

**Arkansas State CIO
IT Academy**

April 15, 2014

Welcome

State of the States: Priorities, Trends and Issues
State of Arkansas Broadband

Arkansas State
CIO IT Academy
April 15, 2014

Claire Bailey
Chief Technology Officer
Director, Department of Information Systems



State of the States: Priorities, Trends and Issues

**Technology Forecast 2014: What State
and Local Government Technology
Officials Can Expect**

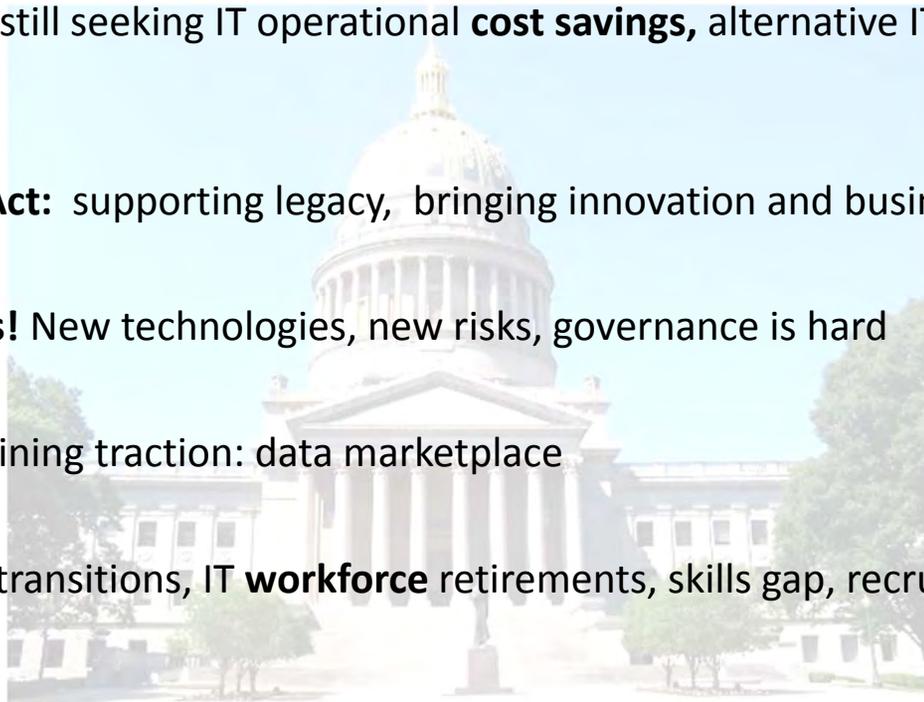
State of Arkansas Broadband

**Broadband Manager
Roles/Responsibilities**

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- ✓ Fiscal recovery: CIOs still seeking IT operational **cost savings**, alternative IT sourcing strategies and **collaboration**
- ✓ **State CIO Balancing Act:** supporting legacy, bringing innovation and business transformation
- ✓ **Cybersecurity threats!** New technologies, new risks, governance is hard
- ✓ **Open government** gaining traction: data marketplace
- ✓ Continuing State CIO transitions, IT **workforce** retirements, skills gap, recruiting challenges





5) How would you characterize your IT budget this fiscal year? (State Government Only)

- 18% A. Increased by 10% or more
- 45% B. Flat
- 21% C. Reduced by up to 10% or less
- 8% D. Reduced more than 10%
- 9% E. What budget?

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*View from the
State CIOs*

**Driving the Enterprise
Imperative**

**Balancing Legacy
and Innovation**



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Source: NASCIO State CIO Survey, November 2013



IT and Solution Priorities 2014

1. **Cloud computing:** software as a service, infrastructure, platform, storage
2. **Security** enhancement tools
3. **Mobile** workforce : technologies, solutions
4. **Enterprise Resource Planning (ERP)**
5. **Virtualization:** servers, desktop, storage, applications, data center
6. **Legacy** application modernization/renovation
7. **Business Intelligence (BI)** and Business Analytics (BA)
8. **Disaster Recovery/Business Continuity**
9. **Identity** and access management
10. **Networking:** voice and data communications, unified

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18) When you woke up this morning what was your top pain point? (State CIOs only)

- 18% A. IT security threats
- 25% B. IT workforce
- 14% C. Supporting legacy environments
- 21% D. Lack of shared vision for technology
- 16% E. IT procurement process
- 7% F. No pain, no gain

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What percentage of your state IT workforce is eligible for retirement in the next year? (State Government Only)

17% A. 10%

33% B. 20%

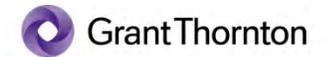
17% C. 30%

8% D. 40%

25% E. More than 40%



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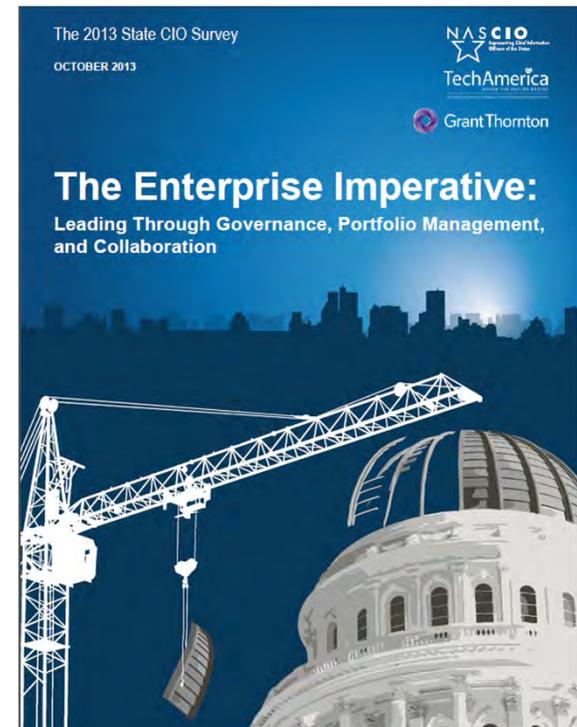
CIOs seeking enterprise approaches and solutions

Cybersecurity requires governance and investment

Outsourcing of IT applications and the use of shared services models increasing

Consolidation and cloud services growing

Innovation in IT procurement



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ARKANSAS STATE BROADBAND MANAGER'S REPORT

**REPORT AVAILABLE ONLINE AT
STC.ARKANSAS.GOV**

Arkansas State Broadband Manager's Report



Period Ending December 31, 2013

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Areas of Focus for Arkansas

1. AVAILABILITY

2. AFFORDABILITY

3. ADEQUACY

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Broadband Availability

Arkansas Rankings/National Broadband Map	
#41	Speed
#40	Technology (DSL, Fiber, Cable, Wireless, Other)
#50	# Wireline Providers Greater Than 3
#44	# Wireless Providers Greater Than 3
#21	Under Age 5
#21	Age 5-19
#22	Age 20-34
#42	Age 35-59
#28	Age 60+



National Broadband Map
How connected is my community?

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Broadband
Availability

ACT 442 (HIGH COST FUND)
89TH GENERAL ASSEMBLY

INITIATIVES TO
INCREASE
AVAILABILITY

CONNECT AMERICA FUND
FEDERAL COMMUNICATIONS
COMMISSION

DELTA TECHNOLOGY
EDUCATION CENTER

FIRSTNET

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Broadband
Affordability

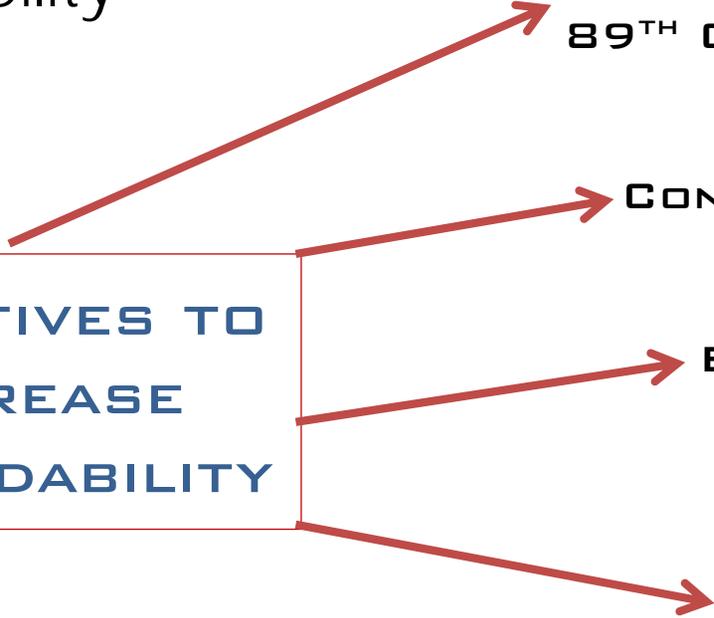
**ACT 442 (HIGH COST FUND)
89TH GENERAL ASSEMBLY**

CONNECT ARKANSAS-COMPUTERS 4 KIDS

E-RATE

RURAL HEALTH CARE PROGRAM

**INITIATIVES TO
INCREASE
AFFORDABILITY**



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Broadband Adequacy

PRIVATE SECTOR/PROVIDER INITIATIVES
(See page 23 for complete list of initiatives)

ARKANSAS RESEARCH EDUCATIONAL OPTICAL NETWORK (ARE-ON)

INITIATIVES TO INCREASE ADEQUACY

E-LINK

NEXT GENERATION STATE NETWORK





Next Steps for July 1, 2014 Reporting Period

1. Finalize a broadband plan
2. Conduct additional outreach with service providers
3. Summarize and report statistics from the 2013 Connect Arkansas Broadband Survey in comparison with the 2012 survey results



IT Consolidation: A Key Strategy for Years

To address budget issues and control operational costs

Facilities: reducing data centers, equipment, operational costs

Enterprise services: networks, email, telecommunications, imaging, wireless

Server consolidation: reducing footprint, operations, security impact, backup/recovery

Applications: enterprise, similar business functions

IT personnel and staffing

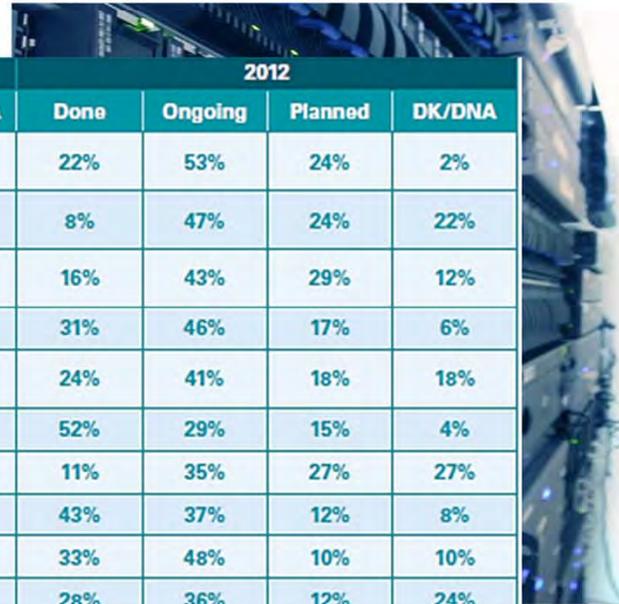


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What is the Status of IT Consolidation?

Item being consolidated	2013				2012			
	Done	Ongoing	Planned	DK/DNA	Done	Ongoing	Planned	DK/DNA
Backup/disaster recovery	28%	59%	14%	4%	22%	53%	24%	2%
Business applications	19%	48%	19%	21%	8%	47%	24%	22%
Content management	15%	45%	26%	17%	16%	43%	29%	12%
Data centers	31%	60%	17%	2%	31%	46%	17%	6%
Desktop support	29%	31%	25%	20%	24%	41%	18%	18%
Email	53%	37%	10%	6%	52%	29%	15%	4%
Imaging	6%	40%	21%	35%	11%	35%	27%	27%
Security	32%	50%	20%	6%	43%	37%	12%	8%
Servers	30%	63%	16%	4%	33%	48%	10%	10%
Staff	38%	30%	23%	15%	28%	36%	12%	24%
Storage	30%	54%	18%	4%	27%	57%	8%	8%
Telecom	56%	39%	12%	4%	62%	28%	8%	2%



Source: NASCIO-TechAmerica-Grant Thornton LLP 2013 State CIO Survey

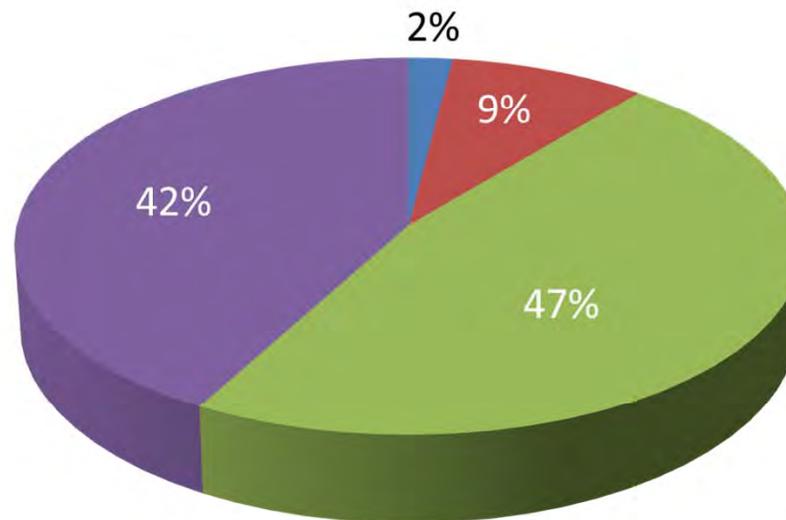


Status of Email Consolidation in the States



Source: NASCIO-NASTD Joint Survey, April 2013

- Project has been cancelled
- Planning stage
- Project is ongoing
- Project is done





Why is the state government forecast cloudy?

