State Government Council

Thursday, September 12, 2013 at 1:30 PM–2:30 PM

Executive Building - Lower Level Conference Room

521 S 14th Street

Lincoln, NE 68508

Meeting Documents

1:30 PM	**1.** Roll Call, Meeting Notice & Open Meetings Act Information	Chair
1:35 PM	**2.** Public Comment	Chair
1:40 PM	**3.** Approval of Minutes* - July 11, 2013	Chair
1:45 PM	**4.** Standards and Guidelines - Recommendations to the NITC*	R. Becker
	A. NITC 5-401: Active Directory; User Photographs (New)	
	B. NITC 8-301.01: Password and Authentication Standard for Public Applications (New) [Indefinitely Postponed by the Technical Panel. See 4.C below.]	
	C. NITC 8-301: Password Standard (Amendment)	
	D. NITC 8-101: Information Security Policy (Amendment)	
2:15 PM	**5.** Statewide Technology Plan Action Items (2012 Action Items)	Chair
2:20 PM	**6.** NASCIO 2013 State I.T. Recognition Awards Finalists	Chair
	- Handicap Parking Permit Application and Management System, submitted by DMV/DHHS (Category: Government to Citizen)	
	- Nebraska Capitol Live Mobile App, submitted by NET (Category: Fast Track Solutions)	
	- Network Nebraska-Education, submitted by the OCIO (Category: Cross-Boundary Collaboration and Partnerships)	
2:25 PM	**7.** Agency Reports and Other Business	Chair
2:30 PM	**8.** Adjourn (Next Meeting - November 14, 2013)	Chair

* 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 the Nebraska Public Meeting Calendar on July 16, 2013. The agenda was posted to the NITC website on September 6, 2013. Nebraska Open Meetings Act

State Government Council
of the
Nebraska Information Technology Commission
Thursday, July 11, 2013, 1:30 p.m. - 2:30 p.m.
Executive Building - Lower Level Conference Room
521 S 14th Street, Lincoln, Nebraska
MINUTES

MEMBERS PRESENT:
Brenda Decker, Chief Information Officer, Chair
Beverlee Bornemeier, OCIO-Enterprise Computing Services
Dennis Burling, Department of Environmental Quality
Keith Dey, Department of Motor Vehicles
Pat Flanagan, Private Sector
Suzy Fredrickson, Nebraska State Patrol
Brent Gaswick, Department of Education
Dorest Harvey, Private Sector
Eric Henrichsen, Department of Health and Human Services
Kelly Lammers, Department of Banking
Glenn Morton, Workers' Compensation Court
Rex Gittins, Department of Natural Resources
Jayne Scofield, OCIO-Network Services
Bob Shanahan, Department of Correctional Services
Terri Slone, Department of Labor
Len Sloup, Department of Revenue
Rod Wagner, Library Commission
Jennifer Rasmussen, State Court Administrator's Office

MEMBERS ABSENT: Mike Calvert, Legislative Fiscal Office; Dacia Kruse, Administrative Services; Lauren Kitner, Policy Research Office; Mike Overton, Crime Commission; Gerry Oligmueller, Budget Office; and Bill Wehling, Department of Roads

ROLL CALL, MEETING NOTICE & OPEN MEETINGS ACT INFORMATION

The Chair, Brenda Decker, called the meeting to order at 1:30 p.m. There were 17 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 the Nebraska Public Meeting Calendar on June 7, 2013. The agenda was posted to the NITC website on July 3, 2013. A copy of the Nebraska Open Meetings Act was located on the podium at the front of the room.

PUBLIC COMMENT

There was no public comment.

APPROVAL OF APRIL 11, 2013 MINUTES*

Mr. Dey moved to approve the April 11, 2013 minutes as presented. Mr. Harvey seconded. Roll call vote: Burling-Yes, Bornemeier-Yes, Decker-Yes, Sloup-Yes, Flanagan-Yes, Gittins-Yes, Harvey-Yes, Slone-Abstained, Lammers-Yes, Morton-Yes, Dey-Yes, Henrichsen-Yes, Gaswick-Yes, Scofield-Yes, Shanahan-Yes, Wagner-Yes, and Rasmussen-Abstained. Results: Yes-14, No-0, Abstained-2. Motion carried.

STANDARDS AND GUIDELINES - RECOMMENDATIONS TO THE NITC TO POST FOR THE 30-DAY COMMENT PERIOD

NITC 4-201: Web Branding and Policy Consistency (Amended)

The standard has been reviewed by the Technical Panel and posted for the 30-day public comment period. The wording in Section 1.1.6 was deleted. An additional bullet below was added to section 4.3.1

- The use of HTML attributes to dynamically decrease the size of the Brand Graphic in relation to the web page across varying resolutions and devices.

Mr. Shanahan moved to recommend approval of NITC 4-201 to the NITC. Mr. Dey seconded. Roll call vote: Rasmussen-Yes, Wagner-Yes, Shanahan-Yes, Scofield-Yes, Gaswick-Yes, Henrichsen-Yes, Dey-Yes, Morton-Yes, Lammers-Yes, Slone-Yes, Harvey-Yes, Gittins-Yes, Flanagan-Yes, Decker-Yes, Sloup-Yes, Bornemeier-Yes, and Burling-Yes. Results: Yes-17, No-0, Abstained-0. Motion carried.

Suzy Fredrickson arrived at the meeting.

