MEETING AGENDA

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

Thursday, April 9, 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. (10 pages)

1. Roll Call, Meeting Notice & Open Meetings Act Information

2. Public Comment

3. Approval of Minutes* - February 12, 2009

4. Draft Records Retention Schedules for Disaster Recovery Data*

5. Standards and Guidelines

   - Discussion: eFax Shared Service
   - Discussion: Standards for Social Networking Websites / Web 2.0

6. Other Business

   - NASCIO - Recognition Awards 2009

7. Agency Reports

8. Next Meeting Date

9. 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 February 13, 2009. The agenda was posted to the NITC website on April 2, 2009.

STATE GOVERNMENT COUNCIL
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
PROPOSED MINUTES

MEMBERS PRESENT:
Brenda Decker, Chief Information Officer, Chair
Randy Cecrle, Workers Compensation Court
Tom Conroy, OCIO-Enterprise Computing Services
Josh Daws, Secretary of State's Office
Pat Flanagan, Private Sector
Rex Gittins, Department of Natural Resources
Dorest Harvey, Private Sector
Bob Shanahan, Department of Correctional Services
Len Sloup, Department of Revenue
Rod Wagner, Library Commission;
Brad Weakly, OCIO-Network Services
Bill Wehling, Department of Roads

MEMBERS ABSENT: Bob Beecham, Nebraska Department of Education; Michael Behm, Crime Commission; Dennis Burling, Department of Environmental Quality; Mike Calvert, Legislative Fiscal Office; Carlos Castillo, Department of Administrative Services; Lauren Hill, Governor's Policy Research Office; Cathy Lang, Department of Labor; Bev Neth, Department of Motor Vehicles; Gerry Oligmueller, Budget Office; Jim Ohmberger, Health and Human Services; Terry Pell, State Patrol; and Janice Walker, State Court Administrator's Office;

OTHERS PRESENT: Kelly Lammers, Department of Banking

ROLL CALL, MEETING NOTICE & OPEN MEETINGS ACT INFORMATION

Ms. Decker called the meeting to order at 1:30 p.m. There were 12 voting members present at the time of roll call. A quorum existed to conduct official business. 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.

PUBLIC COMMENT

There was no public comment.

APPROVAL OF MINUTES DECEMBER 11, 2008

Mr. Harvey moved to approve the December 11, 2008 minutes as presented. Mr. Shanahan seconded. Roll call vote: Conroy-Yes, Decker-Yes, Sloup-Yes, Flanagan-Yes, Daws-Yes, Gittins-Yes, Harvey-Yes, Cecrle-Yes, Weakly-Yes, Shanahan-Yes, Wagner-Yes, and Wehling-Yes. Results: Yes-12, No-0. Motion carried.

Ms. Decker introduced Kelly Lammers, of the Department of Banking.

SHARED SERVICES UPDATES

Secure File Transfer, Tom Conroy. The federal Social Security Administration is providing a new secure file transfer application to the state. The work group was tasked with exploring options for leveraging this product to be used as a shared service for state government. Product demonstrations have been

provided. Kevin Keller will be organizing more demonstrations. The next step will be to develop a business model.

Content Management, Tom Conroy. Beverlee Bornemeier has been assisting with this shared service. At their last meeting, the work group worked on definitions, functions, agency scenarios and cases that agencies experience. These will be used to determine existing State of Nebraska products and/or systems that will work. No determination has been regarding a product. Mr. Conroy entertained questions from the members.

Field Support Services, Tim Cao. ([Handout](#)) Intergovernmental Data Services (IDS) field support services is a suite of IT field services, available to state agencies, political subdivisions and local government, including county government. It is available throughout the 93 counties. IDS services will include the following: onsite support for personal computers/laptops, printers and other computing devices; IT equipment setup and installation; cable/wiring for local area networks (LAN); LAN and WAN network analysis, problem assessment and resolution; LAN/WAN network installation; and end-user training and assistance. Services do not include the following: parts and materials hotel and meals for overnight traveling. The question was raised regarding wiring and staff certification. IDS and Network Services will work together regarding wiring.