- Cost savings and efficiency
- Flexibility and scalability
- Reduced data center issues
- Rapid application development
- Better data security



Cloud can enable innovation

- Move from systems-centric to services-centric
- Shift spend from O&M to new services
- Support collaboration, transparency, insight



Cloud Services

What is your state's status regarding cloud services?		
	2013	2012
The state is already highly invested in cloud services	6%	15%
The state has some applications in the cloud and is considering others	68%	56%
The state is still investigating cloud services	22%	19%
The state has considered cloud services but has rejected it	2%	0
Other	2%	10%
Don't know/does not apply	0%	0





Cloud Services

How has your state procured third-party cloud services?		
	2012	2013
Used an existing procurement vehicle not specifically designed for cloud services	65%	65%
Created a specific procurement vehicle for cloud services	44%	47%
Leveraged cloud services procurement vehicles created by multijurisdictional consortia	15%	31%
Leveraged cloud services procurement vehicles created by the federal government	6%	16%



Because of state procurement challenges, expect continued growth in multistate and cooperative purchasing options in 2014.



Cloud Services Arkansas Approach

- Arkansas State Data Center West
 - Infrastructure as a Service (IaaS)
 - Platform as a Service (PaaS)

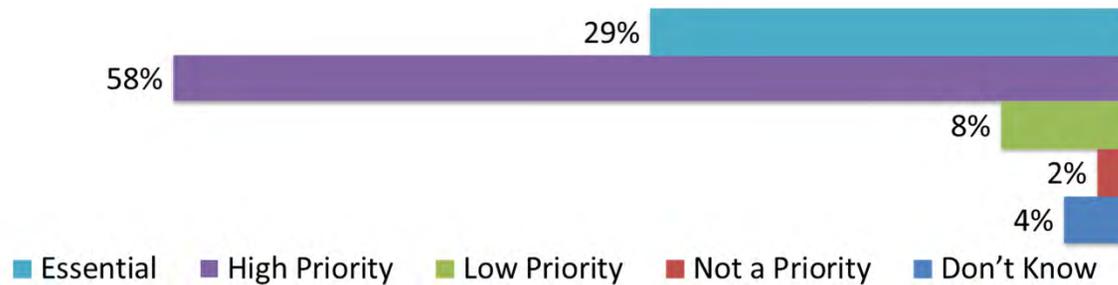


Goal: All public data backed up with tested recovery process

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Within the state CIO's strategic agenda and IT operational plans, how would you characterize mobile devices and applications?



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How is your state managing mobility?

	2012	2013
Totally fragmented and uncoordinated	12%	10%
A few coordinated government-wide projects and initiatives, but mostly fragmented efforts	46%	49%
Mostly coordinated government-wide projects and initiatives, a few fragmented efforts	32%	37%
All mobility projects well-coordinated government-wide	6%	0%
Don't know/does not apply	4%	4%

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Mobility Arkansas Approach

- “Mobile first” (Arkansas.gov)



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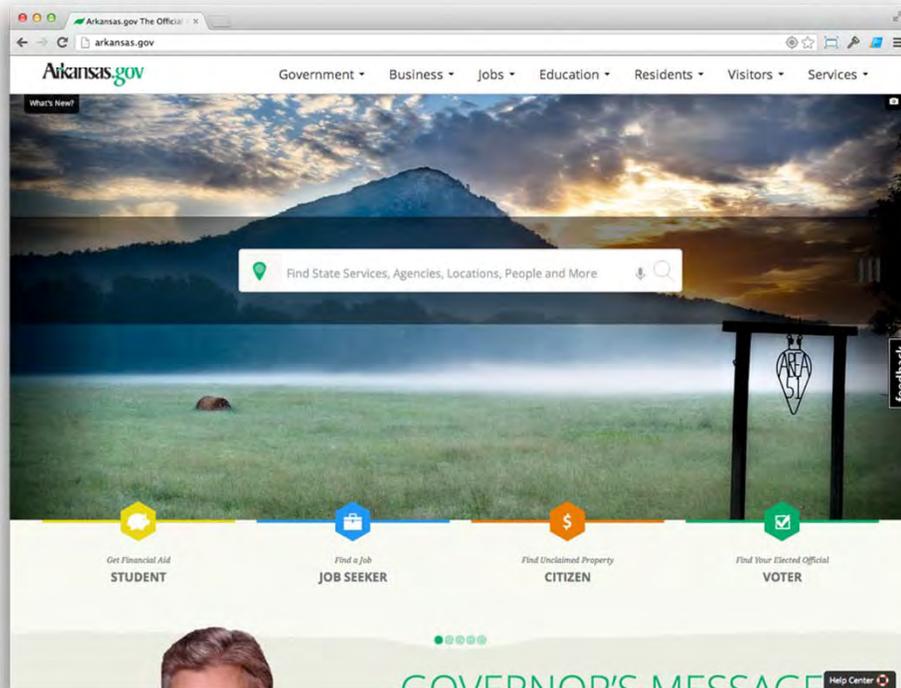


Enterprise Solution

- One payment engine
- Only go through one PCI audit
- All government services follow a common look & feel
- Save money while providing consistent mobile services to citizens



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Responsive Design

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Arkansas Gov2Go

- Provide access to information via two-way text messages
- Accesses databases of thousands of government agencies, people and services
- Setup reminders and alerts

What other kinds of services can we provide through SMS?

- “Smart notifications” that remember details about recipients
- Interactive support, similar to phone system menus

Awarded Interactive Media Awards
“Best in Class”



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What to Expect in 2014

- Continued cybersecurity threats, data breaches and inadequate state response
- More cloud services deployed – private, managed and outsourced
- Some progress in procurement reform for cloud
- Focus on project/portfolio management discipline
- More collaboration on projects and services
- Innovation in IT workforce strategies
- 39 gubernatorial elections – impact
- Surprises...?



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 Arkansas Department of Information Systems

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IT Legislation/Current Statutes

Arkansas State
CIO IT Academy
April 15, 2014

Herschel Cleveland
Deputy Director
Department of Information Systems

Strategic Planning

State Strategic Plan for IT

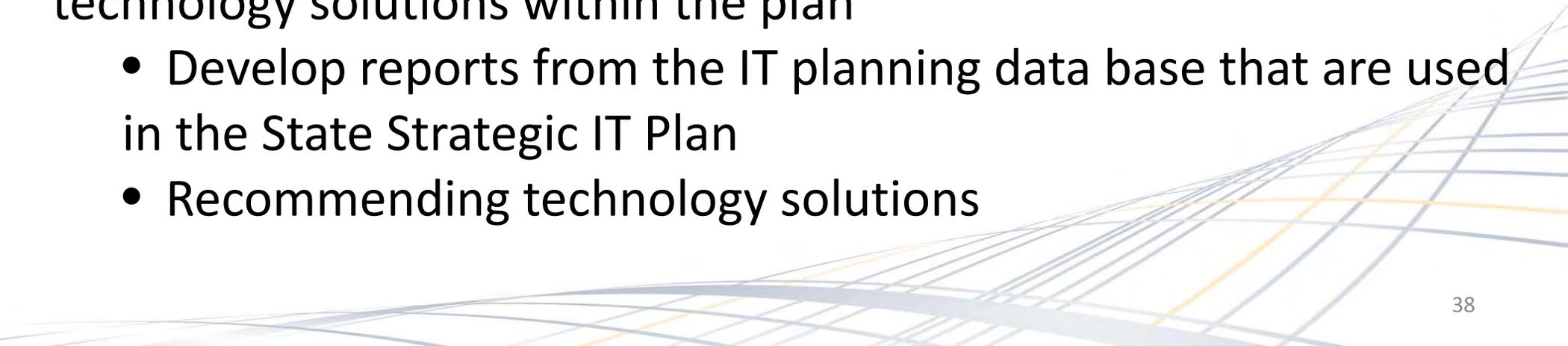
Arkansas State
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April 15, 2014

Scott Utley, Chief Enterprise Architect, DIS
Jim Gay, Enterprise Architecture Analyst, DIS
Harry Waring, Senior Tech Analyst, DFA IGS
Linda Bohannon, Senior Tech Analyst, DFA IGS

Agenda

- Meet the state IT planners
- Present the FY 16 and FY 17 IT plan schedule
- New features
 - Data classification grid
- Review the State Strategic IT Plan
- Showcase reports

DIS IT Planners

- Scott Utley – Chief Enterprise Architect
 - Jim Gay – Enterprise Architect Analyst
 - Responsible for updating the plan, reviewing and approving the technology solutions within the plan
 - Develop reports from the IT planning data base that are used in the State Strategic IT Plan
 - Recommending technology solutions
- 

DFA IT Planners

- Harry Waring – Sr. Technology Cost Analyst
- Linda Bohannon – Sr. Technology Cost Analyst
- Responsibilities of DFA/IGS State Technology Cost Analysis
 - Manage IT plan web interface and database
 - Administer IT plan for expenditures and check for compliance in the plan for:
 - Budget transfers by way of Office of Budget
 - Procurement of IT over \$100k by way of Office of Procurement

State Goals

- Improve Education
- Improve Economic Development
- Increase Efficiency in State Government
- Improve Citizen Access
- Protect the Environment

IT Planning Goal

Saving significant IT dollars by buying products that work across state government and standardizing common tools to improve effectiveness and efficiency.

In addition to cost savings, a planned solution can improve the delivery of services to Arkansas citizens by:

- Ensuring the linkage of IT to state strategy
- Improving interoperability and integration of systems
- Increasing agility to meet changing requirements
- Improving security
- Reducing risk
- Identifying innovation opportunities

IT Planning Time Table

Oct - Jan	Feb	March	Mid March	March - July	Mid July	Beginning Aug
Planning for the survey	Make changes to the survey	Review changes, prepare for deployment	Send out the survey	Agencies begin filling out the plans	Review completed plans	Analyze all data
				Help agencies complete their plans	Approve completed plans	Assist and make recommendations to agencies

- Decide what information from the agencies is important for the IT planning process

- Add, delete, and modify the questions from the previous survey

- Review and validate all questions

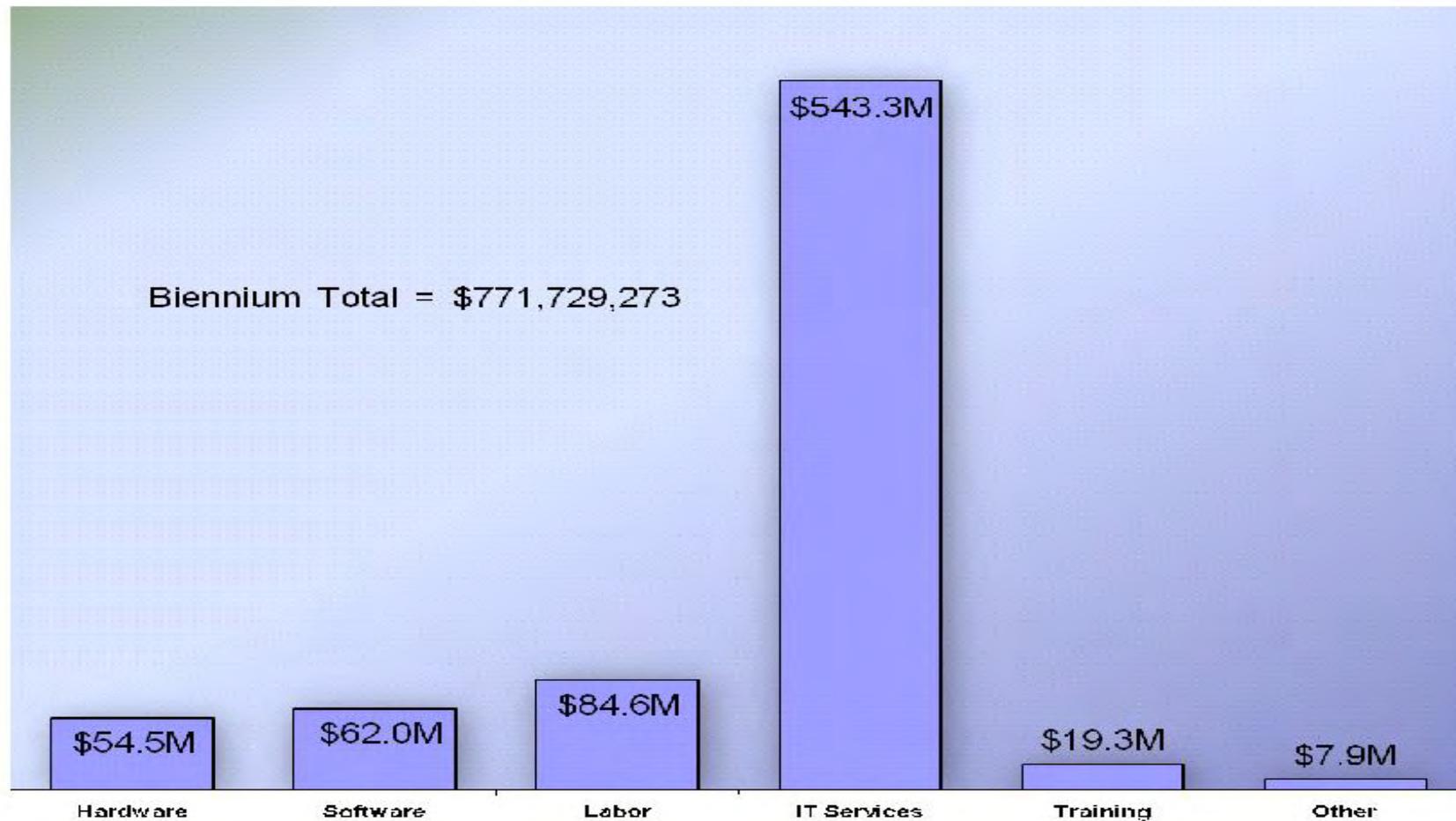
- Send the survey out to all the state agencies