NITC 5-401: Active Directory; User Photographs (New)
Purpose: Microsoft's Active Di rectory has an attribute ("thumbnailPhoto") to store a thumbnail portrait photograph of each user. Other applications, including Microsoft Outlook and the Exchange Global Address List, will display these photographs automatically in the context of providing information about the user. This document provides guidance on the use of this feature in the State's shared Active Directory forest.

The question was raised as to whether any testing on network of small offices has been done. Some agencies have had performance issues with photos in the SharePoint environment. There was discussion regarding the technical impact for smaller agencies, as well as the effects an "all" email may have on agencies. The Office of the CIO is currently conducting testing. Ms. Decker stated that a decision did not need to be made at today's meeting.

Mr. Harvey moved to table NITC 5-401: Active Directory; User Photographs until the next meeting. Ms. Slone seconded. Roll call vote: Bornemeier-Yes, Decker-Yes, Sloup-Yes, Flanagan-Yes, Gittins-Yes, Harvey-Yes, Slone-Yes, Lammers-Yes, Morton-Yes, Dey-Yes, Henrichsen-Yes, Gaswick-Yes, Fredrickson-Yes, Scofield-Yes, Shanahan-Yes, Wagner-Yes, Rasmussen-Yes, and Burling-Yes. Results: Yes-18, No-0, Abstained-0. Motion carried.

NITC 8-301.01: Password and Authentication Standard for Public Applications (New)
Purpose: Passwords are a primary means to control access to applications. The purpose of this standard is to require all users to create, use, and manage passwords to protect against unauthorized discovery or usage.

Members had technical concerns and needed clarification on the definitions. Members were invited to attend Security Architecture Workgroup meeting.

Mr. Henrichsen moved to table NITC 8-301.01: Password and Authentication Standard for Public Applications Standard and Guideline until the next meeting. Mr. Harvey seconded. Roll call vote: Dey-Yes, Morton-Yes, Lammers-Yes, Slone-Yes, Harvey-Yes, Gittins-Yes, Flanagan-Yes, Decker-Yes, Sloup-Yes, Bornemeier-Yes, Burling-Yes, Rasmussen-Yes, Wagner-Yes, Shanahan-Yes, Scofield-Yes, Fredrickson-Yes, Gaswick-Yes, and Henrichsen-Yes. Results: Yes-18, No-0, Abstained-0. Motion carried.

Discussion: Use of Social Media by Nebraska.gov
Brent Hoffman, General Manager, Nebraska Interactive, Inc.

Nebraska.gov has the State's official twitter feed. Nebraskg.gov would like to begin discussions to explore a social media strategy for the State. Nebraska is known for being genuine and friendly and would like to see the same attributes in social media. The question was raised as to what happens when Nebraska.gov gets an agency specific question. The question is directed back to the agency. After discussion, it was determined that this is a PIO (Public Information Officers) group issue and that they should also be involved in the strategy discussions before the concept is further developed.

AGENCY REPORTS AND OTHER BUSINESS

Ms. Decker informed the Council that the Microsoft contract has been extended for three years.

The Council has had two membership changes since the last meeting:
- Bill Miller with the Supreme Court retired and Jennifer Rasmussen has been hired in his place and will serve as an alternate on the Council.
- Josh Daws has resigned. Secretary of State Gale has appointed Colleen Byelick to serve as his alternate on the Council.

Mr. Becker will be sending out an email with information about the NITC's 15th Anniversary Celebration, the Security Architecture Workgroup meeting, and the OCIO's Help Desk Twitter account.

ADJOURNMENT

The next meeting of the NITC State Government Council will be held on September 12, 2013 at 1:30 p.m. in the Lower Lever of the Executive Building, 521 South 14th Street, Lincoln, Nebraska.

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

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

NITC 5-401

State of Nebraska
Nebraska Information Technology Commission
Standards and Guidelines

NITC 5-401 **(Draft)**

Title	Active Directory; User Photographs
Category	Groupware Architecture
Applicability	All state agencies, boards, and commissions

1. Purpose

Microsoft's Active Directory has an attribute ("thumbnailPhoto") to store a thumbnail portrait photograph of each user. Other applications, including Microsoft Outlook and the Exchange Global Address List, will display these photographs automatically in the context of providing information about the user. This document provides guidance on the use of this feature in the State's shared Active Directory forest.

2. Standard

2.1 Optional Use

Each agency has the option to use, or not use, the photograph functionality in the State's shared Active Directory forest. If an agency chooses to use this functionality, the following requirements and procedures will apply.

2.2 Image File Requirements

- File type: JPEG
- File size: 10K or smaller
- File name: Same as the user login ID plus the .jpg extension (example john.doe.jpg)
- Photo size: 96x96 pixels is recommended
- Photo content: A recent head-and-shoulders photograph of the user (not an avatar, icon, drawing, etc.)

2.3 Procedures

- Each agency is responsible for obtaining photographs of their users.
- The OCIO will provide a mechanism for receiving agency image files to be uploaded.
- Agencies shall not modify the Active Directory thumbnailPhoto attribute directly.

AMENDMENTS TO NITC 8-301

1. Strike the original sections and insert the following new sections:

Title: Password Standard
Category: Security Architecture
Applicability: Applies to all state agencies, boards, and commissions, excluding higher education

1. Purpose

The purpose of this standard is to set the minimum requirements for passwords and the related system access requirements based on the data classification (NITC 8-101, § 4.6). These standards apply to all applications and directory structures within the state network.