Customer Relationship Management (CRM) Len Sloup and Steve Henderson. Mr. Sloup approached the Office of the CIO regarding the agency's interest in CRM. The Office of the CIO suggested determining if there would be interest from other agencies. Revenue is exploring CRM to provide higher level of service to customers as well as steer them to the web site, and hopefully provide a cost saving to state. The Department of Revenue is developing a self service web site. Taxpayers will be able to go the site for keyword searches or more sophisticated searches to get information. CRM will create a huge knowledge base of customer service as well as provide a customer contact history. It was recommended that the Department of Revenue work with OCIO to determine needs. Interested council members were asked to contact Rick Becker. After interest level is determined, the Office of the CIO will convene a group if necessary.

OTHER BUSINESS

Secure Email. Ms. Decker announced that the Office of the CIO has launched a secure email service. It will be provided to agencies for an additional $1.20 per mailbox.

AGENCY REPORTS

Agencies were given an opportunity to provide agency reports.

NEXT MEETING DATE AND ADJOURNMENT

The next meeting of the State Government Council will be held on March 12.

Mr. Flanagan moved to adjourned. Mr. Harvey seconded. All were in favor. Motion carried.

The meeting was adjourned at 2:19 p.m.

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

DISASTER RECOVERY BACK-UPS
FOR THE ENTERPRISE z/OS MAINFRAME SYSTEM

Data (records) from the Enterprise z/OS System are copied to back-up tapes by the Office of the Chief Information Officer ("OCIO") for the purpose of disaster recovery preparation. The data is to be used for system restoration in the event of a disaster or system failure. Disaster recovery back-ups are never to be used or considered for records access or management purposes. "Enterprise z/OS System" means the system maintained by the OCIO utilizing the IBM z/OS operating system and related products.

Weekly DASD backups:	The backups start late Sunday & finish early Monday. High capacity cartridges (encrypted) are sent to a secure offsite location for safekeeping. The backup cartridges from the previous week are stored in a Capitol vault for safekeeping and are returned to scratch status each time a new weekly set is created
Hierarchical Storage Manager Migration Level 2 backups:	HSM ML2 datasets are DASD datasets that haven't been referenced recently and as a result are offloaded to an ML2 tape cartridge. These ML2 cartridges are duplexed (and encrypted) and the copies are sent to a secure offsite location for safekeeping. These cartridges accompany the Weekly DASD backups. The copies from the previous week are stored in a Capitol vault for safekeeping and are returned to scratch status each time a new weekly set is created.
Virtual Data Recovery backups:	Each morning, all tape datasets created in the previous 24 hours are stacked on a high capacity cartridge (encrypted) and sent to a secure offsite location for safekeeping. A copy of every tape dataset is retained offsite as long as the original tape dataset is valid. Cartridges are returned to scratch status when the data they contain is no longer valid or exists on another tape cartridge.

NOTE: Scratch cartridges are written over when they are selected by the system for reuse. Cartridge reuse is controlled by hardware microcode, over which we have no manual or programmatic influence.

DISPOSITION: Each month, any scratch cartridge that has remained in scratch status for more than six months is erased.

DISASTER RECOVERY BACK-UPS
FOR THE OCIO OPEN SYSTEMS

Data from the Servers is copied to back-up tapes by the Office of the Chief Information Officer ("OCIO") for the purpose of disaster recovery preparations. The data is to be used for system restoration in the event of a disaster or system failure. Disaster recovery back-ups are never to be used or considered for records access or management purposes. "Open Systems" are the systems maintained by the OCIO utilizing the Windows and Linux operating systems and related products, including both OCIO and agency owned servers. This schedule does not apply to agency owned servers that have a separate designated retention period as determined by the agency.

Daily backups: The backups start Monday through Thursday after 5:00pm and finish early the next morning. High capacity cartridges are used along with D2D technology. The cartridges are left in the tape libraries and reused after one week. The D2D virtual tapes are deleted after one week.