- Guide the agencies through the process, if necessary

Analyze Trends in software, hardware, major apps, and projects, Create reports

- Integration
- Mobile
- Virtualization
- Cloud Computing
- Economies of Scale
- New Trends and Technologies

FY 14 – FY 15 Total Planned Spending



IT Plan Subject Areas

- Hardware inventory and future purchases
- Software inventory and future purchases
- Applications
- IT support costs
- Projects
- Compliance and architecture
- Security
- Shared services
- Data center

IT Plan FY 16 – FY 17

- New for this planning cycle
 - Data and system security standard (SS-70-001) requires data owned and maintained by agencies to be classified according to its sensitivity and criticality
 - There is a link to the standard in the plan as well as a grid that allows for classifying data and systems at the same time for criticality and sensitivity

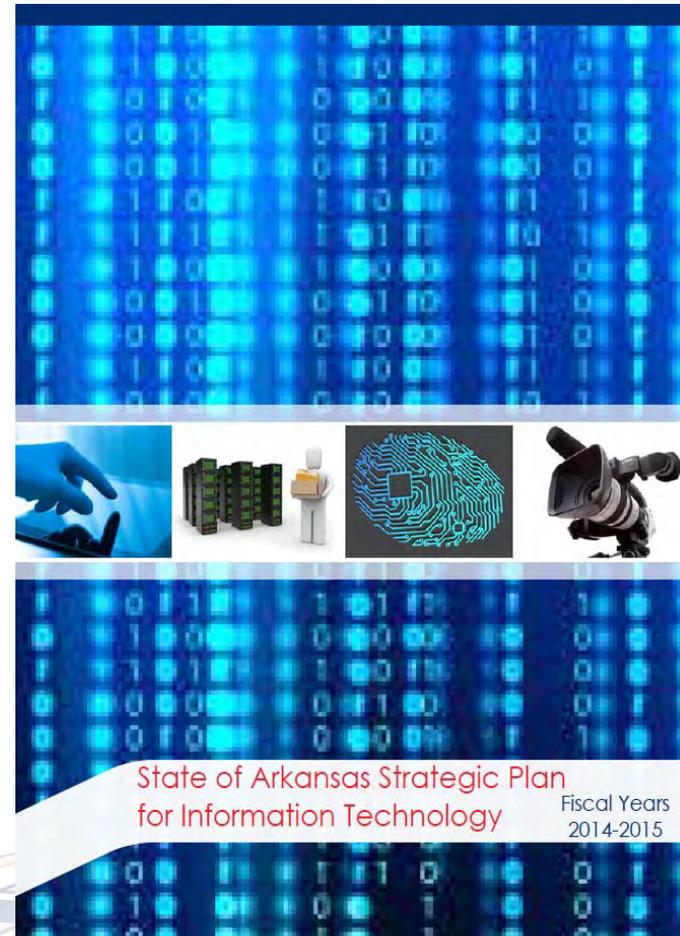
Rows Represent Data Sensitivity

Columns Represent System Criticality

	<p>LEVEL 1 - NOT CRITICAL Necessary to state government but short-term interruption of service acceptable. These systems do not play any role in the scheme of health, security, safety of the citizens, etc. They could be easily offset with manual procedures.</p>	<p>LEVEL 2 - CRITICAL Required to perform a critical service of state government: These systems will be required in order to administer functions within state government that need to be performed. Business continuity planning allows state government to continue operations in these areas within a certain period of time until the system can be restored.</p>	<p>LEVEL 3 - EXTREMELY CRITICAL Critical to health or safety: These systems must be protected by a vital plan that would allow resumption of operations within a very short timeframe. It also requires the ability to be able to resume business.</p>
<p>LEVEL A - UNRESTRICTED Open public data with no distribution limitations, anonymous access. May be anonymous access via electronic sources. (See Appendix A for expanded definition.) Examples: Arkansas.gov website, ADEQ website, and other state agency public websites</p>	<p>DIS Public website</p>	<p>Phone systems</p>	
<p>LEVEL B - SENSITIVE Public data with limited availability, but which requires a special application to be completed or special processing to be done prior to access (for example, to redact sensitive data elements). Examples: Most data elements in the state personnel records, data elements in motor vehicle records not restricted by privacy regulations, and driver history records</p>	<p>e-Rate Rate Model Cost Recovery Contracts Customer Relationship Management Project Server Legislative Tracking DIS Intranet website</p>	<p>Service Desk Billing Call Manager Badge/door system CCTV Data Center Support-Environmental Email State Network</p>	
<p>LEVEL C - VERY SENSITIVE Data only available to internal authorized users. May be protected by federal and state regulations. Intended for use only by individuals who require the information in the course of performing job functions. Examples: Social security numbers, credit card numbers, home addresses, and competitive bids</p>	<p>Human Resources Security Logs & Scans</p>	<p>IP Addresses Single Sign-on (SSO) Active Directory ACOOP System Monitoring Tools</p>	
<p>LEVEL D - EXTREMELY SENSITIVE Data whose disclosure or corruption could be hazardous to life or health. Examples: Contents of state law enforcement investigative records and communications systems</p>			<p>Arkansas Wireless Information Network (AWIN)</p>

Strategic Plan

State of Arkansas Strategic Plan for Information Technology

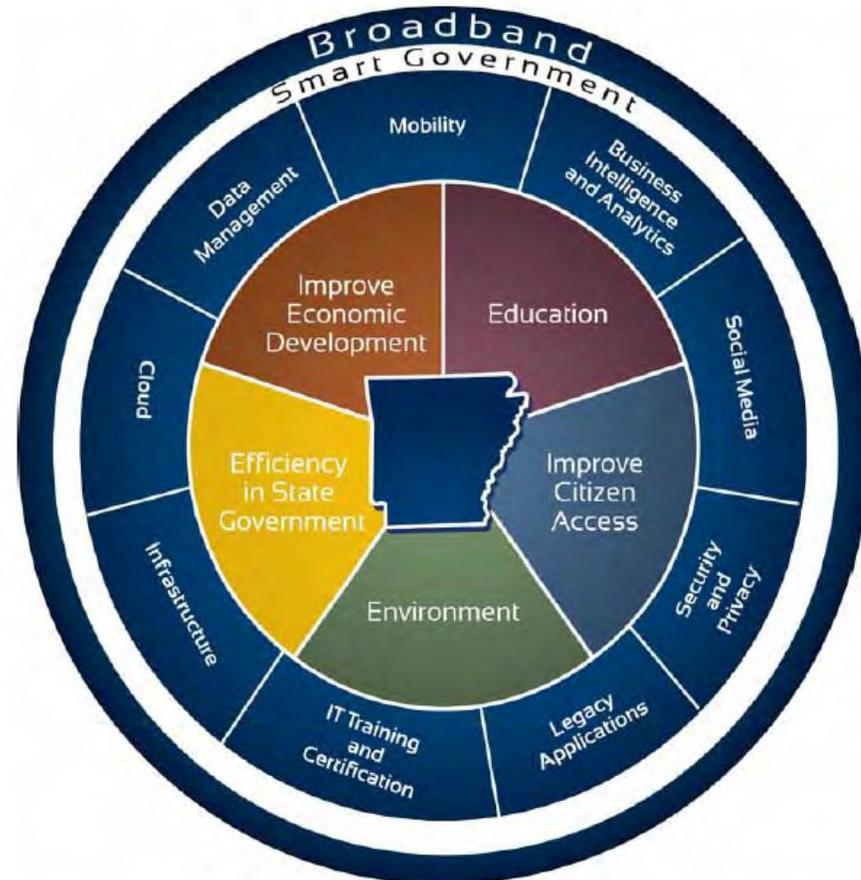


State Technology Council



Strategic Plan

Technology Trends



Top Ten Applications

Agency	Division	App Name	FY14 Costs	FY15 Costs	Total Costs
Human Services	Medical Services	Medicaid-MMIS	\$30,030,000	\$20,030,000	\$50,060,000
Education		Arkansas Public School Computer Network (APSCN)	\$21,300,500	\$22,800,000	\$44,100,600
Finance & Administration		ARCSIS	\$13,289,000	\$13,464,000	\$26,753,100
Finance & Administration		AASIS	\$13,185,000	\$13,185,000	\$26,370,100
Workforce Services		Unemployment Insurance	\$4,900,057	\$5,100,000	\$10,000,057
State Police		AWIN	\$5,000,000	\$5,000,000	\$10,000,000
Finance & Administration		AIRS - Integrated Tax System	\$3,750,000	\$3,750,000	\$7,500,100
Human Services	Administrative Services	Children's Reporting and Information System	\$3,051,000	\$3,051,000	\$6,102,100
State Police		AFIS 14/15	\$3,020,000	\$3,020,000	\$6,040,000

Application First Deployed

Name	Percentage	Count	
Less than a Year		14.76	31
1-3 Years ago		22.86	48
3-5 Years ago		14.29	30
5-10 Years ago		39.52	83
Don't Know		8.57	18
Total Apps		100.00	210

Top 10 Projects by Budget

Agency	Project Name	Est Start Date	Est End Date	FY 14 Costs	FY 15 Costs	Total Costs
Human Services	Medicaid System Update / Replacement	7/1/2011	9/30/2015	\$177,000,000	\$20,030,000	\$197,030,100
Finance & Administration	AIRS DSMV Expansion	5/1/2011	9/16/2013	\$13,450,000	\$37,814,000	\$51,264,100
Human Services	Document Imaging and Retrieval	7/16/2012	12/31/2014	\$2,510,000	\$20,030,000	\$22,540,100
Human Services	Eligibility & Enrollment with interfaces to Fed Exchange	7/1/2012	6/30/2014	\$38,935,603	\$3,051,000	\$41,986,703
Human Services	ICD-10 Remediation	5/1/2011	6/30/2015	\$9,430,500	\$20,030,000	\$29,460,600
Education	LDS Data System Enhancement	4/15/2009	6/30/2014	\$17,817,388	\$22,750,000	\$40,567,588
Information Systems	Next Generation Network	7/1/2009	12/31/2013	\$47,893,961	\$2,785,853	\$50,680,014
Human Services	Payment Improvement Initiative	1/1/2011	12/31/2016	\$40,000,000	\$35,030,000	\$75,030,100
Public Employees Retirement System	Replacement of Current Pension Administration System	7/1/2011	6/30/2017	\$25,570,000	\$1,683,260	\$27,253,360
Workforce Services	TANF Eligibility/Case Management System and Reporting	10/1/2012	12/30/2015	\$10,474,440	\$9,162,100	\$19,636,740

Hardware Type

Hardware Type

Hardware Type	% to Total Devices	Quantity
Desktop	47.99%	27,314
Laptop	15.56%	8,856
Printer	13.94%	7,935
Network Equipment	8.49%	4,830
Tablet	4.11%	2,340
Server	2.92%	1,664
Smartphone	2.12%	1,205
Netbook	1.55%	881
Thin Client	1.66%	946
Storage Device	1.66%	940
Sum:	100.00%	56,911

Vendors

Vendor Summary

Vendor Name	% to Total Devices	Quantity
Dell	56.54%	32,177
HP	18.29%	10,409
Other	10.95%	6,228
Cisco	5.83%	3,320
Gateway	3.74%	2,127
Lexmark	2.39%	1,363
Apple	2.26%	1,287
Sum	100.00%	56,911

Vendor Trends

Vendor Name	FY 12/13	FY 14/15
Dell	31,291	32,177
HP	8,558	10,409
Other	5,993	6,228
Cisco	3,520	3,320
Gateway	4,226	2,127
Lexmark	1,161	1,363
Apple	293	1,287
Sum	55,042	56,911

Operating Systems

Operating System

Hardware Os	% to Total OS	Quantity
Windows XP	46.36%	19,358
Windows 7	32.48%	13,560
Windows Vista	11.43%	4,772
Windows 2000	1.88%	784
Win Server 2008	1.87%	783
Win Server 2003	1.54%	643
Other	4.44%	1,852
Sum	100.00%	41,752

Operating System Trends

Hardware Os	FY 12/13	FY 14/15
Windows XP	27,940	19,358
Windows 7	2,494	13,560
Windows Vista	7,066	4,772
Windows 2000	966	784
Win Server 2008	505	783
Win Server 2003	1,006	643
Other	567	1,852
Sum	40,544	41,752

IT Support Category

Support Category

Support Category	FY14 Budget Total	FY15 Budget Total	IT Support Total
Contracted Services	\$71,531,922	\$71,617,424	\$143,149,347
In-House Labor	\$48,157,175	\$49,542,705	\$97,699,881
State Network Connectivity	\$15,806,991	\$15,945,366	\$31,752,357
Telephone Service	\$17,124,295	\$17,668,597	\$34,792,893
Hardware	\$24,070,805	\$26,075,847	\$50,146,652
Software	\$18,823,640	\$18,438,239	\$37,261,879
Other	\$8,497,709	\$8,605,592	\$17,103,301
ISP or Agency Provided Email/Internet	\$212,741	\$190,963	\$403,704
Total	\$204,225,280	\$208,084,735	\$412,310,016

IT Plan FY 16 – FY 17

Questions?