1.1 Scope

The scope of this standard is restricted to passwords that are used to authenticate users to networks and applications.

1.2 Minimum Password Complexity Construction

The following are the minimum password requirements for State of Nebraska passwords:

- Must contain a minimum 8 characters
- Must contain at least three (3) of the following four (4) :
    - At least one (1) upper case character
    - At least one (1) lowercase character
    - At least one (1) numeric character
    - At least one (1) symbol
- Cannot repeat any of the passwords used during the previous 365 days.

2. Standard

In addition to the Minimum Password Complexity outlined in section 1.2, additional password requirements are necessary for differing levels of data classification when authenticating to state networks and/or applications. The highest data classification level that a user has access to during an authenticated session will determine the additional password requirements. All employees and contractors of the State of Nebraska shall use a password that follows at least a confidential level of authentication when logging into a State of Nebraska network and/or application.

2.1 Highly Restricted

Information that is deemed highly restricted requires the highest level of security. A password used to access Highly Restricted information must follow the password complexity rules outlined in section 1.2 and must contain at least 2 of the following additional requirements:
- Multi Factor Authentication
- Expire after 60 days
- Minimum Password Age set to 15 days

2.2 Confidential
Information that is deemed Confidential requires a high level of security. A password used to access Confidential information must follow the password complexity rules outlined in section 1.2 and must contain the following:
- Expire after 90 days

2.3 Managed Access Public
Information that is deemed Managed Access Public requires minimal level of security and need not comply with section 1.2 of this policy. Typically this data would not include personal information but may carry special regulations related to its use or dissemination. Managed Access Public data may also be data that is sold as a product or service to users that have subscribed to a service.

2.4 Public
Information that is deemed Public requires no security and need not comply with section 1.2 of this policy. This information should be restricted to view only.

3.0 Non Expiring Passwords
Non Expiring Passwords require a unique high level of security. Typically this information is confidential in nature and must follow the requirements in section 1.2. The additional requirements for access to confidential data with a non-expiring password are:
- Must include at least one of the following additional security features:
    - Extended password length to 10 characters
    - Personal security question may be asked
    - Multi Factor Authentication
    - Any feature not included on this list may also be utilized upon approval of the State Information Security Officer or upon enactment of federal, state or departmental laws, policies or directives.

4.0 Automated System Accounts

Agencies may use non-expiring passwords for automated system accounts. Examples of automated system accounts include those that act as an intermediary between the public user and state systems, internal system to system interfaces, perform backups or run batch jobs.

5.0 Multi-user Computers

Agencies may use non-expiring passwords on multi-user computers. Examples of multi-user computers include those computers in kiosks or training labs, where users have limited or restricted access to state resources.

6.0 System Equipment/Devices

It is common for many devices (e.g. IP cameras, HVAC controls) in today's IT environment to utilize login capabilities to protect the device from unauthorized access. While many of these devices make use of a user ID and password in a manner similar to those found while authenticating a user, the distinction to be made is that the User ID is used to authenticate the device itself to the system and not a person.

AMENDMENTS TO NITC 8-101

1. Section 4.6 is amended to read:

4.6 Asset Classification
Data is a critical asset of the State of Nebraska. All staff have a responsibility to protect the confidentiality, integrity, and availability of data generated, accessed, modified, transmitted, stored or used by the State of Nebraska, irrespective of the medium on which the data resides and regardless of format (such as in electronic, paper or other physical form).

Agencies are responsible for establishing and implementing appropriate managerial, operational, physical, and technical controls for access to, use of, handling of, transmission of, and disposal of State data in compliance with this policy and the agency Records Retention schedule. The agency data owner should carefully evaluate and determine the appropriate data sensitivity or classification category for their information. Assigning classifications determines day-to-day practices with information: how it is handled, who handles it, how it is transported, stored, who has access, where it can go, etc.

Data owned, used, created or maintained by the State of Nebraska is classified into the following four categories:

- Public
- Internal Use Only
- Confidential
- Highly Restricted

(See NITC Security Officer Handbook)

- Highly Restricted. This classification level is for the most sensitive information intended strictly for use within your organization and controlled by special rules to specific personnel. Examples of this type of data include Federal Tax Information (FTI), Patient Medical Records covered by Health Insurance Portability and Accountability Act (HIPAA), Payment Card Industry (PCI) information, and any other information regulated by State or Federal regulations. This level requires the greatest security protection and would have a high impact in the event of an unauthorized data disclosure.

- Confidential. This classification level is for sensitive information that may include Personally Identifiable Information (PII) intended for use within your organization. This level requires a high level of security and would have a considerable impact in the event of an unauthorized data disclosure.

- Managed Access Public. This classification level is for information that is public in nature but may require authorization to receive it. This type of information requires a minimal level of security and would not have a significant impact in the event of data disclosure. This type of information does not include personal information but may carry special regulations related to its use or dissemination. Managed Access Public data may also be data that is sold as a product or service requiring users to subscribe to this service.

- Public. This classification is for information that requires minimal security and can be handled in the public domain.

2. Section 4.8.2.1 is amended to read:

4.8.2.1 Security of Electronic Mail

Electronic mail provides an expedient method of creating and distributing messages both within the organization and outside of the organization. Users of the state E-mail system are a visible representative of the state and must use the system in a legal, professional and responsible manner. ~~Users must comply with this policy, the Records Management Act, and be knowledgeable of their responsibilities as defined in~~ ~~NITC Secure E-Mail for State Agencies~~. An account holder, user, or administrator of the State email system must not setup rules, or use other any other methodology, to automatically forward all emails to a personal or other account outside of the State of Nebraska network.

