

# NITC Strategic Initiatives

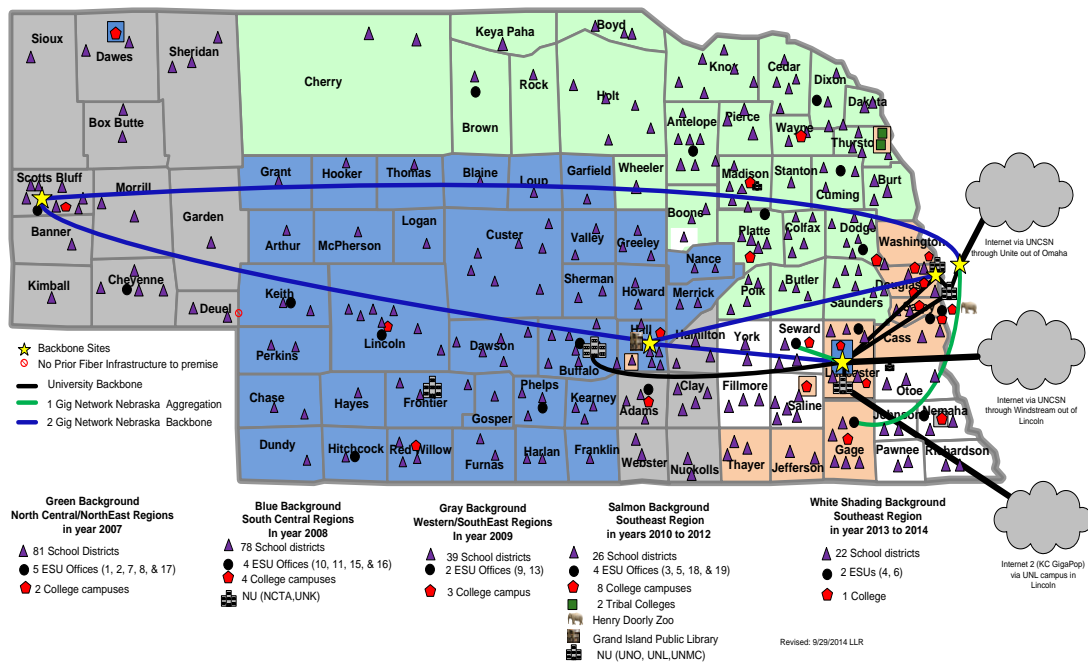
## Overview and Staff Recommendations

<b>Current Strategic Initiatives</b>	<b>Recommended Action</b>	<b>Proposed Strategic Initiatives</b>
Network Nebraska	Continue	Network Nebraska
Community IT Planning and Development	Continue, but rename	Broadband-Related Development
eHealth	Continue	eHealth
Public Safety Communications System	Discontinue; Move related action items to State Government Efficiency	
Digital Education	Continue, but refocus	Digital Education
State Government Efficiency	Continue, but rename	State Government IT Strategy
E-Government	Discontinue; Move related action items to State Government Efficiency	
Nebraska Spatial Data Infrastructure (NESDI)	Continue	Nebraska Spatial Data Infrastructure (NESDI)
Security and Business Resumption	Continue	Security and Business Resumption
State IT Spending Analysis	New	State IT Spending Analysis

# Network Nebraska

**Objective:** To develop a broadband, scalable telecommunications infrastructure that optimizes the quality of service to every public entity in the State of Nebraska.

**Description:** Network Nebraska interconnects disparate networks into a multipurpose core backbone extending from Omaha to Lincoln to Grand Island and Scottsbluff, with Ethernet clouds and aggregated Internet service extending out to the furthest corners of the state.