Contact your IT planners

- Scott Utley –
 - Email: Scott.Utley@Arkansas.gov
 - Phone: 682-4429
- Jim Gay -
 - Email: Jim.Gay@Arkansas.gov
 - Phone: 682-0226



Arkansas Department of Information Systems



@ArkansasDIS



Arkansas Department of Information Systems (DIS)

Procurement Strategy for Information Systems

Arkansas State
CIO IT Academy
April 15, 2014

Jane Benton, Administrator
DFA Office of State Procurement



Procurement Strategy for Information Systems

Compliance & How to Get Our Best Technology Purchases



Procurement Strategy

- Defines a plan for optimizing external spend, procurement operations and other value contributions in a manner that supports the overall state agenda.

How would you describe your agency's approach to IT Procurement Strategy

- A. We do not utilize one
- B. We informally have a strategy, but it's not documented
- C. We have a simple documented strategy, but it's not very comprehensive, more of a vision statement
- D. We develop a procurement strategy annually, using a formal approach and it is documented and distributed throughout the agency



Procurement's Challenge

- Procurement processes are heavily codified to preserve the integrity & equity of the process for those in the marketplace. As new & emerging technologies and markets are created, the adaptation of codified processes and procedures often lag behind.
- One of the greatest challenges of a procurement professional is balancing the need to adapt ???? with the responsibility to preserve the integrity of a fair & equitable procurement process.



Issues

- Agencies operate in silos
- Procrastination
- Bringing in procurement at the 11th hour
- Communication
- Rapid pace of technology advances
- A need for standards based procurement procedures
- Complexity in public procurements



Where we're headed...

- Substantial expenditures & allocation of taxpayer dollars
- Aligning IT procurement & enterprise architecture
- How can we deliver IT services more effectively
- Finding savings through streamlined initiatives

Recommendations

- Think ahead & communicate plans with procurement
- Let's use what we already own
- Use of correct material numbers to help track spend
- Review & utilization of cooperative contracts
- Understand your limitations
- Cooperation from agencies
- Create 'open enrollment' periods for commonly ordered items for purchasing power:
 - Internet connectivity
 - Storage space
 - Security monitoring
 - Virus protection
 - Server virtualization

The Ideal – Strategic Goals

- ✓ Agency CIO's
 - ✓ Procurement Officials
 - ✓ Vendors
-
- Communicate early & often to make the procurement process as effective as possible for reaching strategic goals in a cost-conscious manner.
 - Agency management should expressly embrace the procurement process.
 - Create a transparent methodology that provides the best value for the state.
 - Through a higher level of standardization, streamline IT products, services and ultimately, state contracts.

BREAK

10:15-10:30

**Arkansas State CIO
IT Academy**

April 15, 2014

Cyber Security

Arkansas State
CIO IT Academy
April 15, 2014

Frank Andrews, State Chief Security Officer
Department of Information Systems

Cyber Security, the State Network and Identity Management

Frank Andrews, State Chief Security Officer

April 15, 2014

State Cyber Security Office



State Cyber Security Office

- Focal point for cyber security in state government
- Continuity of operations training and support for over 900 users
- Conduct disaster recovery tests
- Physically protect the state data centers and Department of Information Systems
- Develop security rules for state government

State Cyber Security Office

- Forensic investigations
- Advise agencies on security issues
- Coordinate external audits
- Deploy protective mechanisms for organizations on the state network
- Respond to restore communications during disasters



“The Problem Space”

- **Security Operations:**
 - Policy management, risk assessment, policy negotiation, privacy and regulatory, security marketing
 - Risk management, user administration, intrusion detection, operational audit, notification and escalation
 - Forensics, response, capture, recovery, analysis
- **Security Enforcement:**
 - Physical access, business processes, applications, systems, networks



Arkansas State Network



What public entities are required by Arkansas code to utilize the state network?

- State agencies
- Boards
- Commissions
- Higher education (administrative and business applications of information technology)
- K-12



What is the state network used for?

- Internet connectivity
- Data transmission
- Video conferencing
- Voice (Voice over Internet Protocol)

What is the scope of the state network?

- 3,067 circuits
- 2,130 addresses
- 2,059 network devices
- 2,024 routers provided by DIS including 1,712 customer edge routers
- 588 routers serving 1,081 school buildings in 238 out of 239 school districts



What security mechanisms are in place to help safeguard the state network?

- Maintain 1,100 firewalls
- Operate and maintain security information and event management (SIEM) system
- Intrusion prevention system
- State DNS infrastructure

Mobile Security



Mobile Security Reality

- Employees are accessing their work email via their work and personal phone
- Employees are downloading documents
- Mobile phone security measures are not mature
- Employees may be letting others use their mobile devices
- Mobile devices are frequently lost



Threats from Free Mobile Applications

- 401 percent more likely to track location and 314 percent more likely to access user address books than their paid counterparts
- 24.14 percent-permission to track user location
- 6.72 percent-permission to access user address books

Source: Juniper Networks' Mobile Threat Center analysis of over 1.7 million apps on the Google Play market from March 2011 to September 2012



Threats from Free Mobile Applications

- 2.64 percent-permission to silently send text messages
- 6.39 percent-permission to clandestinely initiate calls in the background
- 5.53 percent-permission to access the device camera
- Provide transport mechanisms for data transfer

Source: Juniper Networks' Mobile Threat Center analysis of over 1.7 million apps on the Google Play market from March 2011 to September 2012



BYOD (Bring Your Own Device)



BYOD

- You know people are bringing personal devices into your network and accessing business information
- In a 2012 SANS mobile device survey only 9% of respondents felt completely aware of all mobile devices accessing their enterprise infrastructure and applications
- Do you know the extent of BYOD in your networks?



BYOD Security Concerns

- No password protection on the device
- No encryption
- Employees don't report loss
- Other applications pose a threat to your environment
- Security measures on phones aren't mature
- Wiping a personal phone deletes personal data too
- Phone can be subject to FOI
- Hundreds of different mobile device types



BYOD Security Measures

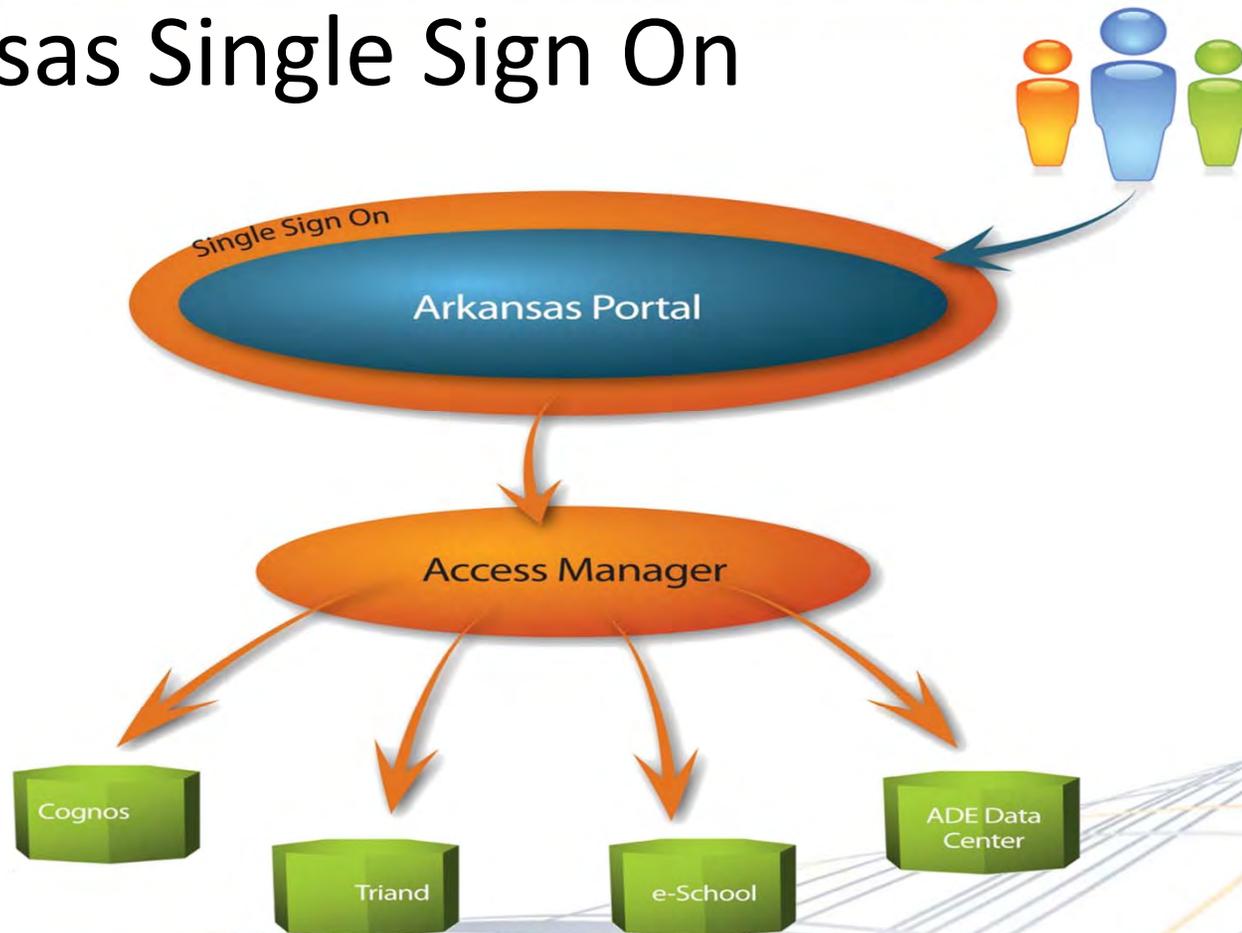
- BYOD policy signed by employee
- User education
- Mobile device management software
 - Encrypt personal devices
 - Force security policies such as screen lock
 - Remote wipe
 - Capable of securing the mobile devices in your organization
 - Whitelist applications



Identity Management



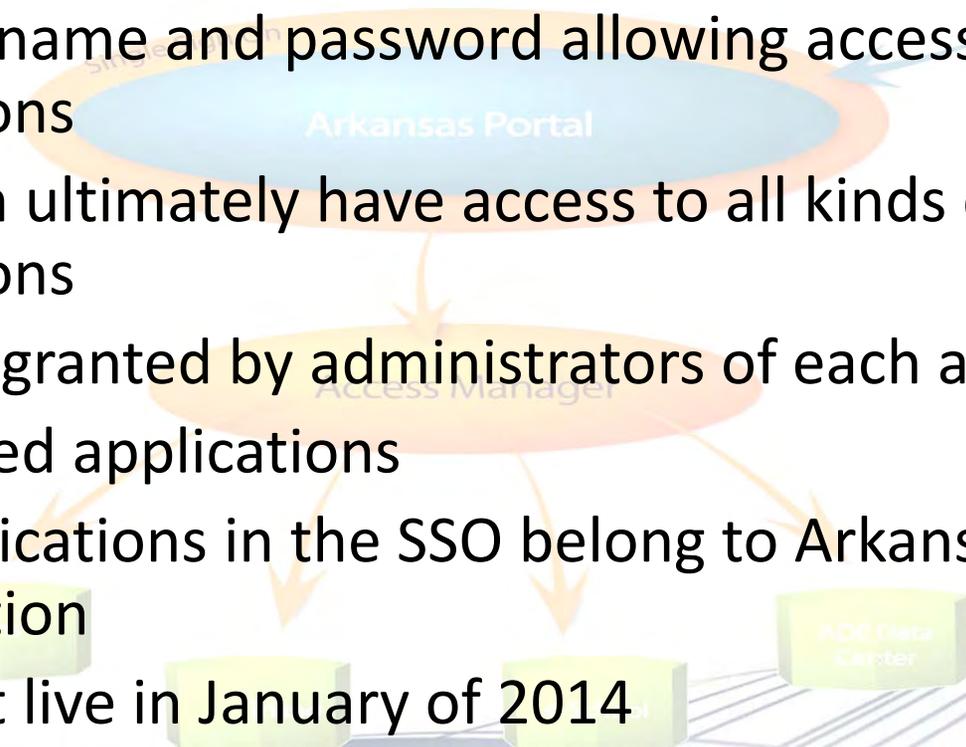
Arkansas Single Sign On



Arkansas Single Sign On



- Enterprise level single sign on solution
 - One username and password allowing access to multiple applications
 - Users can ultimately have access to all kinds of government applications
 - Access is granted by administrators of each application
 - Web-based applications
 - First applications in the SSO belong to Arkansas Department of Education
 - SSO went live in January of 2014



Questions?