State Government Efficiency

2012-2014

Objective

- To address multiple items improving efficiency in state government, including implementing enterprise shared services and adopting standards and guidelines.

Description

The primary components of this initiative are the implementation of shared services and the development of standards and guidelines.

Shared Services. The State Government Council has identified a number of potential shared services for state government. Action items are included for those services that are actively being reviewed and implemented.

Standards and Guidelines. The State Government Council, working with the Technical Panel, will continue to develop standards and guidelines to better coordinate state agency technology efforts.

Benefits

Benefits of this initiative include lower costs, easier interoperability among systems, greater data sharing, higher reliability, and improved services.

Action Plan

Current Action Items

Shared Services

1. Implement Enterprise Maintenance / Purchase Agreements as a shared service.

    Lead: Steve Schafer

    Participating Entities: State Government Council, EM/PA Work Group

    Timeframe: Ongoing

    Funding: No funding required.

Status: Continuation. The Office of the CIO implemented several enterprise agreements during FY2011. An enterprise agreement with Adobe qualifies state agencies for a discount on Adobe products. On some products the savings are as much as 21%. Access to this discount will become easier after a new software reseller contract is in place, sometime in FY2012. On behalf of seven state agencies needing assistance with implementation of the state's enterprise content management system, the Office of the CIO entered into a "block time" services agreement with eDocument Resources that reduces the hourly cost of solution analysts by 32% (from $180 per hour to $123 per hour), by guaranteeing a minimum of 9,825 hours of work through February 2012. The annual agreement with IBM provided savings of $213,749 in FY2011. The Microsoft Enterprise Agreement for Office and Windows licenses will save the Department of Health and Human Services $317,530 per year and the Department of Roads $42,336 per year, while giving all agencies access to software assurance and other benefits at a deeply discounted price. The Office of the CIO and the Materiel Division also began participating in the Premium Savings Package of the Western States Contracting Alliance (WSCA). This gives state agencies discounts on standard configurations of PCs and laptops of as much as 46% compared to normal pricing.

Several initiatives started in FY2011 will take effect in FY2012. These include new contracts for long distance service that will save agencies 14% on long distance calls and toll free calls with Windstream and 12% on use of Language Line interpretation services. The State of Nebraska has also become a participant in a recent WSCA contract for Software Value Added Reseller (VAR) Services. The new software reseller contract will be available sometime in the first half of FY2012. It will provide better pricing and streamlined purchases on an extensive list of software manufacturers and products.

2. Implement Geographic Information System (GIS) as a shared service.

Action: NebraskaMAP - a Geospatial Data Sharing and Web Services Network. Continue the development of the NebraskaMAP – an enterprise-level geospatial web portal, with Internet mapping and data services. A collaborative pilot project developed a NebraskaMAP working prototype designed to enable the users of Nebraska-related GIS/geospatial data to efficiently and reliably find, access, display, and build public information applications utilizing the geospatial data maintained by a wide variety of state, local and federal agencies and where appropriate, provide for a coordinated security system, including the possibility for limited data access and password protection. To sustain and enhance this successful collaborative endeavor, the development of a plan for providing on-

going administrative and technical support is critical.

Lead: NITC GIS Administrative Manager, Nebraska GIS Council

Participating Entities: State Government Council; GIS Council

Timeframe: December 31, 2013

Funding: The original two-year pilot project was funded with a mix of state and federal funding sources, with one-half coming from the NITC Government Technology Collaborative Fund. Unfortunately the end of the two-year pilot occurred in the midst of a significant state budget crunch. This has made it especially challenging to arrange for the funding required to provide on-going technical support for this collaborative effort. A second $25,000 grant has been secured from the State Records Board to help pay software maintenance costs and some interim technical support costs. For the project to survive and prosper it will be necessary to identify sustainable funding for the dedicated technical support required.

Status: Continuation. Twelve state and local government agencies endorsed a Project Charter to indicate their support for, and partnership in, developing this online, enterprise-level GIS/geospatial data mapping and services portal. The OCIO was asked to be the lead agency for this collaborative project. Funding was secured for a two-year pilot project and through a contract between the OCIO and UNL a Project Manager was hired. A working prototype of this data sharing and web services portal was developed. The specialized online GIS server software was purchased and installed on OCIO servers along with the customized NebraskaMAP application. In addition to facilitating the location and access of GIS data, two initial applications/services were developed: serving statewide street centerline-address data (with a geocoding service) and serving statewide aerial imagery. With the end of the initial two-year pilot project funding, the Project Manager position was terminated. The prototype continues to function from its current home on the OCIO servers. However, with no dedicated technical support staff, the further development of the program is severely limited. The interagency NebraskaMAP Partners Committee is working with the OCIO and the GIS Council to explore avenues for sustainable funding for the necessary technical support. In the interim, some Partner agencies are lending technical personnel to help maintain the system.

Action: Street Centerline-Address Database. Update an existing statewide street centerline-address database with more recent data and develop a plan (including responsibilities and resource requirements) for the on-going

maintenance of a composite, "best available", statewide street centerline/address database.