## Collaborators:

- Collaborative Aggregation Partnership: Office of the CIO, University of Nebraska Computing Services Network, Nebraska Educational Telecommunications, Public Service Commission, Nebraska Department of Education, Nebraska Information Technology Commission
- Network Nebraska Advisory Group: 8 K-12 members; 8 higher education members
- Educational Service Unit (ESU) Coordinating Council, ESU-Network Operations Committee, ESU-Distance education Advisory Committee, higher education chief technology officers

## Recent Accomplishments:

- Increased public school district participation to 99.6% starting 7/1/2015
- Public higher education participation at 100% by 7/1/2012
- Achieved one of the lowest commodity Internet rates in the entire country, made possible through aggregation of demand and statewide bidding
- Achieved 100% retention of voluntary membership, now reaching 290 entities by 7/1/2015

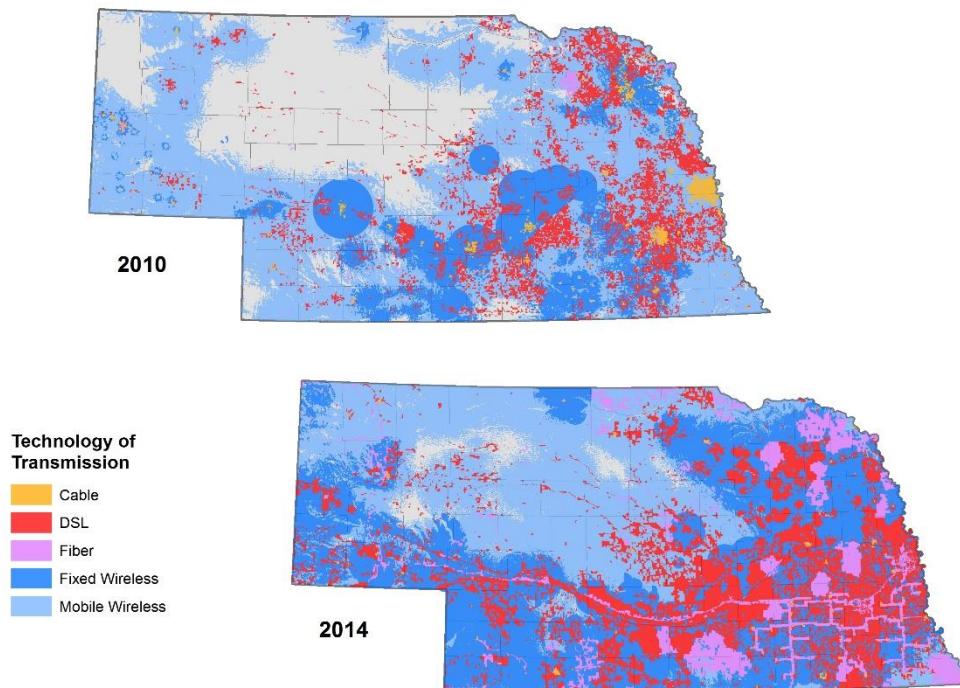
## Recommendations:

- Continue this initiative.
- Position Network Nebraska to provide services such as statewide identity management, learning management, content management for K-20 education entities.

# Community IT Planning

**Objective:** *To foster community and economic development in Nebraska communities through the effective use of information technology.*

**Description:** Although broadband availability in Nebraska continues to improve, some areas of the state are underserved or unserved. This action item leverages the resources of partner organizations in the state to stimulate demand for broadband by helping communities, businesses, and residents understand how to use new technologies.



## Collaborators:

- Nebraska Public Service Commission
- University of Nebraska-Lincoln
- AIM
- Nebraska Department of Economic Development
- Nebraska Library Commission
- Other stakeholders

## Recent Accomplishments:

- Development of a state broadband plan (2014)
- Development of a state broadband map (2010-2014)
- Development of a community broadband planning workbook, household and business surveys, and best practice videos
- Annual broadband conferences (2011-2014)