Frank Andrews
State Chief Security Officer
franklin.andrews@arkansas.gov

 Arkansas Department of Information Systems

 @ArkansasDIS  Arkansas Department of Information Systems (DIS)

Enterprise Architecture

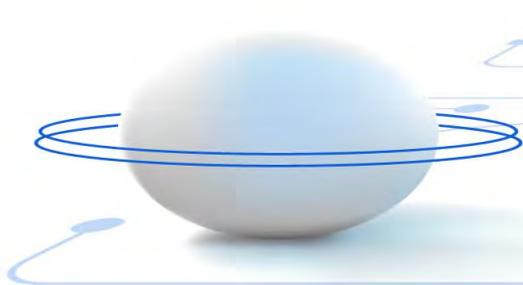
Arkansas State
CIO IT Academy
April 15, 2014

Scott Utley, Chief Enterprise Architect
Department of Information Systems



Key Areas

- What is enterprise architecture?
- Why is it important?
- Current activities





What is Enterprise Architecture?

Enterprise architecture (EA) is a discipline for leading enterprise responses to disruptive forces by identifying and analyzing the execution of change toward desired business vision and outcomes.





Arkansas and EA

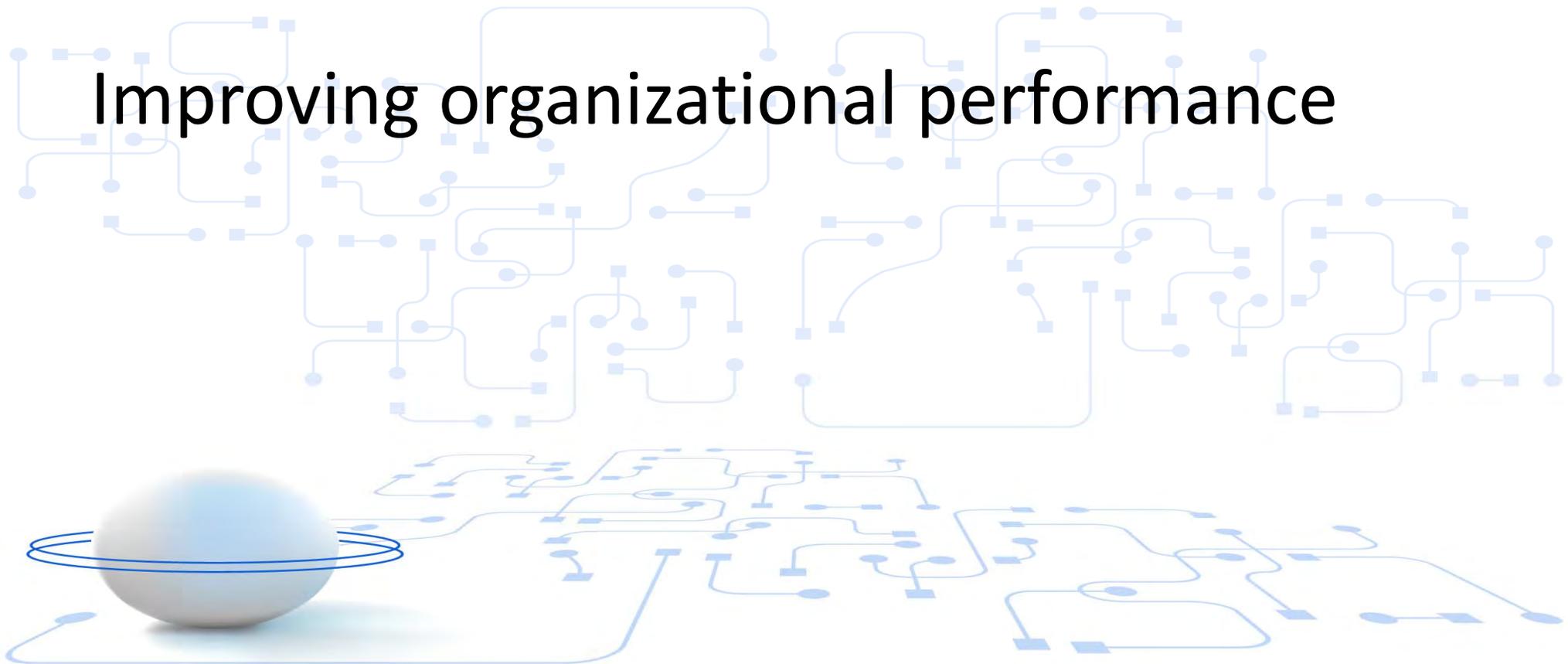
Act 648 of 2009 set forth a coordinated approach for technology acquisitions to meet the needs of the state and to maximize standardization and cost effectiveness. This methodology is known as enterprise architecture.





EA Goal

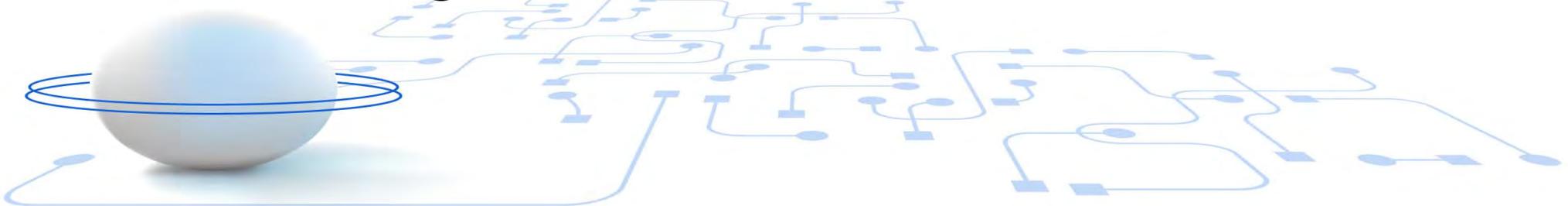
Improving organizational performance





The Open Group

The Open Group Architecture Framework (TOGAF) is a framework – a detailed method and a set of supporting tools – for developing an enterprise architecture. It may be used freely by any organization wishing to develop an enterprise architecture for use within that organization.

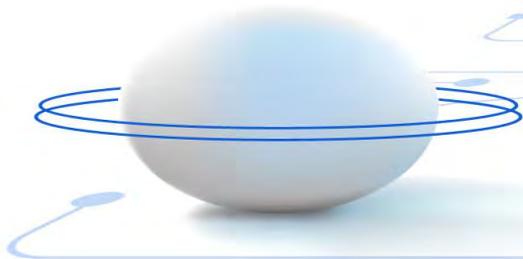
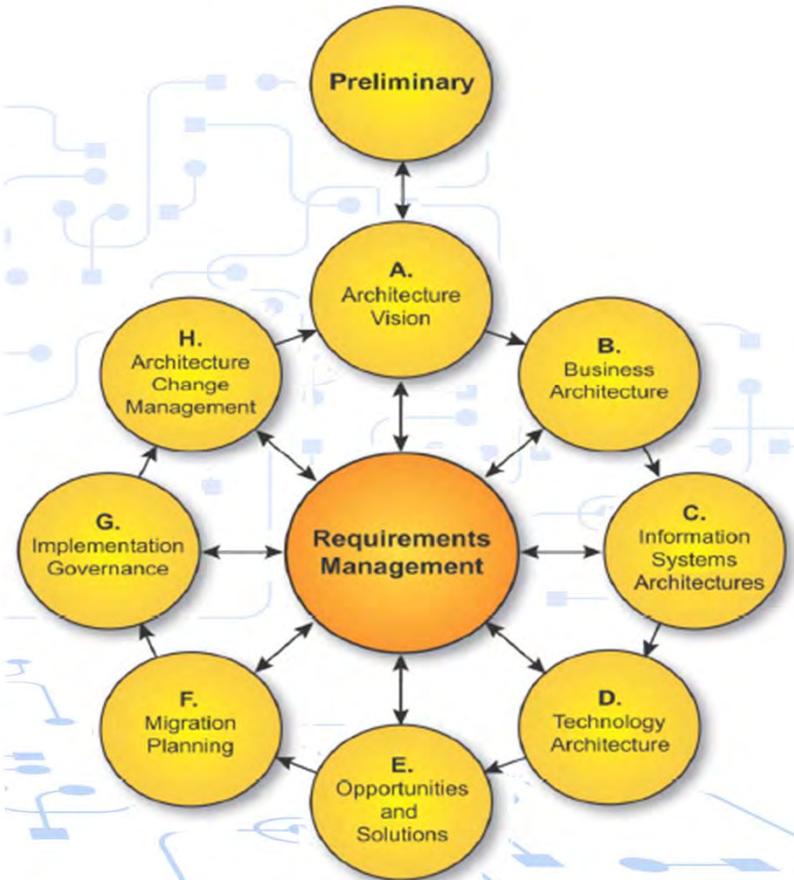




The Open Group

Architecture
Development
Method

ADM Phases





EA and Lean

Where Lean is focused at 'doing the work a little bit better every day', EA has a larger time-span. EA supports in understanding and acting on larger movements in processes, technology and context. But eventually of course we want to have both. As large as the differences between Lean and EA might seem, both disciplines can be combined very fruitfully.





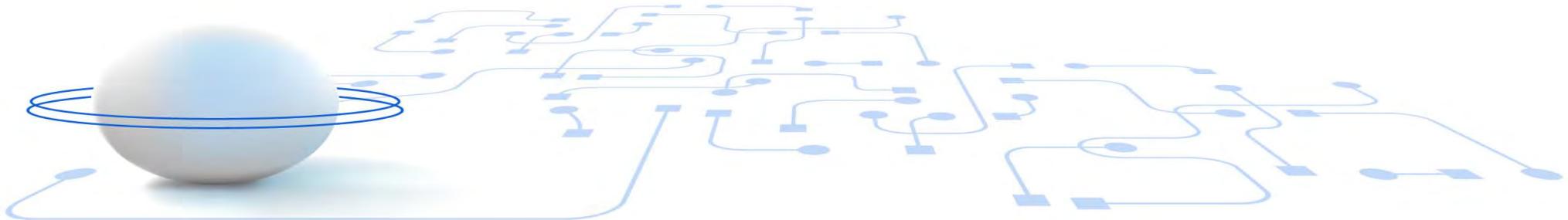
EA and ITIL

ITIL and TOGAF are both architecture frameworks, but they address different concerns. ITIL is primarily focused on the delivery of IT services, and TOGAF is a methodology and set of tools for developing an enterprise architecture. TOGAF should be considered as being on top of ITIL as it covers the product conception lifecycle, and ITIL as the way product services are managed for users and customers.



EA Decision Drivers

1. What is in the best interest of the state?
2. Can I live with that decision?

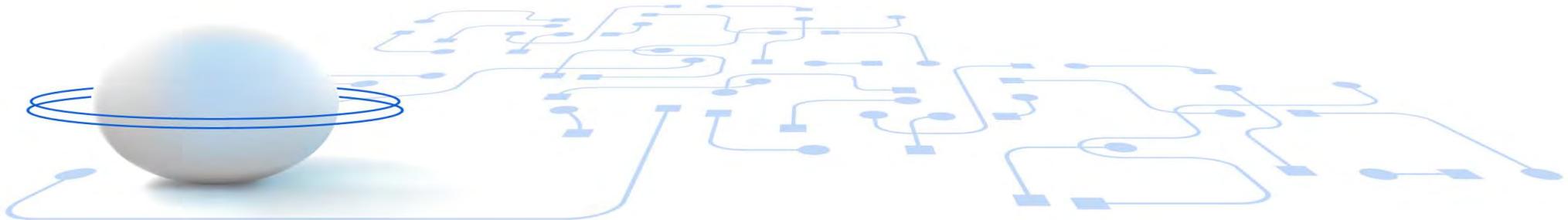




What is EA?

Enterprise Business Architecture

- What processes are statewide process and which are agency or entity specific?
- What/how are business processes defined?
- How should processes in different organizations be interfaced to be most efficient?

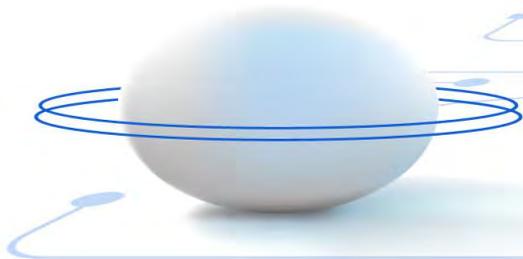




What is EA?

Enterprise Information Architecture

- What data (in what applications) should be managed at the enterprise level as an enterprise asset?
- Who owns the data? (business owner, IT steward, system of record, system of reference)
- How do I manage information (decision support) and operational (transactional) data?





What is EA?