Lead: NITC GIS Administrative Manager, Nebraska GIS Council

Participating Entities: State Government Council; GIS Council

Timeframe: December 31, 2012

Funding: Limited development funding is potentially available through the State Patrol and its Fusion Center Project. Data development funding is on-going through Public Service Commission, Dept. of Roads, and several local governments.

Status: Continuation. An interagency working group of the GIS Council developed draft guidelines for the integration of street centerline-address data from multiple sources into a composite statewide dataset. The staff of the NebraskaMAP project, with limited funding available from NEMA and the State Patrol, developed an initial composite statewide dataset following these draft guidelines. This initial composite dataset was completed in early 2010 and it involved the integration of data from the Public Service Commission's E911 efforts, Douglas, Sarpy and Lancaster Counties, and the Department of Roads. This dataset is now at least 1-½ years old and more current data has been developed from all of the original data providers. All of the original data providers are willing to share their more recent street centerline-address data. The challenges are to finalize a broadly accepted data model, identify a lead agency, find the funding required, and the development of the interagency agreements necessary to support the ongoing maintenance of this critical dataset.

Action: Metadata and State Geospatial Data Catalog. Document existing state agency GIS/geospatial data with formal metadata and encourage the listing of available geospatial data in NebraskaMAP.

Lead: NITC GIS Administrative Manager, Nebraska GIS Council

Participating Entities: State Government Council; GIS Council

Timeframe: December 31, 2013

Funding: Primarily supported through in-kind support of state and local agency personnel

Status: Continuation. The NITC has adopted a Geospatial Metadata Standard

(http://www.nitc.state.ne.us/standards/data/metadata_standard_20050923.pdf),
which calls for the progressive documentation of state agency geospatial data,
within a one-year timeframe (originally by Sept. 2006). The Department of
Natural Resources, in partnership with the Nebraska GIS Council, originally
developed a Nebraska Geospatial Data Center, which included metadata
development tools. More recently new online metadata develop tools have been
integrated into the NebraskaMAP. Metadata training sessions have been held in
Lincoln and Omaha. Despite the existence of the NITC standard requiring
metadata, the availability of metadata development tools and training, there
remains a large body of state agency GIS/geospatial data that has not been
documented with metadata and has not been listed either on the Data Center
Clearinghouse Catalog or the more recent NebraskaMAP portal. It is hoped that
that development of the NebraskaMAP will help to further the development of
metadata documentation, as metadata is a requirement for the functioning of the
NebraskaMAP online data sharing tools.

Action: Statewide Geospatial Infrastructure Strategic Planning. Develop an
enterprise-level, statewide, GIS/geospatial infrastructure strategic plan for the
geographic area of Nebraska. The planning process should involve the broader
GIS user community (state, local, and federal agencies, tribes and the private
sector) and seek to identify parallel needs and plans for geospatial data,
standards, online distribution networks and services, coordination, funding, and
policies.

Lead: NITC GIS Administrative Manager, Nebraska GIS Council

Participating Entities: State Government Council; GIS Council

Timeframe: December 2012

Funding: A $50,000 strategic planning grant proposal has been awarded by the
Federal Geographic Data Committee (FGDC) to the Office of the CIO on behalf
of the Nebraska GIS Council. The majority of these grant funds are to be used to
hire a planning consultant.

Status: Continuation. The GIS Council has endorsed a major outreach and
planning effort to develop a new GIS/Geospatial Strategic Plan with the goal of
facilitating the coordination and collaboration of the broader GIS user community
in Nebraska. Due to a prioritization of other efforts, this strategic planning
process has been delayed but will proceed in 2011-12. A Strategic Planning
Advisory Committee has been established to oversee the process. An RFP for
GIS Strategic Planning has been released and a contract has been signed with

Applied Geographics, Inc, a national consulting firm, to assist the GIS Council with this strategic planning effort. The GIS Council, through its Planning Advisory Committee, will lead this process but the active support of the NITC, the State Government Council and its member agencies will be very helpful.

Action: Planning for Periodic, Collaborative Orthoimagery Acquisition. Research and develop recommendations for standards, policies, infrastructure, and funding to support collaborative efforts by state, local and federal agencies to periodically acquire updated orthoimagery. Most GIS applications require or benefit from the availability of current aerial imagery. The acquisition of updated, orthorectified (corrected for camera tilt and the slope of the earth's surface) imagery requires a significant public investment, but if done collaboratively, on a regular periodic basis, these costs can be minimized and shared across a broad user community.

Lead: NITC GIS Administrative Manager, Nebraska GIS Council

Participating Entities: GIS Council, state, local and federal government agencies

Timeframe: December 2012

Funding: It is believed that existing staff and resources will be sufficient to complete this planning process.

Status: Continuation. It is expected that this effort will largely integrated into the larger Nebraska GIS Strategic Planning process. Efforts will be made to learn from, and build on, existing collaborative imagery acquisition efforts such as the Nebraska-Iowa Regional Orthoimagery Consortium (NIROC) and the USDA Farm Services Agency – National Aerial Imagery Program (NAIP).

Action: Statewide Land Record Information System. Work with local governments, state agencies, and the private sector to develop a collaborative plan, standards/guidelines, and the infrastructure necessary to encourage and facilitate the ongoing integration of separately-maintained state, city, and county land records into an integrated statewide land records system capable of providing reliable online access to this critical data, maintaining restricted privacy access as necessary, and supporting a variety of applications by multiple agencies.