Off-Site backups: The backups start on Friday after 5:00pm and finish Saturday. High capacity cartridges are sent to a secure offsite location for safekeeping for one week. The backup cartridges from the previous week are stored in a secondary location for safekeeping for one week. Then those cartridges are moved on-site for one week, then reused.

Weekly backups: The backups start Saturday after 5:00pm and finish Sunday. High capacity cartridges are used. Cartridges are removed and added depending on free space available for the week. Cartridges are reused after one month.

Monthly backups: The backups start on the first Saturday of each month after 5:00pm and finish early the next morning. High capacity cartridges are used. Cartridges are stored in an off-site location for safekeeping for six months, and then are reused.

DISPOSITION: At the conclusion of the backup cycle all cartridges are reused within one month.

RECOGNITION
AWARDS2009

NASCIO
Representing Chief Information
Officers of the States

Cross Boundary Collaboration & Partnerships
Data, Information Governme
Knowledge Management Privacy S
nformation Communications Technolog
T Project Enterprise IT Managemen

call for nominations

CALL FOR NOMINATIONS

Successful information technology initiatives in state government deserve to be highlighted and shared in order to promote innovation, foster better government, and engage citizens. For the twenty-first consecutive year, NASCIO will honor outstanding information technology achievements in the public sector through its Recognition Awards for Outstanding Achievement in the Field of Information Technology. Emphasis is placed on recognizing those information technology initiatives which exemplify best practices, support the public policy goals of state leaders, assist government officials to innovatively execute their duties, and provide cost-effective service to citizens.

This summer, NASCIO will select the outstanding achievements for 2009. Awards will be given in the ten categories described here. **The deadline for nominations is June 3, 2009.** For more information or to submit a nomination, please visit www.nascio.org/awards.

NASCIO
Representing Chief Information
Officers of the States

AWARDS CATEGORIES

Business Continuity and Disaster Recovery

This category addresses IT initiatives related to continuity of government operations that make states better prepared for major incidents such as natural or man-made disasters, cyber attacks, pandemic flu and major infrastructure failures. Whether through planning methodologies, management information systems, infrastructure protection, security systems or recovery mechanisms, IT initiatives support government business continuity and recovery.

Cross-Boundary Collaboration and Partnerships

This category addresses identifying, planning, coordinating, sharing, integrating or joining up formerly unintegrated IT-related organizational goals and strategies, governance and management, policies, architecture and standards, business processes, data and information, systems and applications, services, technologies and infrastructure.

Data, Information and Knowledge Management

This category addresses strategies, processes, applications, solutions, initiatives or programs that create, use, process, leverage or manage data, information, content, knowledge and intellectual value, property or capital.

Digital Government: Government to Business (G to B)

This category addresses innovative applications that foster improved interaction between government and business, including better service at less cost to business for regulatory compliance, economic development that encompasses setting up and growing a business and/or doing business with the state, and day-to-day government-to-business interactions.

Digital Government: Government to Citizen (G to C)

This category addresses governmental applications that provide innovative service to citizens or increase government's efficiency and/or citizen interaction. Acceptable submissions include any type of electronic interface and may demonstrate two-way communication capabilities, self-service applications, personalization, subscription and notification features, and provisions for government transparency and accountability.

Digital Government: Government to Government (G to G)

This category addresses digital government initiatives aimed at enhancing intergovernmental collaboration, planning, performance, transparency, fiscal accountability, cross-jurisdictional services and intergovernmental transaction processing.

Enterprise IT Management Initiatives

This category represents state initiatives to plan, organize and execute enterprise-wide technology initiatives. The focus should be on solutions that employ policies, best practices and processes for enterprise change management, workforce development, governance or transformation of service delivery.

Information Communications Technology (ICT) Innovations

This category covers initiatives or services to leverage communication technologies to promote economic development, interoperability and improved quality of life. This may be accomplished by facilitating or providing communications capabilities that increase citizen access, enable state government to operate more efficiently and effectively or offer more innovative, responsive, and

personalized services to citizens. Initiatives or services could be unique uses of current technology or the application of leading-edge technology.

