IT LEADERSHIP COUNCIL

STRATEGIC PLAN

2012
State of Idaho
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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
Department of Insurance
Office of the CIO
State Controller’s Office
Department of Fish & Game
Industrial Commission
Department of Education
Dept. of Health & Welfare
Idaho Transportation Dept.
Health Districts
Dept. of Water Resources
Department of Lands
Dept. of Parks & Recreation
Idaho Tax Commission
Department of Correction
Bureau of Homeland Security
Idaho State Police
Div. of Voc. Rehabilitation

John McAllister (Chair)
Becky Barton-Wagner (Vice-Chair)
Greg Zickau
Steve Wilson
Craig Potcher
Robert Butler
Troy Wheeler
Michael Farley
Shannon Barnes
Jim Williams
Glen Gardiner
Dan Raiha
Kevin Zauha
Mike Teller
Derrick Georgiades (interim)
Mike Langrell
Michael Key
Scott Williams
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:

- Once a week
- Twice a month
- Once a month
- Once per quarter
- Never

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

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree

I am willing to contribute time to collaborative technology projects.

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree

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

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree

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

- Yes
- No
- I don’t believe it will accomplish anything

COLLABORATION AND PARTICIPATION
AREAS FOR COLLABORATIVE EFFORTS

Collaboration would be beneficial

Avoid collaboration

Collaboration would be practical
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.

CRITERIA FOR ASSESSING NEED


High: 1, 2, 3, 4, 5, 6
Low: 1, 2, 3, 4, 5, 6
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
ACTIONS  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

Resources

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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)
**ACTION**  Consolidated Messaging – Establish capabilities 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

**Resources**

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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
G O A L 3
Safeguard the privacy and confidentiality of information

ACTION
On Hold
Security – establish the 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

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

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

Resources

LEAD AGENCY
ITD (Shannon Barnes)
TIME/STAFF
SCO
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.

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

1. Draft legislation

Resources

LEAD AGENCY
OCIO

LEAD AGENCY
Labor
TIME/STAFF
OCIO