Lead: NITC GIS Administrative Manager, Nebraska GIS Council

Participating Entities: GIS Council; Nebraska Association of County Officials; Department of Revenue, Property Assessment Division

Timeframe: December 31, 2012

Funding: Staffing resources are currently available to support the collaborative planning and standards/guidelines development. The initial hardware and software are available through the NebraskaMAP data sharing and web services network. As more detailed plans are developed related to the specifics of the architecture and protocols for an integrated land record system, additional resources maybe necessary to provide the technical support required to design and implement this system.

Status: New. NITC Land Record Information and Mapping Standards have been adopted with the goal of enabling the integration of local government land records into a statewide dataset. Current intergovernmental working group efforts are focused on developing guidelines for a common geodatabase model that would be freely available to local governments to adopt. The foundation for a decentralized data sharing and web services system has been established by the NebraskaMAP project. Local governments, state agencies, and the private sector need to be engaged in a collaborative planning process to define a shared vision of such a collaborative data sharing and integration system.

3. Explore opportunities and options relating to desktop and server virtualization in state government.

> **Lead:** State Government Council
>
> **Participating Entities:** State Government Council and Technical Panel
>
> **Timeframe:** 2012
>
> **Funding:** None
>
> **Status:** New.

Standards and Guidelines

4. The State Government Council working with the Technical Panel will continue to develop standards and guidelines to better coordinate state agency technology efforts.

> **Lead:** Rick Becker

Participating Entities: Technical Panel, State Government Council

Timeframe: Ongoing

Funding: None

Status: Ongoing. New and revised standards and guidelines adopted in 2010-2011: NITC 4-201: Web Branding and Policy Consistency; NITC 1-201: Agency Information Technology Plan Form; NITC 4-205: Social Media Guidelines; NITC 3-202: Land Record Information and Mapping Standard; NITC 5-204: Linking a Personal Portable Computing Device to the State Email System; NITC 5-102: Microsoft Enterprise Agreement – Home Use Program Policy; NITC 7-201: Network Edge Device Standard for Entities Choosing to Connect to Network Nebraska

Other

5. Review issues and determine process for maintaining an inventory of non-education state government technology assets, including hardware, applications, and databases.

Lead: Office of the CIO

Participating Entities: State Government Council

Timeframe: 2012

Funding: None

Status: Continuation

6. Provide access to OCIO electronic billing information for state agencies.

Lead: Steve Schafer

Participating Entities: Office of the CIO and State Government Council

Timeframe: 2012

Funding: None

Status: Continuation. Billing detail for all Office of the CIO services is now available electronically. This gives customers access to much more information in a more flexible format than previously available. Several agencies have allowed the Office of the CIO to end sending paper copies of the billing detail with the monthly invoice. The Office of the CIO will continue improving electronic access and eventually plans to eliminate paper copies for most state agencies.

7. Moving State email to the cloud.

      Lead: Office of the CIO

      Participating Entities: Office of the CIO and State Government Council

      Timeframe: 2012

      Funding: None

      Status: New

Future Action Items

1. Services identified as potential shared services by the State Government Council include:

- Active Directory
- Automated Building Systems (HVAC, access, etc.)
- Backup Management
- Database Management
- Desktop Support
- Electronic Filing
- Encryption
- Enterprise Knowledge Management Databases
- General Platform Management
- Help Desk
- Payment Portal
- Project Management
- R&D
- Remote Access
- Software Deployment and Management
- SQL Database Design and Development
- Voice Network Design
- VoIP
- Wireless
- Wiring Services

Completed Action Items (2007-2011)

1. New and revised standards and guidelines adopted: [2007] NITC 8-303: Remote Access Standard; NITC 4-204: Emergency Information Page; NITC 8-304: Remote Administration of Internal Devices; NITC 8-103: Minimum Server Configuration; NITC 7-103: SMTP Routing Standard; NITC 7-102: DNS Forwarding Standard; NITC 8-101: Information Security Policy; NITC 8-102: Data Security Standard; NITC 8-301 Password Standard; and NITC 5-201: Email Policy for State Government Agencies. [2008-2009] NITC 1-101: Definitions; NITC 1-103: Waiver Policy; NITC 1-201: Agency Information Technology Plan; NITC 1-202: Project Review Process; NITC 1-203: Project Status Reporting; NITC 1-204: IT Procurement Review Policy; NITC 1-205: Enterprise Projects; NITC 5-202: Blocking Email Attachments; NITC 5-301: Use of Computer-based Fax Services by State Government Agencies; NITC 7-101: Acceptable Use Policy; NITC 7-403: Scheduling Standard for Synchronous Distance Learning and Videoconferencing; NITC 8-301: Password Standard; NITC 8-401: Incident Response and Reporting Standard. [2010-2011] NITC 4-201: Web Branding and Policy Consistency; NITC 1-201: Agency Information Technology Plan Form; NITC 4-205: Social Media Guidelines; NITC 3-202: Land Record Information and Mapping Standard; NITC 5-204: Linking a Personal Portable Computing Device to the State Email System; NITC 5-102: Microsoft Enterprise Agreement – Home Use Program Policy; NITC 7-201: Network Edge Device Standard for Entities Choosing to Connect to Network Nebraska

2. Review and revise procurement review process for IT related purchases by state agencies. (2007)

3. Review options for integrating agency IT plans and IT project proposal forms into new budget system. (2007)

4. Email shared service implementation. (2009)

5. Video conferencing shared service implementation. (2009)

6. Instant messaging shared service implementation. (2009)

7. Review secure file transfer shared service options. (2009)

8. RFP for contract vendors that provide temporary IT personnel. (2009)

9. Review issues and determine process for project status reporting. (2009)

10 GIS - Statewide LiDAR Acquisition. (2010)

11. Implement enterprise content management (ECM) as a shared service. (2011)

12. Implement interactive VRU applications as a shared service. (2011)

E-Government

2012-2014

Objective

- To further the use of e-government to improve services and increase the efficiency and effectiveness of agencies.