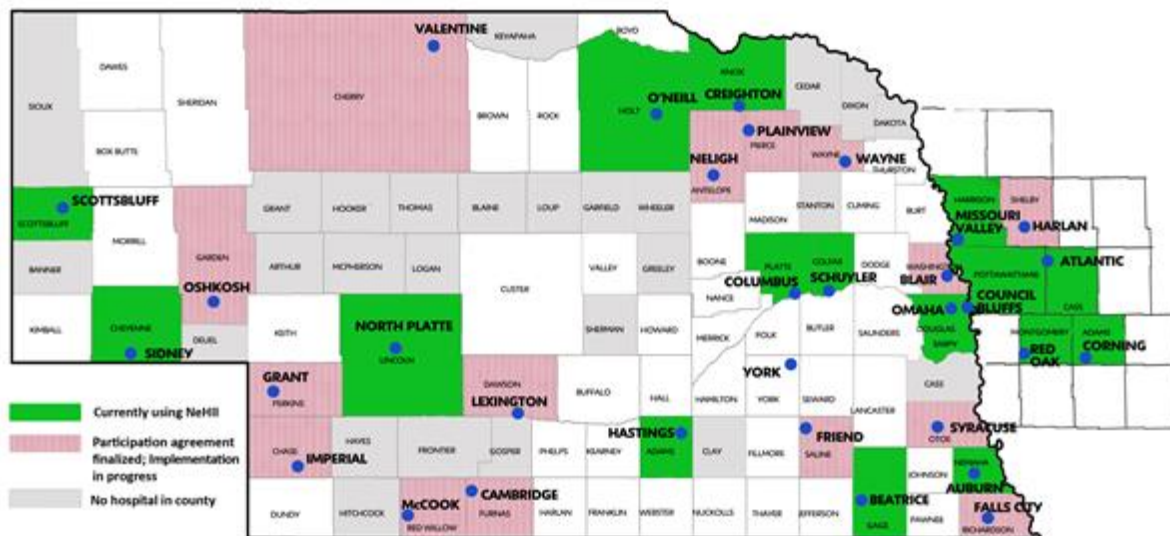
## Recommendations:

- Continue this initiative, but rename this item “Broadband-Related Development.”
- Develop a program to help communities develop broadband plans.

## eHealth

**Objective:** To foster the collaborative and innovative use of eHealth technologies through partnerships between public and private sectors, and to encourage communication and coordination among eHealth initiatives in Nebraska.

**Description:** The eHealth Council supports the adoption of electronic health records, e-prescribing, and health information exchange through NeHII (Nebraska Health Information Initiative). The following map shows pending and current NeHII hospital implementations.



### Collaborators:

- Nebraska Department of Health and Human Services
- NeHII
- UNMC
- Other stakeholders

### Recent Accomplishments:

- Prepared and submitted an application for nearly \$3 million in grant funding from the Office of the National Coordinator for Health IT (2015).
- Completed a four-year \$6.8 million State Health Information Exchange grant from the Office of the National Coordinator for Health IT (2010-2014). During the four-year grant period, the number of NeHII users grew from 464 users to 3,590 users. Nebraska also ranked 13<sup>th</sup> in e-prescribing adoption in 2013, with 89% of physicians e-prescribing.

### Recommendations:

- Continue this initiative.
- Future areas of focus may include better integration of health information technology into the provider workflow, encouraging greater patient engagement, and encouraging the adoption of health IT by behavioral health providers and long-term care facilities.

# Public Safety Communications System

**Objective:** *Implement the Nebraska statewide radio system and migrate state law enforcement and other state agencies onto the system. Create the system user group to educate, train and develop best practices for agencies using the system. Develop interoperability options for local agencies to enable cost-effective, functional, and reliable communications between state, local and public power agencies.*

**Description:** The Nebraska Statewide Radio System serves local, state and federal agencies, and public utilities across the state. The system was funded through a partnership between the state and Nebraska Public Power District (NPPD) to jointly own, manage and operate the system. State and local agencies are using the system and learning about the many new capabilities.

There are 54 towers owned by a variety of entities, including NPPD, the state, and local agencies that provide radio coverage across the state. Users of the system are able to communicate directly with other users across large geographic areas, and have the ability to communicate with many users at once.

Through the partnership with NPPD, the state has been able to share the cost of network infrastructure, towers, and upkeep of the system. A system user group represents all user agencies on the system, including NPPD, the State Patrol, Fire Marshal, Game and Parks, Corrections, Department of Roads and several local and federal agencies.