Enterprise Technology Architecture

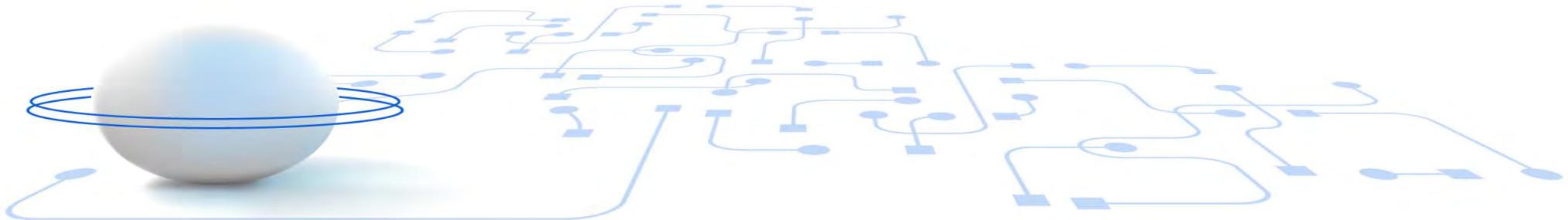
- How do I provide reliable, high-performance, cost-effective connectivity between sites and to the community?
- How do I transform transactional data into useful information that people can access securely and effectively?
- What client and server platforms should I invest in , and how do I manage them cost-effectively?
- How do I deploy technology in a way that manages risk: protecting data, defending and controlling my assets?



What is EA?

Enterprise Solution Architecture

- How do I implement critical solutions for the State to get a more agile environment infrastructure?
- Where do systems begin and end? How do I distribute functionality and interfaces logically and sensibly?

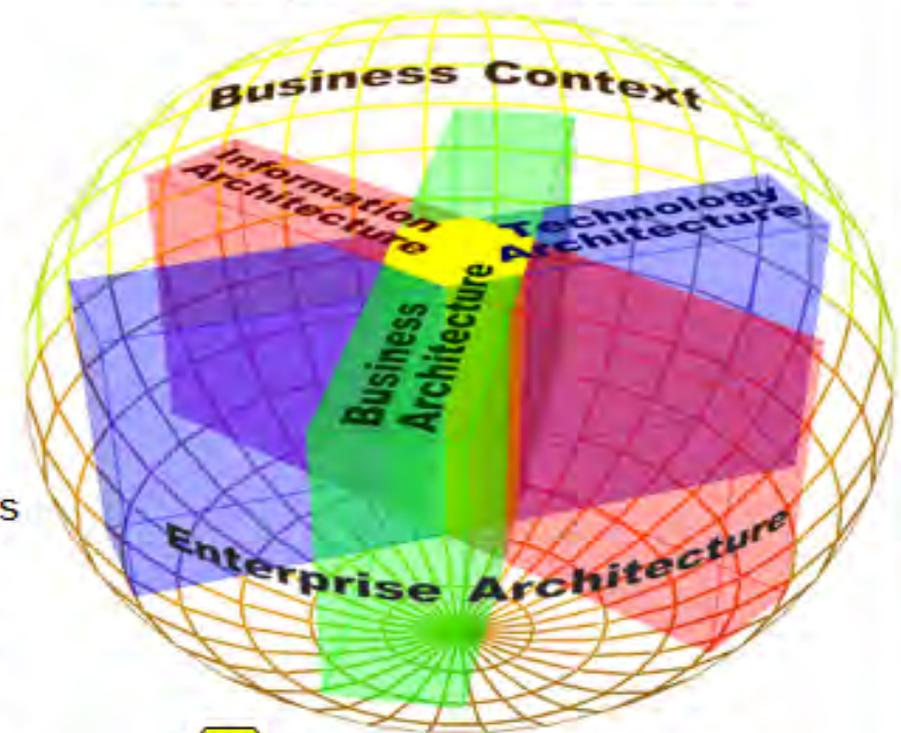




What is EA?

- **Business Architecture viewpoint**
 - Business functions, processes, organization
- **Information Architecture viewpoint**
 - Information structure, assets, flow
- **Technology Architecture viewpoint**
 - Technical guidance and standards for all software and hardware
- **Solution Architecture "meta viewpoint"**
 - Intersection of other three viewpoints (multiviewpoint) plus any additional guidance
 - A solution is the application and/or application services on the infrastructure and other technology that together support the process and information required

Enterprise Architecture

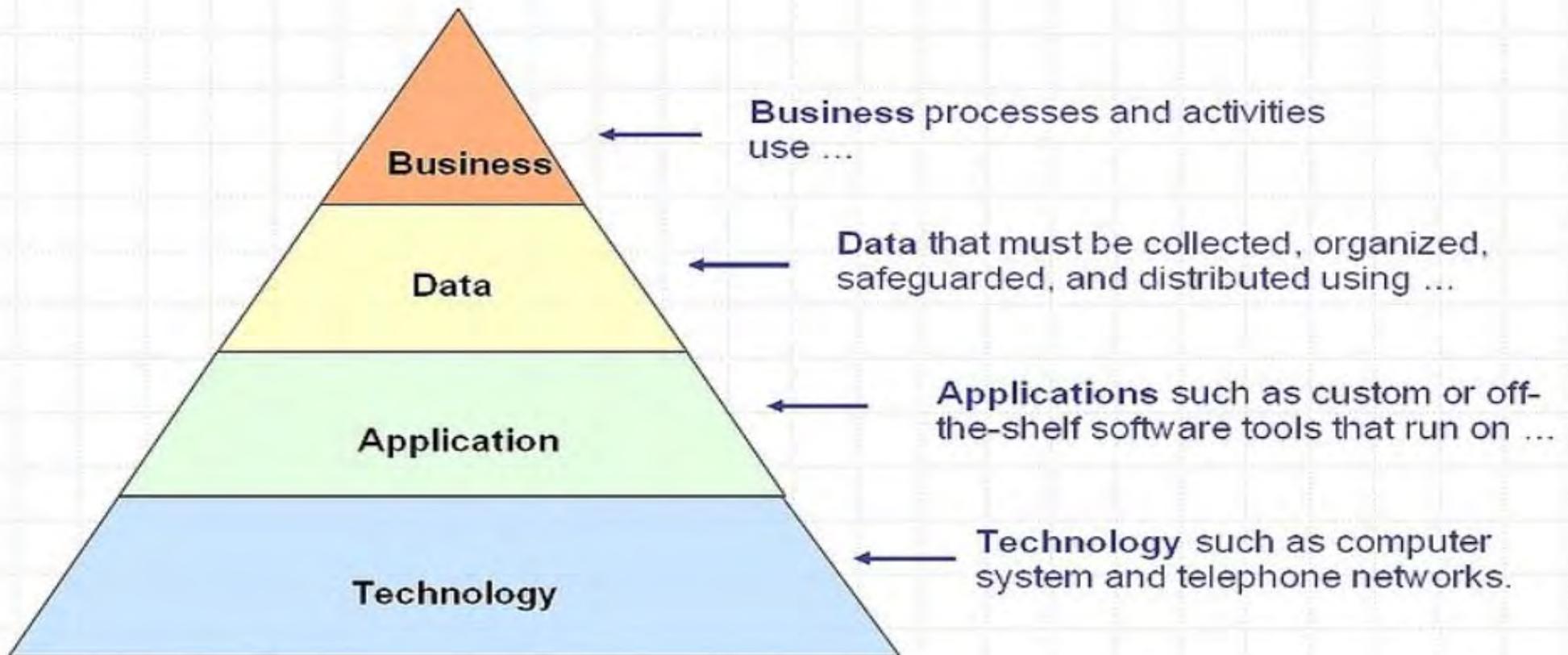


Solutions Architecture

Gartner



What is EA?



ARKANSAS ENTERPRISE ARCHITECTURE

What is EA?



EA Domains and Sub Domains

Application/ Integration

- Enterprise Application Integration Components
- Custom Application Development
- Services Definition
- Process Alignment
- Services/Event Architectures

Information/Data

- Data Integration
- Data Architecture
- Master Data Mgmt
- Metadata Mgmt
- Data Delivery Architecture
- Dashboards & Analytics
- Business Intelligence
- Enterprise Reporting
- Corporate Performance Mgmt
- Data Modeling
- Data Quality
- Content Mgmt

Technical/ Infrastructure

- Servers
- Networks
- Telecom
- Operating Systems
- Desktop
- Middleware
- Database Infrastructure
- Security
- Storage
- Other hardware

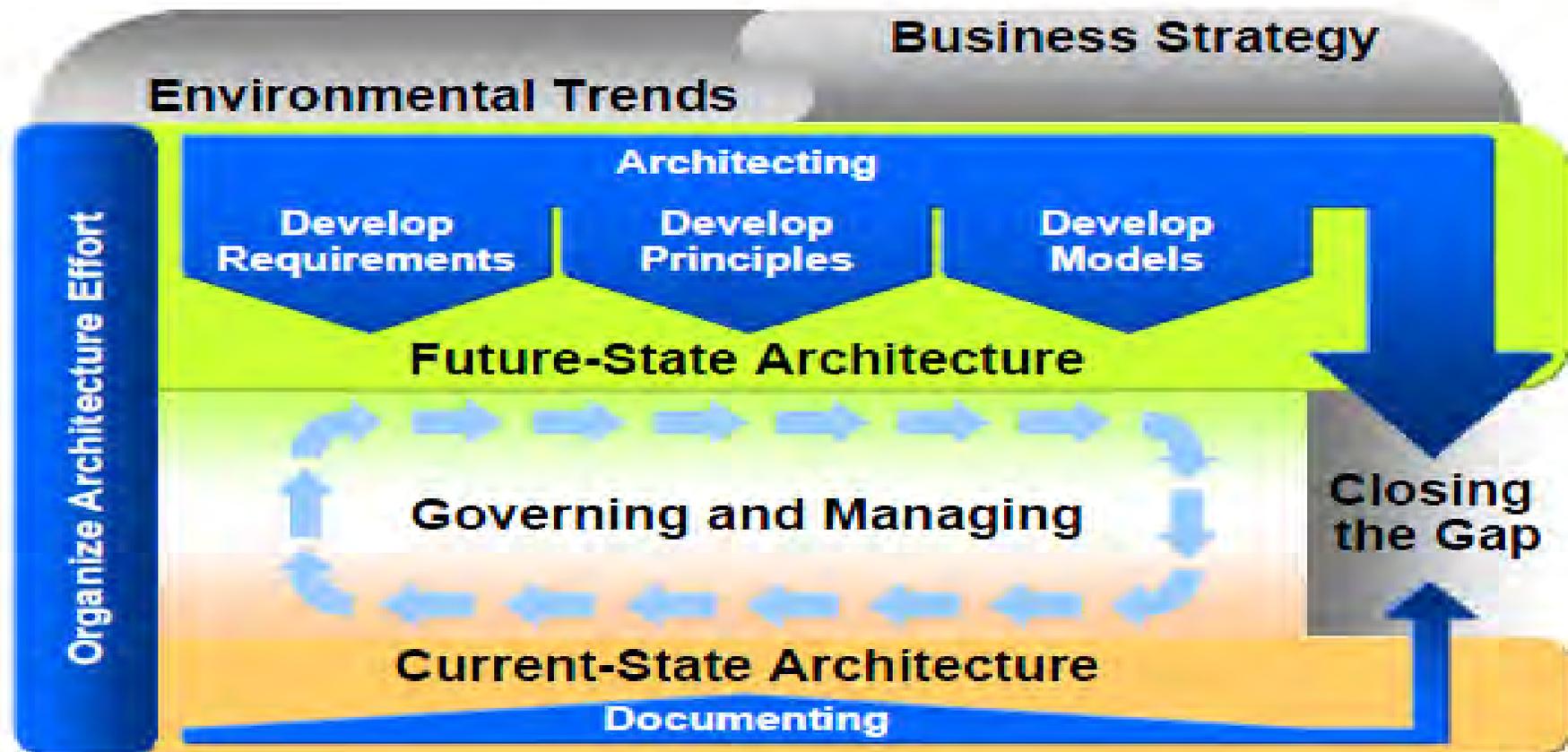
Business Architecture

- Business Requirements
- Business Rules
- Organization Structure
- Critical Success Factors
- Business Process Design & Modeling
- Mission /Vision