Description

The three goals for e-government are:

- **Government-to-Citizen and Government-to-Business.** Anyone needing to do business with state government will be able to go to the state's Web site, easily find the information or service they need, and if they desire, complete all appropriate transactions electronically. Areas to be addressed include citizen portal enhancement; business portal enhancements; education portal; and forms automation.

- **Government-to-Government.** State agencies will improve services and increase the efficiency and effectiveness of government operations through collaboration, communication, and data sharing between government agencies at all levels.

- **Government-to-Employee and Internal Operations.** Agencies will examine internal operations to determine cost-effective e-government applications and solutions. The purpose of these efforts is to improve efficiency and effectiveness by replacing manual operations with automated techniques.

The e-government principles guiding the council are:

- E-government should be considered a continuous process of using technology to serve citizens and improve agency operations;

- Internet technologies create new opportunities for major change, including self-service, integration of information and services, and elimination of time, distance and availability of staff as constraints to providing information and services;

- Agencies have responsibility for performing statutory functions, which means that agency directors must retain ownership of data, responsibility over the use of information technology, and prioritization of projects within the agency to achieve

the greatest benefit;

- Cooperation is critical to achieving the goals of e-government, in order to integrate information and services and allow the easy exchange of information;

- An enterprise approach is essential to e-government, including the topics of accessibility for disabled persons, architecture, directories, funding, portal, privacy, security, and other issues; and

- E-government is defined as the use of technology to enhance information sharing, service delivery, constituency and client participation, and governance by transforming internal and external relationships.

Benefits

The primary benefits from the use of e-government are:

- Improved services for citizens and businesses.

- Increased efficiency and effectiveness for agencies.

Action Plan

Current Action Items

1. Provide better mobile browsing access and functionality for state government websites, including offering mobile apps when suitable.

    Lead: State Government Council

    Participating Entities: Office of the CIO, Webmasters Workgroup

    Timeframe: Ongoing

    Funding: None

    Status: Revised.

2. Provide for better access to information and services from the OCIO by providing services through an online Apps Catalog and Store.

    Lead: Steve Schafer

Participating Entities: Office of the CIO, State Government Council

Timeframe: 2012

Funding: To be determined.

Status: Continuation.

3. **Maintain the Education Portal on the State of Nebraska website.**

Lead: Nebraska.gov (Nebraska Interactive LLC)

Participating Entities: Education Council

Timeframe: Ongoing

Funding: No funding requested for this action item at this time

Status: Continuation.

Future Action Items

1. Work with the Nebraska.gov Manager and county officials to provide the means for online payment of property taxes and other local fees. This system is currently being provided by NACO/MIPS. Nebraska.gov will consider the cost benefit of moving forward with this project.

2. Work with the Nebraska State Patrol to review options for providing online access to certain, limited, criminal history information.

3. Develop an online application for use by businesses attempting to find a suitable site for business development.

4. Develop strategies to address the following government-to-government activities:
   • Intergovernmental Cooperation Groups. Expand upon current intergovernmental cooperative efforts like the CJIS Advisory Committee and the GIS Council; and develop new cooperative groups for those agencies that have specific, shared interests.

   • Integration of Government Information and Services. Develop strategies for using Internet technologies to provide integrated access to information and services to

citizens, businesses, employees, and other governmental entities.

   • Forms Automation. Work with state agencies and political subdivisions to identify and prioritize opportunities for automating forms that local government uses to interact with state government.

5. The State Government Council will identify specific improvements and value-added services to be incorporated into the state employee portal.

6. Develop method of providing authentication for "first time" users.

Completed Action Items (2007-2011)

1. Phase 1 of the online business registration project was completed in November 2007 with the creation of the Nebraska One-Stop Business Registration Information System website (https://www.nebraska.gov/osbr/).

2. Department of Motor Vehicles provided for online specialty plate ordering in March 2008.

3. Phase 2 of the online business registration project was completed in January 2009. In December of 2008, new code was launched, giving One Stop users the option to create a basic account allowing them to save their business start up checklist, and to file online. In January of 2009 the first online filings were integrated. The Office of the Secretary of State's Business Division accepted its first corporate filings online through the system, LLC Biennial Reports and LLP Annual reports.

4. Department of Motor Vehicles provided for online vehicle registration renewals in December 2008.

5. Department of Motor Vehicles provided for online driver license renewals in April 2010.

6. Nebraska Judicial System developed mobile apps for the Nebraska Court Calendar in December 2010.

7. Nebraska Internship website launched by the Department of Economic Development in August 2011.

Security and Business Resumption

2012-2014

Objective

- To define and clarify policies, standards and guidelines, and responsibilities related to the security of the state's information technology resources.