## **Collaborators:**

- Office of the Chief Information Officer
- Nebraska Public Power District
- Local, state, and federal agencies

## **Recent Accomplishments:**

- During the past two years, much time has been spent on refining processes, developing standards, improving the methods of communication between the users and the system owners and expanding interoperability within the State of Nebraska.
- System acceptance of the Statewide Radio System was taken in September 2014.

## **Recommendations:**

- Discontinue as an initiative and move any related action items to the State Government Efficiency initiative.

## Digital Education

**Objective:** *To promote the effective and efficient integration of technology into the instructional, learning, and administrative processes and to utilize technology to deliver enhanced digital educational opportunities to students at all levels throughout Nebraska on an equitable and affordable basis.*

**Description:** The Digital Education initiative will involve the coordination and promotion of several major systems and applications that heretofore have either been developed mostly at the local level or have not been replicated statewide.

Initiative progress will be dependent upon adequate Internet connectivity and transport bandwidth for learners, instructors, administrators, and for educational attendance sites. A minimum acceptable level of classroom technology will have to be established for the initiative to be successful.

### **Collaborators:**

- Educational Service Unit (ESU) Coordinating Council
- ESU BlendEd Initiative
- ESU Distance Education Advisory Committee,
- ESU Technology Affiliate Group
- Nebraska Department of Education

### **Recent Accomplishments:**

- Collaborators and stakeholders testified at the LB 1103 and LB 519 hearings
- ESU collaborators have developed BlendEd briefing materials
- The Nebraska Department of Education has made progress on the Digital Dashboard pilot project involving nine Nebraska school districts

### **Recommendations:**

- Continue this initiative.
- Encourage and/or incentivize collaborators and stakeholders to be more results-oriented using project management techniques.

## State Government Efficiency

**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.

### Collaborators:

- Office of the Chief Information Officer
- State government agencies
- Nebraska.gov

### Recent Accomplishments:

- *Shared Services.* Over the past two years efforts have focused on the following shared services:
  - Enterprise Maintenance / Purchase Agreements. The Office of the CIO manages or supports several enterprise agreements that benefit state agencies. These include: Adobe; Enterprise Content Management (ECM) solutions development; IBM; Microsoft; and the Western States Contracting Alliance (WSCA).
  - E-mail and Collaboration Services
  - Enterprise Content Management
  - Interactive Voice Response
  - Server Virtualization
- *Standards and Guidelines.* In order to encourage interoperability and standardization, over 40 standards and guidelines have been adopted. Within the past two years, 10 new or revised standards and guidelines have been adopted.

### Recommendations:

- Continue this initiative, but rename "State Government IT Strategy."

# E-Government

**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.

**Collaborators:**

- Webmasters Workgroup
- Nebraska.gov
- State government agencies

**Recent Accomplishments:**

- An annual e-government conference is held to showcase successful e-government projects and to keep both managers and IT staff informed on developments in e-government and technology. The conference is presented in partnership with *Government Technology* magazine.
- The State's Web portal, Nebraska.gov, was recognized by the Center for Digital Government as one of the top state Web portals in 2012 and 2014.

**Recommendations:**

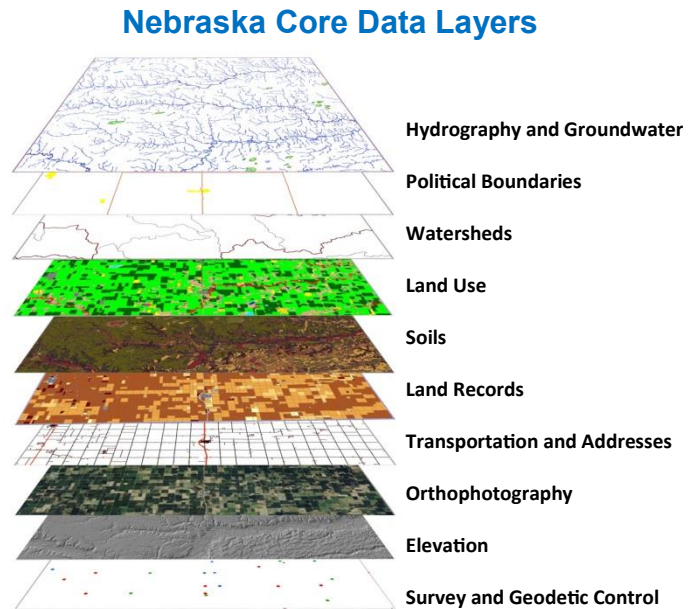
- Discontinue as an initiative and move any related action items to the State Government Efficiency initiative.