ARKANSAS ENTERPRISE ARCHITECTURE

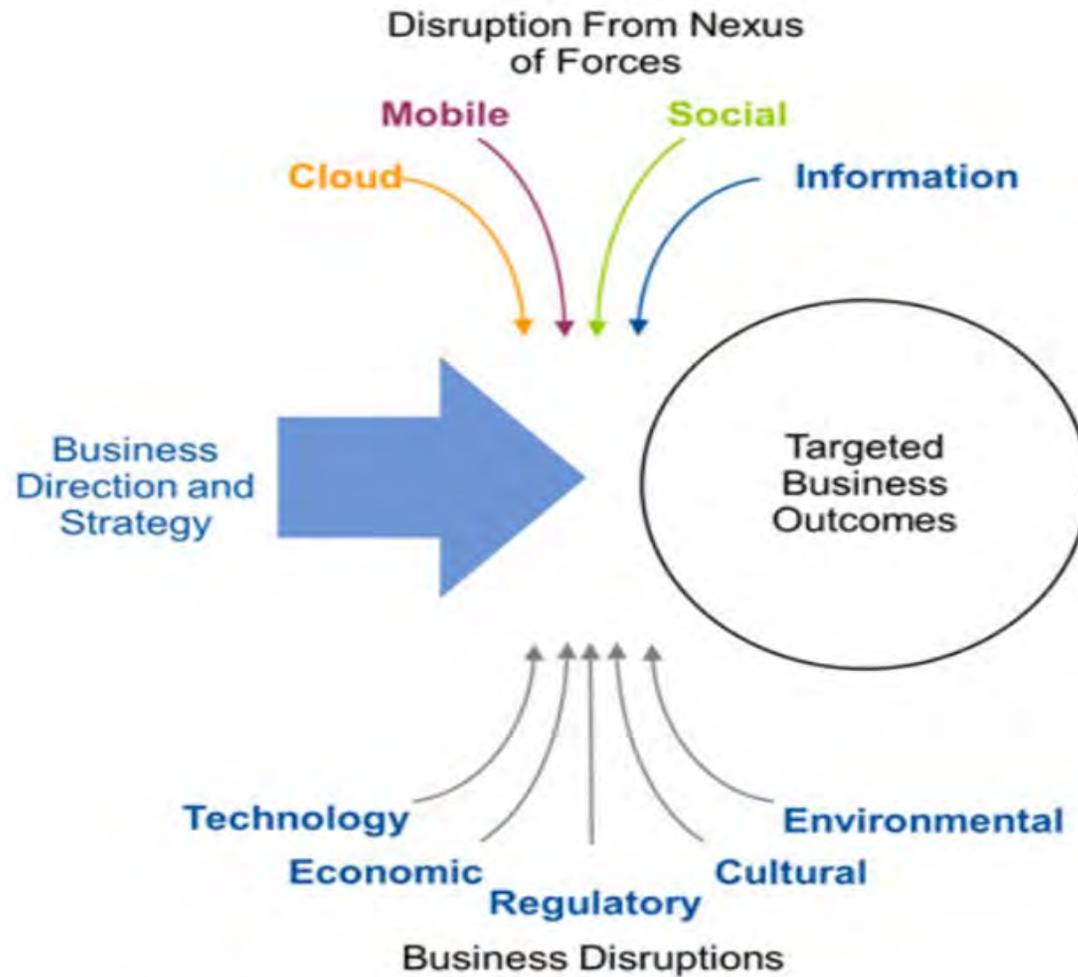


What is EA?

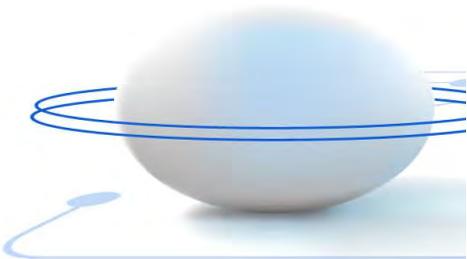
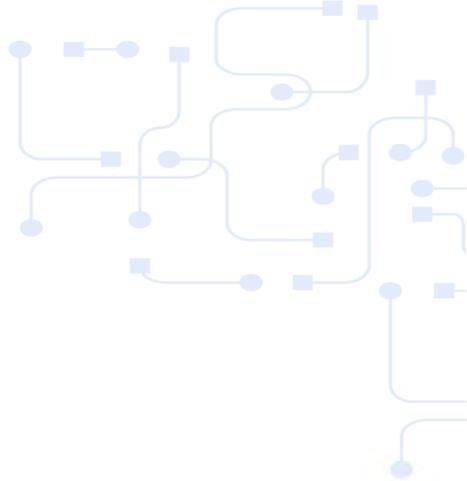


Gartner

ARKANSAS ENTERPRISE ARCHITECTURE



Source: Gartner (January 2014)



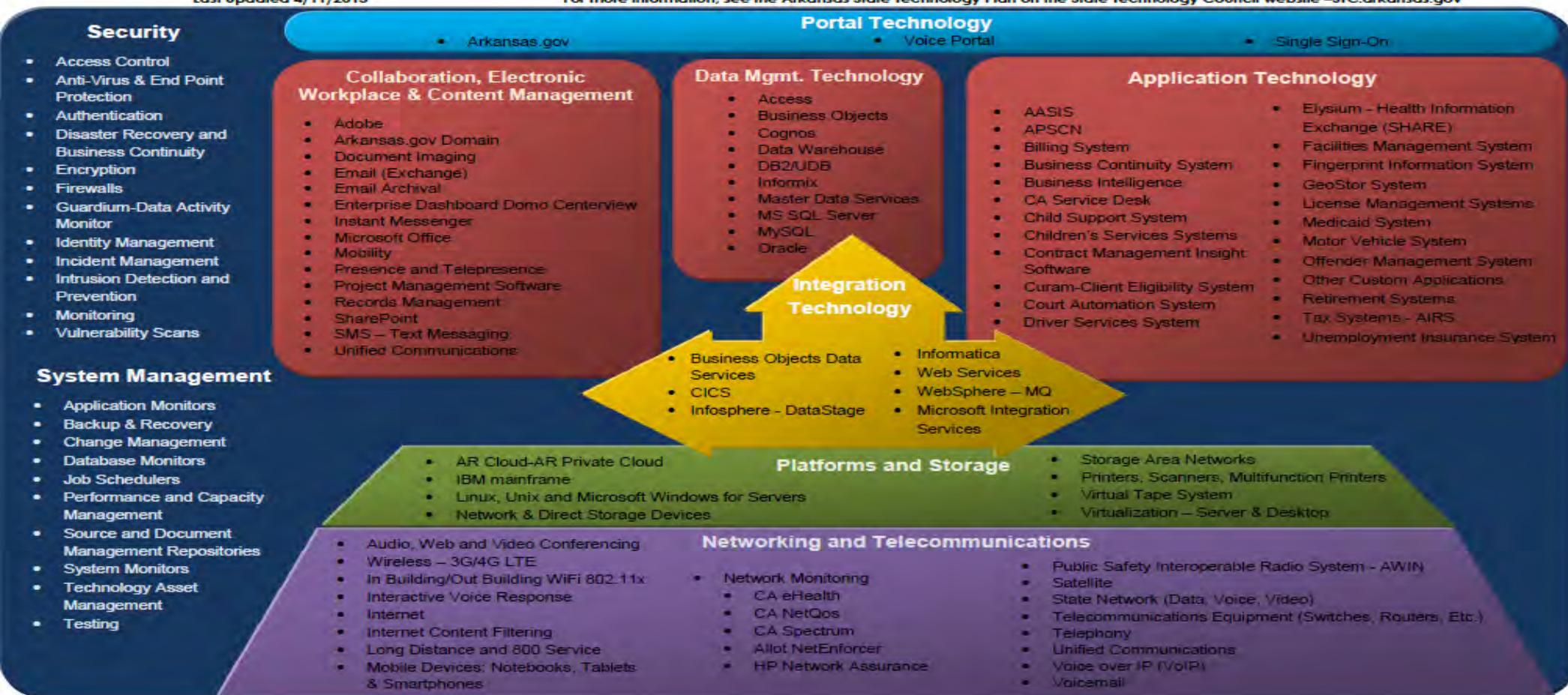
ARKANSAS ENTERPRISE ARCHITECTURE



State of Arkansas Technology Architecture

Last Updated 4/11/2013

For more information, see the Arkansas State Technology Plan on the State Technology Council website –STC.arkansas.gov





Why is EA important?

- One of the main issues is that common problems are addressed differently
- If there is ever a need to plan for more than one project or application at a time, or is there a project that will involve more than one business unit? If so, enterprise architecture is beneficial



Why is EA important?

- Ensuring the linkage of IT to state business strategy
- Improving interoperability and integration of systems
- Increasing agility to meet changing requirements
- Improving security
- Reducing risk
- Improve quality
- Identifying innovation opportunities



EA Principles

1. Coordinate and organize IT acquisitions for cost savings.
2. Eliminate needless redundancy: with the goal of minimizing waste and maximizing the use of each and every process.
3. Compliance: The architecture must support full compliance with all national and state regulations and internal policies.
4. The Goal of all technology decisions must be to reduce integration complexity
5. IT systems should be implemented in adherence with all security, and privacy policies and applicable statutes.



EA Principles

6. Implemented infrastructure must be robust, responsive, and reliable with appropriate redundancy.
7. Enterprise information technology systems must be accessible to all citizens.
8. Data is an asset which requires consistent vocabulary and data definitions
9. Utilize self service technology services wherever possible
10. Ease of use





Current Status

- Project charter has been created that outlines
 - Scope of the project
 - Deliverables
 - Risks
 - Training
 - Communications plan

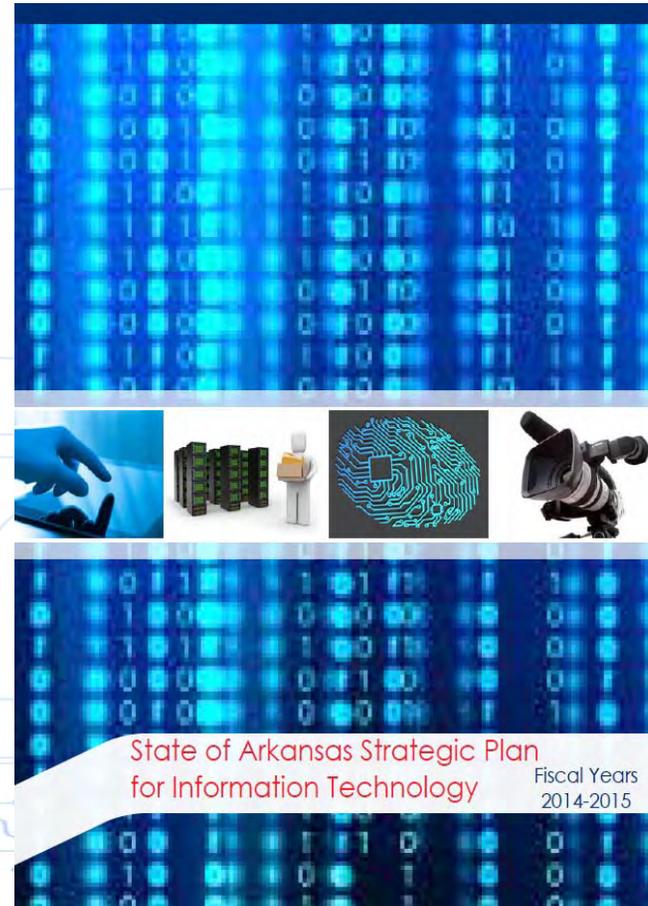


Current Status

- What's been created?
 - Identified and documented:
 - Goals
 - Trends (environmental and technology)
 - Strategies
 - Requirements



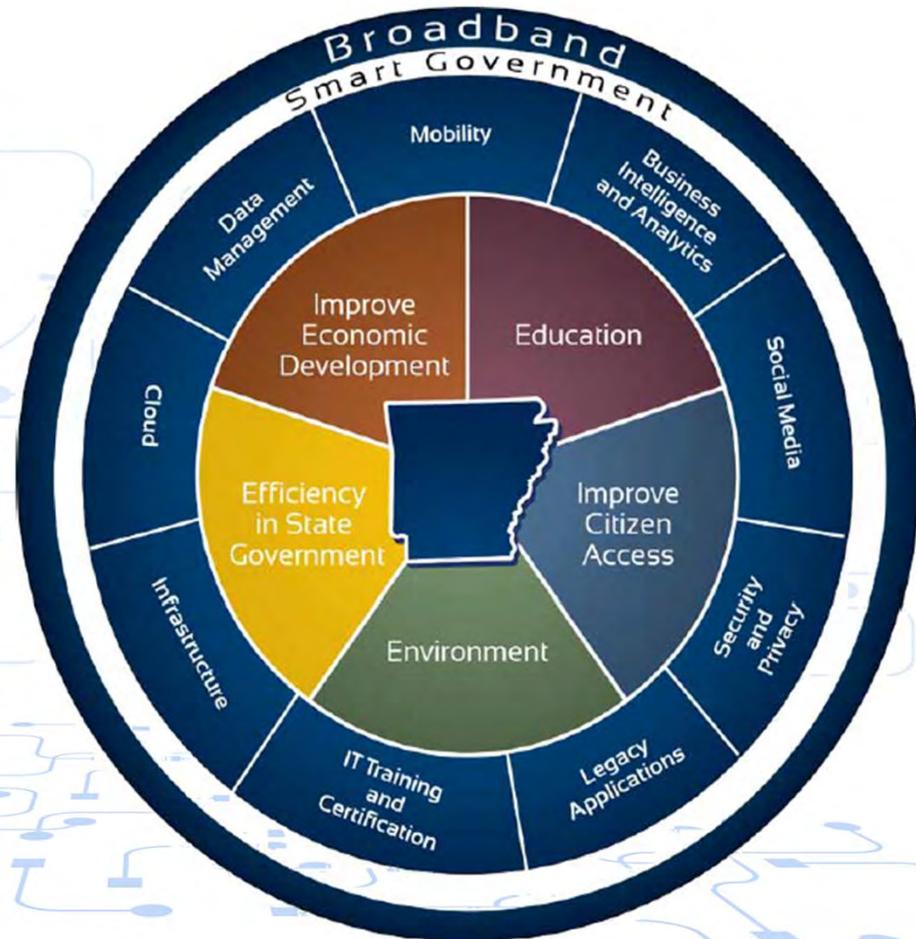
State of Arkansas Strategic Plan for Information Technology



