

MEETING AGENDA

**State Government Council
of the
Nebraska Information Technology Commission**

Thursday, February 12, 2009
1:30 p.m. - 2:30 p.m.
Executive Building - Lower Level Conference Room
521 S 14th Street
Lincoln, Nebraska

AGENDA

Meeting Documents: Click the links in the agenda
or [click here](#) for all documents. (4 pages)

1. Roll Call, Meeting Notice & Open Meetings Act Information
2. Public Comment
3. Approval of Minutes* - [December 11, 2008](#)
4. Shared Services
 - Update: Secure File Transfer - Conroy
 - Update: Content Management - Conroy
 - Update: Field Support Services - Cao
 - Discussion: Customer Relationship Management (CRM) - Sloup and Henderson
5. Other Business
6. Agency Reports
7. Next Meeting Date
8. Adjourn

* Denotes Action Item

(The Council will attempt to adhere to the sequence of the published agenda, but reserves the right to adjust the order of items if necessary and may elect to take action on any of the items listed.)

Meeting notice was posted to the [NITC website](#) and [Nebraska Public Meeting Calendar](#) on December 12, 2008. The agenda posted to the NITC website on February 6, 2009.

STATE GOVERNMENT COUNCIL
Nebraska Information Technology Commission
Thursday, December 11, 2008, 1:30 p.m.
Executive Building - Lower Level Conference Room
521 S 14th Street, Lincoln, Nebraska
PROPOSED MINUTES

MEMBERS PRESENT

Steve Henderson, Alt. for Brenda Decker, Chief Information Officer, Chair
Tom Conroy, OCIO-Enterprise Computing Services
Josh Daws, Secretary of State's Office
Keith Dey, Department of Motor Vehicles
Pat Flanagan, Private Sector
Rex Gittins, Department of Natural Resources
Dorest Harvey, Private Sector
Jeanette Lee, Department of Banking
Bill Miller, State Court Administrator's Office
Glenn Morton, Workers Compensation Court
Jim Ohmberger, Health and Human Services
Terry Pell, State Patrol
Bob Shanahan, Department of Correctional Services
Len Sloup, Department of Revenue
Brad Weakly, OCIO-Network Services

MEMBERS ABSENT: Michael Behm, Crime Commission; Dennis Burling, Department of Environmental Quality; Mike Calvert, Legislative Fiscal Office; Lauren Hill, Governor's Policy Research Office; Cathy Lang, Department of Labor; Gerry Oligmueller, Budget Office; Rod Wagner, Library Commission; and Bill Wehling, Department of Roads

OTHERS PRESENT

Adam Aronow, non-voting representative for Doni Peterson, Department of Administrative Services and Lori Henkenius, non-voting representative for Bob Beecham, NDE Support Services

ROLL CALL, MEETING NOTICE & OPEN MEETINGS ACT INFORMATION

Mr. Henderson called the meeting to order at 1:30 p.m. There were 15 voting members present at the time of roll call. A quorum existed to conduct official business. The meeting notice was posted to the NITC website and [Nebraska Public Meeting Calendar](#) on October 15, 2008. The agenda posted to the NITC website on December 5, 2008. A copy of the Open Meetings Act was located on the back table.

PUBLIC COMMENT

There was no public comment.

APPROVAL OF OCTOBER 9, 2008 MINUTES

Mr. Conroy moved to approve the [October 9, 2008](#) minutes as present. Mr. Harvey seconded. Roll call vote: Conroy-Yes, Henderson-Yes, Sloup-Yes, Flanagan-Yes, Daws-Yes, Gittins-Yes, Harvey-Yes, Lee-Yes, Morton-Yes, Dey-Yes, Ohmberger-Yes, Pell-Yes, Weakly-Yes, Shanahan-Yes, and Miler-Yes. Results: Yes-15, No-0. Motion carried.

**PROJECT PROPOSALS - FY2009-2011 BIENNIAL BUDGET - RECOMMENDATION TO THE NITC*
[25-01](#) - DHHS - ACCESS NEBRASKA ([Full Text](#))**

Mr. Ohmberger expressed his appreciation to the State Government Council for the opportunity to discuss the project. Mr. Ohmberger proceeded to provide information and answer questions regarding the proposal:

- Web Based Application – An online application for economic assistance and screening tool available via any internet connection.
- Document Imaging System – An electronic file system. Provides for conversion from paper to electronic case files with timely and universal access to information. Kevin Keller, Office of the CIO, has been assisting with document scanning. File Director is the software being used. Documents to be scanned are eligibility documents – check stubs, rent receipts, etc.
- Call Centers – Centralized Economic Assistance telephone contact number for customer access and information. Mr. Harvey suggested not to use the wording “call center”. Customer Service Center was suggested. The question was raised as to what the \$2 million “other” costs entailed. This was the estimated other costs associated with implementing the call centers.
- Functional Case Management – Case work conducted by completion of a primary work function (Interviewing, Processing, Change Management)
- Universal System – Case work prioritized by need and balanced out over entire system. The system is not dependent on face to face customer contact or staff location.