Description

Information security serves statutory goals pertaining to government operations and public records. These include:

- Insure continuity of government operations (Article III, Section 29 of the Nebraska Constitution; Neb. Rev. Stat. § 28-901 and 84-1201);

- Protect safety and integrity of public records (Neb. Rev. Stat. § 28-911, 29-2391, and 84-1201);

- Prevent unauthorized access to public records (Neb. Rev. Stat. § 29-319, 81-1117.02, and 84-712.02);

- Insure proper use of communications facilities (Neb. Rev. Stat. § Section 81-1117.02); and

- Protect privacy of citizens (Neb. Rev. Stat. § 84, Article 7).

Major activities include:

- Development of an overall security strategy, including policies, security awareness, and security infrastructure improvements;

- Network security standards and guidelines;

- Education and training;

- Authentication (directory services);

- Disaster recovery for information technology systems (as part of a broader business continuity planning);

- Compliance with federal privacy and security mandates;

- Security assessments.

Benefits

Benefits will include lower costs by addressing security from an enterprise perspective, cost avoidance, and protecting the public trust.

Action Plan

Current Action Items

Security

1. Review and revise policies and procedures relating to identity management and directory services.

    Lead: State Information Security Officer

    Participating Entities: State Government Council, Security Work Group

    Timeframe: 2011-2012

    Funding: No funding required.

    Status: Continuation

2. Develop policies and standards relating to the hosting of State data by vendors.

    Lead: State Information Security Officer

    Participating Entities: State Government Council, Security Work Group

    Timeframe: 2011-2012

    Funding: No funding required.

    Status: New

Business Resumption

3. Implement shared disaster recovery facilities. Mission critical systems have three common requirements: 1) Recovery times must be measured in hours, not days or weeks. 2) Recovery facilities should be physically separated so that they will not be affected by a single disaster. 3) There must be staff available to assist with the recovery efforts. Achieving these requirements is very expensive. Sharing disaster recovery facilities and establishing a collaborative approach to disaster recovery is one strategy for managing costs. The Office of the CIO and the University of Nebraska are jointly developing a fast recovery capability using mutual assistance of physically separated data centers.

Lead: Office of the CIO and University of Nebraska

Participating Entities: State Government Council

Timeframe: Ongoing

Funding: The cost and source of funding have not been determined.

Status: Continuation. An alternate site providing greater geographical separation has been established. The University of Nebraska and the Office of the CIO have acted on two important items:

- Established a fiber optic communications link between the University and State enterprise server primary sites located in Lincoln and an alternate site that provides greater geographic separation.

- Acquired and implemented an enterprise server that can provide backup and execute assigned processing loads.

The acquisition and implementation of both items are complete. The University and the State not only have their critical data mirrored at a geographically separated site, but are working toward the capability, at the alternate site, to continue the most critical enterprise server production processing with less than 10 hours interruption.

The University of Nebraska and the Office of the CIO will continue to:

- Develop plans and procedures for fast recovery capability using the mutual assistance of physically separated data centers.

- Develop a capabilities-based all-hazards approach to a multi-year exercise program to evaluate plans, procedures and infrastructure associated with the alternate site. The purpose of this exercise program will be to measure and validate performance of capabilities and critical tasks.

- Maintain and exercise the operating system on the enterprise server to insure compatibility between locations.

- Identify business applications to be tested and operated from the alternate location.

4. Promote disaster planning for information technology systems, including developing elements of a common planning document and developing an approach for common governance during an event.

Lead: Jim Ohmberger / Mark Robertson

Participating Entities: State Government Council

Timeframe: Ongoing

Funding: No funding required.

Status: Continuation. The Director-level meetings, chaired by Lt. Governor Sheehy, identified critical business functions and categorized them into one of three categories: public safety, public health and institutional care. Progress has been made with public safety (lead by Nebraska State Patrol) in identifying:

- The agencies that work together in the public safety domain

- The data the partners use to complete their work

- The IT infrastructure used to support the data

Initial kick-off meetings have been held with public health (lead by Department of Health and Human Services) to identify the same items. Work continues with Nebraska Emergency Management Agency to understand and refine the implementation of the incident command system and its interactions with the State EOC. Work to integrate continuity of operations, disaster recovery, emergency operations and emergency action plans will be advanced by establishing a working group within the State Government Council.

Completed Action Items (2007-2011)

Security

1. Conduct annual independent security audits. (2008)

2. Enhance Network Security and Network Management.

> **Action:** Investigate and recommend an enterprise solution to ensure that encrypted traffic adheres to State security requirements. **Status:** Completed. Migration of all Avaya firewalls to the Fortinet infrastructure. (2008)

> **Action:** Evaluate and recommend options for providing encryption to clients across the state's Wide Area Network. **Status:** Completed. The State of Nebraska has entered into a contract with PGP for whole disk encryption. (2008)

> **Action:** Evaluate and recommend options for providing compliance auditing across the state's Wide Area Network. **Status:** Completed. The State of Nebraska has purchased Cisco's Compliance Manager and has been attending training classes for staff. (2008)

3. Implement security incident response team. NSP has lead with State IT resources as needed. (2010)

4. Develop policies and procedures governing the use of mobile devices on the state network and review and make recommendations on the use of personal devices on the state network. (2011)

Business Resumption

5. Encourage testing and updating of disaster plans. The Continuity of Operations Planning/Disaster Recovery Planning Shared Services Group worked to develop and act on ways to better coordinate disaster recovery planning and to provide for more consistent disaster recovery plans. **Status:** Completed. An NITC standard ("Information Technology Disaster Recovery Plan Standard") has been put in place. Work has been completed to better understand disaster recovery plan assumptions and dependencies. (2008)