Agency Comprehensive Information Technology Plan

Agency:

Date of last revision to this plan:

1. Agency Contact Information

Person responsible for Information Technology in the agency:

Name	
Phone Number	
E-mail	

Person to contact for additional information about the agency Comprehensive Information Technology Plan:

Name	
Phone Number	
E-mail	

If **this document** is posted on your agency's Web site, please provide the URL for this document:

http://

2. Agency Mission, Goals and Objectives

Describe the mission of the agency. This is a statement of why the agency exists and its fundamental purpose. Describe the primary business goals and objectives for the next five years (or for that timeframe for which they are formally established).

Explain the primary programs or service areas of the agency and whom they impact. This should include primary beneficiaries, partners, and other organizations that have an interest in the agency's activities. Please identify how the organization interacts with these other agencies, local governments, the public, businesses, and other entities. How does the agency promote a customer focus and collaboration with these groups?

Please include the URL, if a fuller explanation of this topic is available on the agency's web site.

3. Current Use of Information Technology

3.A. Existing IT Environment

3.A.1. Applications

Off-the-shelf Applications
Provide the number of users, or estimated number of users, for each of the following applications:

	Number of users
Productivity Suite (word processing, spreadsheet, etc.)	
Microsoft Office	
Corel WordPerfect Office	
Other (Specify:)	
Internet Browser	
Microsoft Internet Explorer	
Netscape Navigator	
Other (Specify:)	
Document Viewer	
Adobe Acrobat	
Other (Specify:)	
Anti-Virus Software	
Norton	
McAfee	
Other (Specify:)	

List any other significant off-the-shelf applications utilized by the agency:

Custom Applications
List any significant custom applications developed for the agency:

3.A.2. Collaboration and Workflow

E-mail

E-mail Application	Number of users
Lotus Notes	
Microsoft Exchange	
POP3 Application (e.g. Microsoft Outlook, Eudora,	

etc.)	
OfficeVision	
Other (Specify:)	

Calendaring and Scheduling
If utilized by the agency, please list the common calendaring and scheduling product(s) used:

Document Management and Imaging
List any document management or imaging system(s) used by the agency:

Work Flow
List any other work flow application(s) utilized by the agency:

3.A.3. Data

Databases
List major databases maintained by the agency and the general purpose of each:

Data Exchange
List the significant electronic data exchanges your agency has with other entities:

3.A.4. Electronic Government - External (Customers/users are outside the agency)

Information and Downloadable Forms on the Web
List the categories of information available on your agency Web site (e.g. meeting agendas) and forms which can be downloaded by users.

Interactive Services on the Web
List the services and transactions available on your agency Web site which can be completed on-line (i.e. completing the necessary forms and paying for a service.):

Other
Please list any other relevant electronic government activities performed by your agency, including non-Web based services:

3.A.5. Electronic Government - Internal (Customers/users are agency staff.)

Information and Downloadable Forms on the Web
List information and forms available on your agency Web site (or Intranet) which allows staff to better interact with your agency (e.g. Forms which may be downloaded, but not completed on-line.):

Interactive Services on the Web
List the services and transactions available on your agency Web site (or Intranet) which can be completed on-line by agency staff:

Other
Please list any other relevant electronic government activities performed internally by your agency:

3.A.6. Hardware, Operating Systems, and Networks

Hardware
Provide a general description of the elements of the computing environment (mainframe, midrange, PC workstations, etc.).

Desktop Operating System(s)

Operating System	Number of users
Windows 3.1	
Windows 95, 98, or ME	
Windows NT	
Windows 2000	
Windows XP	
OS/2	
Linux	
Mac OS	
Other (Specify:)	

Networks - LANs and WANs
Provide a general description of the agency's network environment, including type of network (e.g. Token Ring):

Networks – Operating System

Indicate the network operating system(s) utilized (indicate the estimated number workstations for each, if known):

Network Operating System	Number of users
Novell Netware	
Windows for Workgroups	
Windows 9x Peer Networks	
Windows NT	
Windows 2000	
OS/2 LAN Server	
Other (Specify:)	

3.A.7. Staffing

Identify, in general terms, the agency personnel resources currently devoted to supporting the items listed in this section (3.A). This should include both personnel whose job titles and description are clearly related to technology, other personnel whose responsibilities relate significantly to technology support regardless of job title, and contract staffing provided to the agency.

3.A.8 Other

Please list any other issues relating to your current IT environment:

3.B Value

Describe and document the tangible and intangible benefits of the agency's investment in information technology.

3.C Information Technology Training

Summarize the agency's efforts to address training needs relating to information technology. This should include:
- Training for users of information technology
- Training for IT staff who develop and support the information technology systems

3.D Security

Please answer the following questions regarding your agency's efforts to maintain a secure information technology environment. [The questions refer to the Nebraska Information Technology Commission's Security Policies. These policies are available at http://www.nitc.state.ne.us/standards/]

	YES	NO
Has your agency implemented the NITC's Security Policies?		
If your answer to the previous question is NO, is your agency in the process of implementing the NITC's Security Polices?		
If your answers to the previous two questions are NO, has your agency implemented other security policies?		

Please provide contact information for the person responsible for IT security:

Name	
Phone Number	
E-mail	

Provide a general description of the agency's efforts to develop and implement a security program:

3.E Disaster Recovery and Business Continuity Planning

	YES	NO
Does your agency have a disaster/emergency recovery plan?		
Does your agency perform regular back-ups of important agency data?		
Does your agency maintain off-site storage of back-up data?		

Provide a general description of the agency's efforts regarding disaster recovery and business continuity planning:

3.F Accessibility (Technology Access for Individuals with Disabilities)

[To be added. This section will be based on the Accessibility Architecture document.]

4. Future Uses of Information Technology

4.A. Strategies and Future Direction

This section should summarize the agency's strategies and future direction for information technology within the agency. Topics should include:

- A summary of future changes in uses of technology, which the agency plans to implement.
- An overview of the agency's activities that promote collaboration.
- A discussion of factors and risks that will impact the success of the agency's information technology strategy.
- An overview of plans to implement e-government services.
- Your agency's efforts to retain IT staff, if applicable.

4.B. Future IT Projects

List significant information technology projects which are expected to be undertaken by the agency during the next two years. Provide a brief description of the project and simple statement on the status of the project (e.g. Planned start date of August 2002).

PROJECT	STATUS