

State Government Council
Action Item SGC 2.1 – Recommend Technical Standards, Guidelines and Enterprise Solutions

Task: Develop a Strategy for Enterprise Architecture, Shared Services, and Standardization

A. Management Principles

1. It should be easy for citizens and businesses to find information regarding government.
2. The administrative burden of complying with government requirements should be as minimal as possible, for internal agency operations and for external customers.
3. Self-service should be an option, if at all possible.
4. Government should present an integrated view of government information and services.
5. Where feasible and appropriate, governmental entities should consider an enterprise approach for sharing resources, promoting teamwork, and minimizing the cost of government.
6. Government services should emphasize quality, not the quantity of programs.

B. Governance

Governance refers to the process for making, implementing, and enforcing decisions on issues that affect multiple entities. “Effective governance is a key contributor to successful outcomes, such as innovative services, or greater efficiencies. It needs to be purposefully designed and transparent to nurture necessary trust.” (Marianne Broadbent, October 2002.)

Any governance structure for decisions on information technology must be consistent with existing statutory authority, which the Legislature has assigned to multiple entities, including:

- The NITC shall “Adopt minimum technical standards, guidelines, and architectures upon recommendation by the technical panel.” [Section 86-516 (6)] Section 86-524 directs the Appropriations Committee and the Transportation Committee to evaluate the NITC in part on whether “(d) Policies, standards, guidelines, and architecture have been developed and observed.”
- IMServices: “No state agency shall hire, purchase, lease, or rent any information management item listed in subsection (1) of this section without the written approval of the information management services administrator. All new computer programs developed or acquired for use with information management equipment of any state agency shall be documented according to standards developed or approved by the Information management services administrator.” [Section 81-1117 (2) (e)] “He or she shall provide definitions of standards and common data elements, coordinate the collection of data, consolidate data files or data banks, and review and approve or disapprove the establishment of separate data banks.” [Section 81-1117 (2) (j)]
- The Division of Communications shall “(1) coordinate the purchase, lease, and use of communications services equipment and facilities for state government;” and “(6) assume management responsibility for any consolidated system or service and approve all purchases and contracts for such communications activities;” (Section 81-1120.17)
- The State Records Board has responsibility to “employ or contract with a network manager ... (to) direct and supervise the day-to-day operations and expansion of a gateway or electronic network to make public records available electronically....”

(Section 84-1205)

- State agencies have responsibility over programs and budgets, including decisions about many aspects of information technology used in support of each agency's mission.

The State Government Council will develop the enterprise architecture for state government. This effort will expand upon the activities begun three years ago by the "E-Government Architecture Work Group of the Technical Panel." The enterprise architecture will focus on those areas that provide opportunities for cost sharing, data sharing and enhancements that affect multiple agencies rather than a single entity. It is not feasible for an enterprise architecture to address every technical detail for every agency. All agencies should have an opportunity to review and comment on the enterprise architecture as it evolves.

Responsibilities of this work effort will include:

1. Recommend a methodology for developing and maintaining an enterprise architecture.
2. Identify strengths and weaknesses in the state's existing technology infrastructure and technical capabilities in terms of meeting the management principles for information technology.
3. Recommend shared services.
4. Establish subcommittees to assist with implementation of shared services.
5. Recommend standards and guidelines to the State Government Council and Technical Panel.
6. Recommend changes to the Agency Comprehensive Information Technology Plans that will assist in developing and implementing an enterprise architecture for the state.
7. Recommend changes to the project review process (including the "1909" form used by IMServices) that will assist in developing and implementing a technical architecture for the state.
8. Recommend a formal process to justify deviations from the enterprise architecture.

C. Information Technology Principles

(Translate Management Principles into high-level statements that provide direction for information technology decisions.)

1. Nebraska Information Technology Commission Goals:
 - a. Support the development of a robust statewide telecommunications infrastructure that is scalable, reliable, and efficient;
 - b. Support the use of information technology to enhance community and economic development;
 - c. Promote the use of information technology to improve the efficiency and delivery of governmental and educational services;
 - d. Promote effective planning, management, and accountability regarding the state's investments in information technology.
2. State Government Council Priorities and Action Items
 - a. Develop guidelines for electronic records retention;
 - b. Improve planning process and project management;
 - c. Develop and implement privacy and security policies;
 - d. Improve collaboration and efficiency through technical standards, guidelines and enterprise solutions;
3. Implement recommendations and action items of the E-Government Strategic Plan, including:
 - a. Citizen Portal Enhancements;

- b. Business Portal Enhancements;
- c. Employee Portal Enhancements;
- d. Government-to-Government data sharing and collaboration;
- e. Improvements for internal operations.

D. Agency Comprehensive Information Technology Plans

These agency-level plans should provide the type of data that will allow identification of:

- 1. Common customers across agencies and jurisdictions;
- 2. Common technology needs (such as e-mail, imaging, and document management);
- 3. Common processes (such as licensing);
- 4. Common interests among sectors for sharing data, knowledge, and other resources.

The State Government Council should use these data in recommending shared services and developing standards and guidelines.

E. Project Review Process

The project review process should reinforce decisions regarding shared services and standards and guidelines.

Approved by the State Government Council on December 11, 2003.
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