Discussion followed as to possible options for the project’s recommendation. Mr. Henderson reviewed the tier project proposal categories and descriptions:

Mandate - Required by law, regulation, or other authority.

Tier 1: Highly Recommended. Mission critical project for the agency and/or the state.

Tier 2: Recommended. High strategic importance to the agency and/or the state.

Tier 3: Other. Significant strategic importance to the agency and/or the state; but, in general, has an overall lower priority than the Tier 1 and Tier 2 projects.

Tier 4: Insufficient information to proceed with a recommendation for funding.

After discussion and by group consensus, it was agreed to use the same format and process that was taken with the other projects. Council members are to respond individually to Mr. Becker by Friday, December 19. Mr. Becker will compile the results for the NITC’s approval.

<POST MEETING INFORMATION>

The result of the email voting was as follows:

Project #	Agency	Project Title	Tier
25-01	DHHS	Access Nebraska	2.0

<END OF POST MEETING INFORMATION>

It was noted that this was the second year that DHHS has submitted their project proposal late. Council members requested this concern be reflected in the minutes.

ENTERPRISE PROJECT DESIGNATIONS AND PROJECT REPORTING - RECOMMENDATIONS TO THE NITC

At the November meeting, the NITC approved the [NITC 1-203](#): Project Status Reporting and [NITC 1-205](#): Enterprise Projects standards.

According to the standards, the definition of an enterprise project is as follows:

"Enterprise project means an endeavor under taken over a fixed period of time using information technology, which would have a significant effect on a core business function or affects multiple government programs, agencies, or institutions. Enterprise project includes all aspects of planning, design, implementation, project management, and training relating to the endeavor."
[Neb. Rev. Stat. § 86-506]

It is the State Government Council’s role is to identify and recommend which projects should be designated as Enterprise Projects and which projects should provide project status reports.

A list of projects with staff recommendations was provided to members ([Meeting Handout](#)).

Mr. Flanagan stated that as a NITC Commissioner it would be helpful to include the reason why a project has been designated as an enterprise project. Mr. Becker will include this information in the recommendation to the NITC. Mr. Henderson stated that the standard has some flexibility as to the frequency of reporting – monthly, quarterly, etc. Frequency will be determined by the Technical Panel and reporting agency. Mr. Cecrle questioned why the Workers Compensation Courtroom Technology project would need to provide a report.

Mr. Dey moved to approve the staff recommendations without for all the projects except the Workers Compensation Court project. Mr. Miller seconded. Roll call vote: Miller-Yes, Shanahan-Yes, Weakly-Yes, Pell-Yes, Ohmberger-Yes, Dey-Yes, Morton-Yes, Lee-Yes, Harvey-Yes, Gittins-Yes, Daws- Abstain, Flanagan-Abstain, Sloup-Yes, Henderson-Yes, and Conroy-Yes. Results: Yes-13, No-0, and Abstain-2. Motion carried.

Mr. Morton stated that the Workers Compensation Court project is merely an upgrade of the technology in the courtrooms and that there were no new applications or systems being implemented. If the recommendation is to provide a report, the agency would have no problem reporting to the NITC. Mr. Henderson stated that it could be that the Technical Panel would not require regularly monthly reports but rather a few status reports.

Mr. Morton moved to change the recommendation for the Workers Compensation Court project to “none.” Mr. Conroy seconded. Roll call vote: Conroy-Yes, Henderson-No, Sloup-Yes, Flanagan-Abstain, Daws- Abstain, Gittins-Yes, Harvey-Yes, Lee-Yes, Morton-Yes, Dey-No, Ohmberger-Yes, Pell-Yes, Weakly-No, Shanahan-No, and Miller-Yes. Results: Yes-9, No-4, and Abstain-2. Motion carried.

SHARED SERVICES - SECURED FILE TRANSFERS - NEW WORKGROUP

A new ad hoc shared services work group will be formed to discuss secured file transfers. Mr. Conroy and Kevin Keller will lead the group. The first meeting of the work group will be held on January 8 at 1:30 p.m. An invitation to the meeting will be sent to all State Government Council members and alternates. The Content Management Work Group will also be meeting on that same day.

Mr. Morton requested a meeting with the OCIO to discuss this issue. The agency released an RFP dealing with secure file transfer.

OTHER BUSINESS

Mr. Becker informed the members that the OCIO has received a public records request for five agency information technology plans. Others may be requested. He asked agencies to review their plans for any information that may raise security concerns if released. Agencies can submit a revised plan if necessary.

AGENCY REPORTS

Mr. Weakly announced that the capacity backup RFP for the Omaha site has been released.

NEXT MEETING DATE AND ADJOURNMENT

The next meeting of the NITC State Government Council will be held on Thursday, February 12, 2009, 1:30 p.m. The location will be announced at a later time.

With no further business, Mr. Henderson adjourned the meeting at 3:00 p.m.

Meeting minutes were taken by Lori Lopez Urdiales and reviewed by Rick Becker of the Office of the CIO/NITC.