Information Security and Privacy

This category encompasses both IT security and privacy as strategic initiatives within state governments. These initiatives may include cybersecurity, risk assessment, data security, IT security awareness, crisis communications, or privacy frameworks.

IT Project and Portfolio Management

This category is for state initiatives which have developed a framework, governance processes, policies and systems for the efficient management of IT investments from concept, funding, implementation, operation to retirement. All nominations will be considered based on the merits of the management process, rather than the product of the project.

AWARDS PRESENTATION

Recognition Award finalists will be notified in August and the recipients will be formally announced at the Annual Conference in Austin, Texas on October 26, 2009. Award recipients are also publicized in press releases and letters to governors and other elected officials. To better share these state information technology best practices, all Recognition Award nominations are posted on the NASCIO website. To access the Best Practices Archive, visit www.nascio.org/awards/archive.cfm.

ELIGIBILITY

- Nominations will only be accepted from NASCIO state and territory members in good standing. Corporate members and non-profit organizations who would like to submit a nomination must work with the state CIO's office to coordinate their nomination.
- The project must be in **full production** a minimum of **6 months** for a nomination to be considered. Any benefits highlighted in the nomination must be measured from **December 1, 2008** or earlier.
- To be eligible for an award, the nominated initiative must stand on its own. If the initiative represents one phase of a project or the project is part of a larger program, the nomination may explain the broader context but should only include benefits realized by the specific initiative being nominated.
- Outsourced projects or business processes will be considered as long as the initiative is defined, managed and controlled by the state. Please be sure to fully explain this relationship in your submission.
- NASCIO Recognition Awards focus on state best practices. Initiatives that are regional or national in scope are not eligible for consideration.
- Only one nomination per category will be accepted from each state or territory.
- Each project may be submitted in only one award category.
- Initiatives that have previously received a NASCIO Recognition Award are not eligible. Previous award finalists and honorable mention recipients will be considered.
- The recipient of a 2008 Recognition Award in a certain category is excluded from consideration in that same category during 2009. They are free to submit nominations in other categories. Selection as an Award Finalist in 2008 does not impact eligibility in 2009.

SUBMISSION FORMAT AND GUIDELINES

Please carefully review the submission guidelines below. All nominations must follow the prescribed format using **Arial 12pt font** and margins no smaller than **1 inch**. Nominations that do not meet the submission criteria or format will not be considered. A nomination template and additional resources for nominators are available at www.nascio.org/awards.

All nominations must follow the format prescribed in the ***Template for Nominations*** available at www.nascio.org/awards. This format includes the following elements:
- A. *Cover page* including the title of the nomination, category and state (one page in length)
- B. *Executive Summary* (one page in length)
- C. *Description* of the business problem and solution, including length of time in operation.
- D. *Significance* to the improvement of the operation of government
- E. *Benefit of the Project* - In this section please address the financial and non-financial reasons why this project was worthy of the investment made.

Sections C-E cannot exceed five pages in length. Please make specific note of any marketing or education and awareness strategies to promote adoption and include a brief narrative on the solutions architecture as part of this five-page written justification. Attached charts, graphs or samples will be considered as long as their inclusion does not exceed the five-page limit.

EVALUATION AND SCORING

Nominations will be evaluated on the clarity, quality and completeness of the information presented. ***Submissions which do not follow the required format or are submitted after the deadline will not be considered.***

Each of the following elements will make up a portion of the total score as indicated below.
1. *Contextual Principles* – How well the nomination exemplifies best practices, supports the public policy goals of state leaders, represents an innovative use of existing technology or a use of new technology, assists government officials to efficiently execute their duties, provides cost-effective service to citizens and transfers to other agencies or units of government (20% of total score)
2. Section C - *Description of the Business Problem & Solution* (20% of total score)
3. Section D - *Significance of the Project* (20% of total score)
4. Section E - *Benefit of the Project* (40% of total score)

DEADLINE

Nominations must be submitted in electronic form and must be received no later than midnight local time on **June 3, 2009**. For more information, please contact Dianne Adams, NASCIO Programs & Education Coordinator, at (859) 514-9153 or dadams@amrms.com.