</td>
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<td>Tax</td>
<td>Dark Fiber to Labor - 100 Mbps</td>
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<td>DBS</td>
<td>Whatever CIO gives us. Nothing dedicated.</td>
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<td>IDJC</td>
<td>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)</td>
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### Questions 22 – 27

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<tr>
<td>question logic</td>
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</tbody>
</table>

### 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

**IPBELS**

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
### Specific Data Security Requirements

<table>
<thead>
<tr>
<th>IMD</th>
<th>Lottery</th>
<th>DEQ</th>
<th>SCO</th>
<th>Insurance</th>
<th>Labor</th>
</tr>
</thead>
<tbody>
<tr>
<td>All above plus special DOD, DHS plus WAN customer requirements.</td>
<td>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.</td>
<td>Environmental Monitoring Data submitted by source point polluters.</td>
<td>IRS 1075</td>
<td>PCI - using Treasurer’s office and other business partners P-Card usage. HIPPA and FBI - we have audits because we handle health records and FBI reports.</td>
<td>IRS Publication 1075 NDNH/HHS SSA</td>
</tr>
<tr>
<td>IDFG</td>
<td>IRS, ISP, State and other statutes</td>
<td>IDFG</td>
<td>IDFG</td>
<td>IDFG</td>
<td>IDFG</td>
</tr>
<tr>
<td>IPTV</td>
<td>As an FCC licensee we are obligated to protect access to on air systems from unauthorized use. This requirement may make infrastructure sharing problematic.</td>
<td>IPTV</td>
<td>IPTV</td>
<td>IPTV</td>
<td>IPTV</td>
</tr>
<tr>
<td>IDOC</td>
<td>Employee access to data center requires background check. Access to ILETS terminates in our data center.</td>
<td>IDOC</td>
<td>IDOC</td>
<td>IDOC</td>
<td>IDOC</td>
</tr>
<tr>
<td>PHD1</td>
<td>HIPAA</td>
<td>PHD1</td>
<td>PHD1</td>
<td>PHD1</td>
<td>PHD1</td>
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<tr>
<td>ISP</td>
<td>FBI CJIS Security Policy 5.0</td>
<td>ISP</td>
<td>ISP</td>
<td>ISP</td>
<td>ISP</td>
</tr>
<tr>
<td>Tax</td>
<td>IRS 1075</td>
<td>Tax</td>
<td>Tax</td>
<td>Tax</td>
<td>Tax</td>
</tr>
<tr>
<td>IPELS</td>
<td>Have SSNs in database for license and certificate holders</td>
<td>IPELS</td>
<td>IPELS</td>
<td>IPELS</td>
<td>IPELS</td>
</tr>
<tr>
<td>IDJC</td>
<td>HIPPA, FERPA</td>
<td>IDJC</td>
<td>IDJC</td>
<td>IDJC</td>
<td>IDJC</td>
</tr>
</tbody>
</table>
### DISASTER RECOVERY / BUSINESS CONTINUITY

**Questions 33 - 42**

<table>
<thead>
<tr>
<th>Identified top IT systems</th>
<th>Ability to meet RTO</th>
<th>Plans to meet RTO in future</th>
<th>Willing to use common DR site?</th>
<th>Have a current alt. loc.</th>
<th>Have equip. at alt. loc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>14D 2H 4H 3D (1)</td>
<td>1D 1D 48H *</td>
<td>1D 1D 18D 72H 4H (2)</td>
<td>(3) 2D 8H 24H 24H 48H 5D 4H (4) 1D (5) 8H</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **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?

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

**Alternate locations for DR purposes**

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

<table>
<thead>
<tr>
<th>Agency</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>IMD</td>
<td>State agencies should be working with IMD/PSC for redundant low cost communication circuits to provide connectivity to regional recovery sites in the state.</td>
</tr>
<tr>
<td>Libraries</td>
<td>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.</td>
</tr>
<tr>
<td>DEQ</td>
<td>All DEQ data sites are full. We could support a few more servers, but not much else.</td>
</tr>
<tr>
<td>Insurance</td>
<td>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.</td>
</tr>
<tr>
<td>Labor</td>
<td>The Department of Labor is fully open to sharing facilities for data center co-location and Disaster Recovery purposes.</td>
</tr>
<tr>
<td>Voc Rehab</td>
<td>IDVR would be interested in what solutions are developed in regards to co-location and BC/DR.</td>
</tr>
<tr>
<td>DHW</td>
<td>Specific federal requirements and compliance should be observed with regard to security, physical access, and data management (ownership).</td>
</tr>
<tr>
<td>Admin</td>
<td>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.</td>
</tr>
<tr>
<td>IDFG</td>
<td>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.</td>
</tr>
<tr>
<td>IPTV</td>
<td>With sufficient funding we would be open to discussion.</td>
</tr>
<tr>
<td>IDOC</td>
<td>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.</td>
</tr>
<tr>
<td>Liquor</td>
<td>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.</td>
</tr>
<tr>
<td>IDWR</td>
<td>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.</td>
</tr>
</tbody>
</table>
Appendix B: GIS Maps with Data Centers

- Data Center
- Secondary Data Center

See next page
Appendix C: Subobject 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)