# Nebraska Spatial Data Infrastructure (NESDI)

**Objective:** *To develop and foster an environment and infrastructure that optimizes the efficient use of geospatial technology, data, and services to address a wide variety of business and governmental challenges within the state. Geospatial technologies and data will be delivered in a way that supports policy and decision making at all levels of government to enhance the economy, safety, environment and quality of life for Nebraskans.*

- Facilitate the creation, maintenance, analysis and publishing of quality and authoritative data and information systems. Priority layers include: imagery, elevation, street centerlines, point addressing, and land records.
- Formalize data stewardship and encourage data sharing and provide widespread access to data and services through NebraskaMAP.gov.
- Facilitate technical assistance and education outreach opportunities for furthering the adoption of the NESDI and geospatial applications.
- Achieve sustainable and efficient allocation of resources to support the implementation and wise governance of GIS services and geospatial data.



## Collaborators:

- The State of Nebraska
- Local and County Government
- League of Municipalities
- Nebraska Association of County Officials
- Nebraska GIS LIS Association
- Natural Resource Districts
- Public Power Districts
- Federal Agencies
- Private Industry
- K-12, College, and University of Nebraska

## Recent Accomplishments:

- Strategic Plan completed in 2012 serves as roadmap to setting statewide priorities and development of NESDI strategic initiative and action items.
- Working groups established involving volunteers to gather information and develop plans.
- New standards adopted for elevation, imagery, street centerlines and addresses. Metadata standards have been updated to reflect federal ISO requirements.
- Elevation business plan completed and implementation started with collaborators working to acquire data through a 4,400 acre project in western Nebraska.
- Established a statewide K-12 GIS Education Initiative by leveraging a statewide enterprise license agreement for software and services to private and public schools.

## Recommendations:

- Continue this initiative. Current GIS Council goals are in line with strategic initiative and objectives. The next set of priority NESDI layers will become new action items in this initiative.
- Integrate NESDI data development, maintenance and application priorities into public safety, NG 9-1-1, and emergency management policy and activities.

# Security and Business Resumption

**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 (Nebraska State Constitution, Article III, Section 29; 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; and
- Security assessments.

## **Collaborators:**

- Security Architecture Workgroup
- State government agencies

## **Recent Accomplishments:**

- *Security.* The Security Architecture Workgroup has worked with the State Government Council, the Technical Panel, and agencies to formulate new policies for emerging technologies and to update existing policies. The Workgroup has also worked to develop a unified approach to federal audits to reduce individual agency work and to ensure consistent and accurate responses to audits. Also, the OCIO has annually hosted the Nebraska Cyber Security conference.
- *Business Resumption/Continuity of Operations.* Recent efforts have been focused on business continuity management practices for improving Continuity of Operations (COOP) planning and organizational resiliency.
  - Active interagency dependency planning for increased communication and coordination of planned maintenance events has been included in the OCIO's change management process.
  - A \$4.2 million Building Master Plan was developed which focuses on the resiliency of the facility to support the current mission of the OCIO and the agencies supported by the OCIO. Upgrades to the legacy electrical and mechanical services will be the main focus along with consolidating space for more energy efficient systems.
  - The Enterprise Mass Notification Service as a software contract was replaced with a new product which allows for improved rapid emergency notification with many new features such as mobile application, GIS integration and social media output. Several new state agencies, regional groups, and individual counties have signed up for this service.

## **Recommendations:**

- Continue this initiative.