DRAFT



Technology Trends



DRAFT



Current Status

- What's been created?
 - Current state
 - Hardware
 - Software
 - Major applications
 - Projects
 - IT Support costs



Current Status

- Strategy documents created
 - Video Strategy
 - Cloud Strategy
 - Mobile Strategy
 - Network Strategy
 - Data Management
 - Content Management Strategy
 - Broadband Manager's Report



Data Management

- Maximize data value and minimize data risks

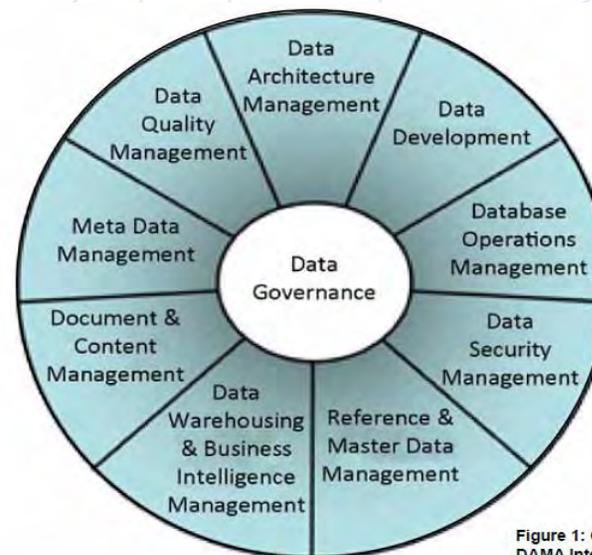
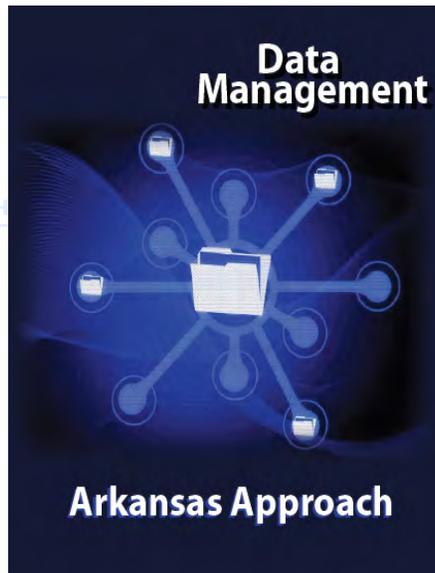


Figure 1: Copyright DAMA International 2010



Video Strategy

Provide quality, cost effective interoperable voice, data, and video communications services anytime, anywhere on any device



Where There's Internet & a Web-Based Device,
There's Access to the Arkansas Video Conferencing Portal



- ◊ Post Event Offerings
- ◊ Director's Announcements
- ◊ Video Calendars
- ◊ Training & Policy Videos

- ◊ Distance Learning
- ◊ Video Arraignment
- ◊ Ad Hoc Conferences

- ◊ Instant Messaging
- ◊ Presence Information
- ◊ Telephone
- ◊ Video

- ◊ Video On Demand (VOD)
- ◊ Live Event Video Streaming
- ◊ Video Search & Index
- ◊ Archive & Store VOD

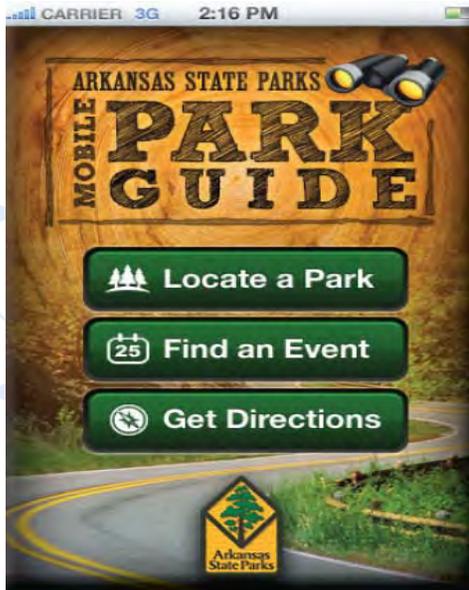
DRAFT

ARKANSAS ENTERPRISE ARCHITECTURE



Mobile Strategy

Mobile service delivery provides timely access to information and services for citizens and businesses





Cloud Strategy

Take advantage of the benefits cloud computing offers while ensuring proper levels of security to protect state assets





Network Strategy

To provide highly available voice, data and video anytime, anywhere on any device



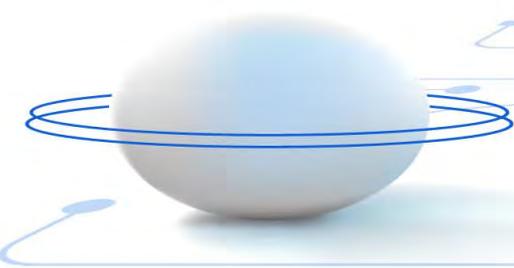
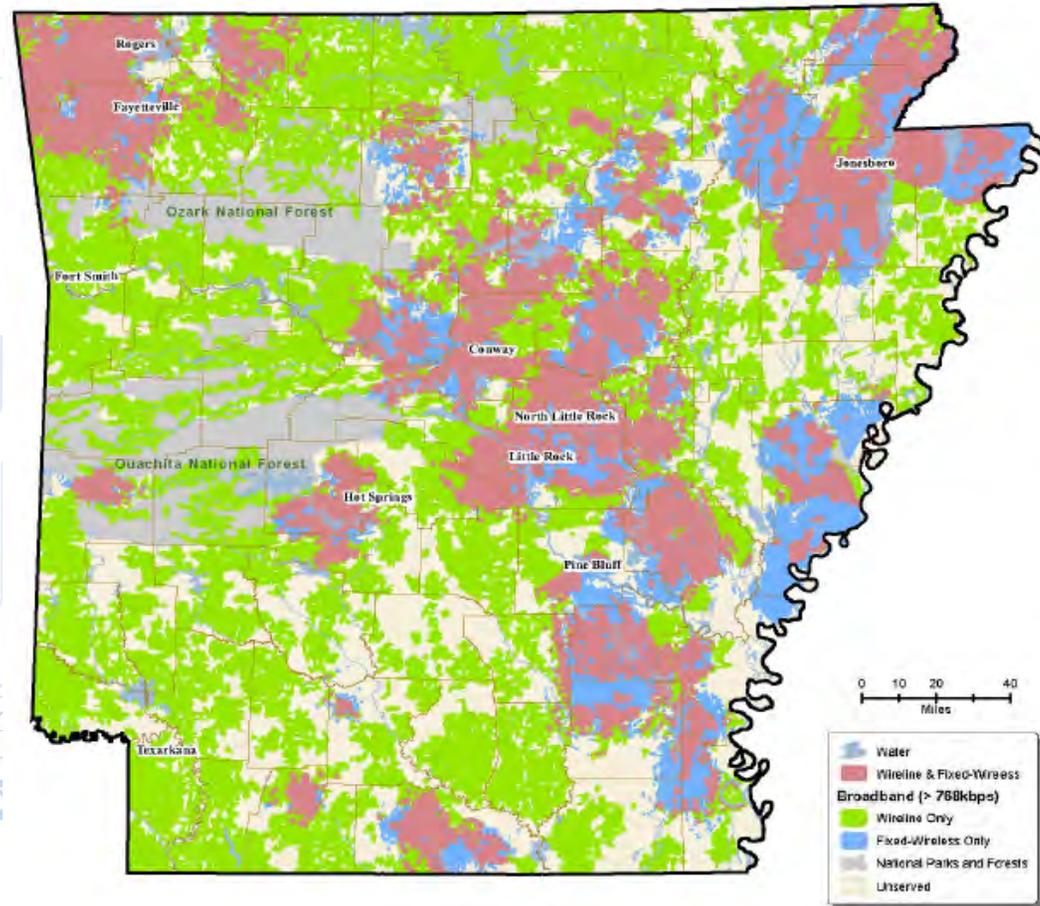
ARKANSAS ENTERPRISE ARCHITECTURE



Broadband Availability Arkansas Wireline & Fixed-Wireless



Broadband Manager's Report





Current Status

- Working Groups & Domain Teams
 - Security
 - Network
 - SharePoint / Content Management



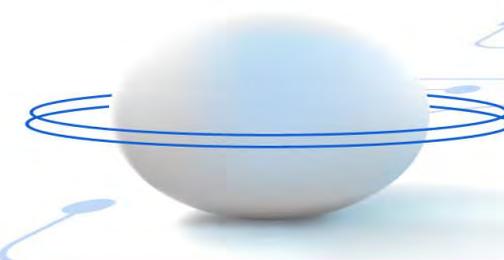
Next Steps

- Documenting the future state architecture
- Create gap analysis or road map
- Identify specific areas of need that need to be architected
- Create a team of subject matter experts and develop solutions
- Review documentation on at least an annual basis and revise as necessary
- Define and implement governance



Questions?

- Scott Utley – Chief Enterprise Architect
 - Scott.Utley@arkansas.gov
 - 501-682-4429



Arkansas Department of Information Systems



@ArkansasDIS



Arkansas Department of Information Systems (DIS)

DRAFT

Lunch-Capitol Cafeteria

11:20-12:30

Arkansas State CIO
IT Academy

April 15, 2014

**Arkansas State CIO
IT Academy**

April 15, 2014

Digital Technology Trends

Arkansas State
CIO IT Academy
April 15, 2014

Jeff Vining, Research Vice President
Gartner, Inc.

Technology Trends in Government for 2014: Arkansas CIO IT Academy



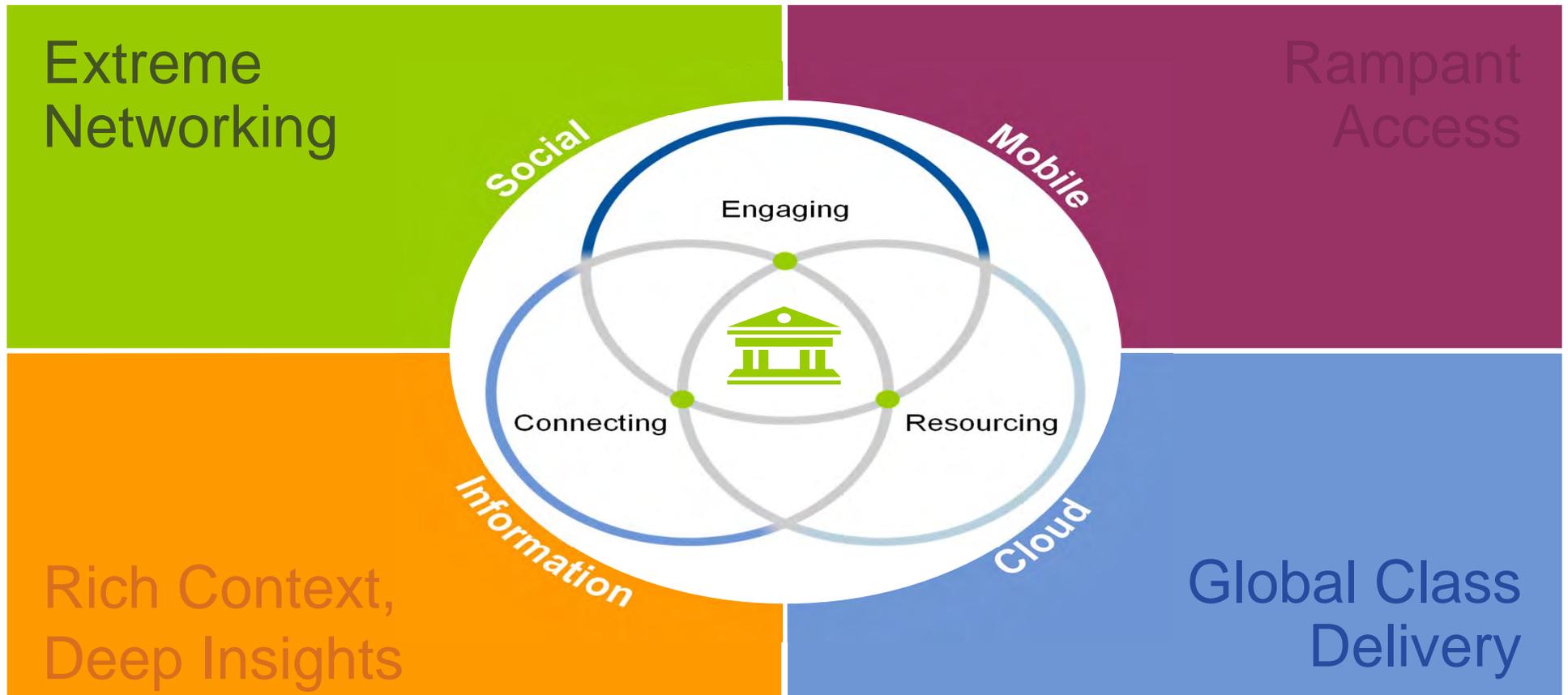
T Jeff Vining
Research Vice President



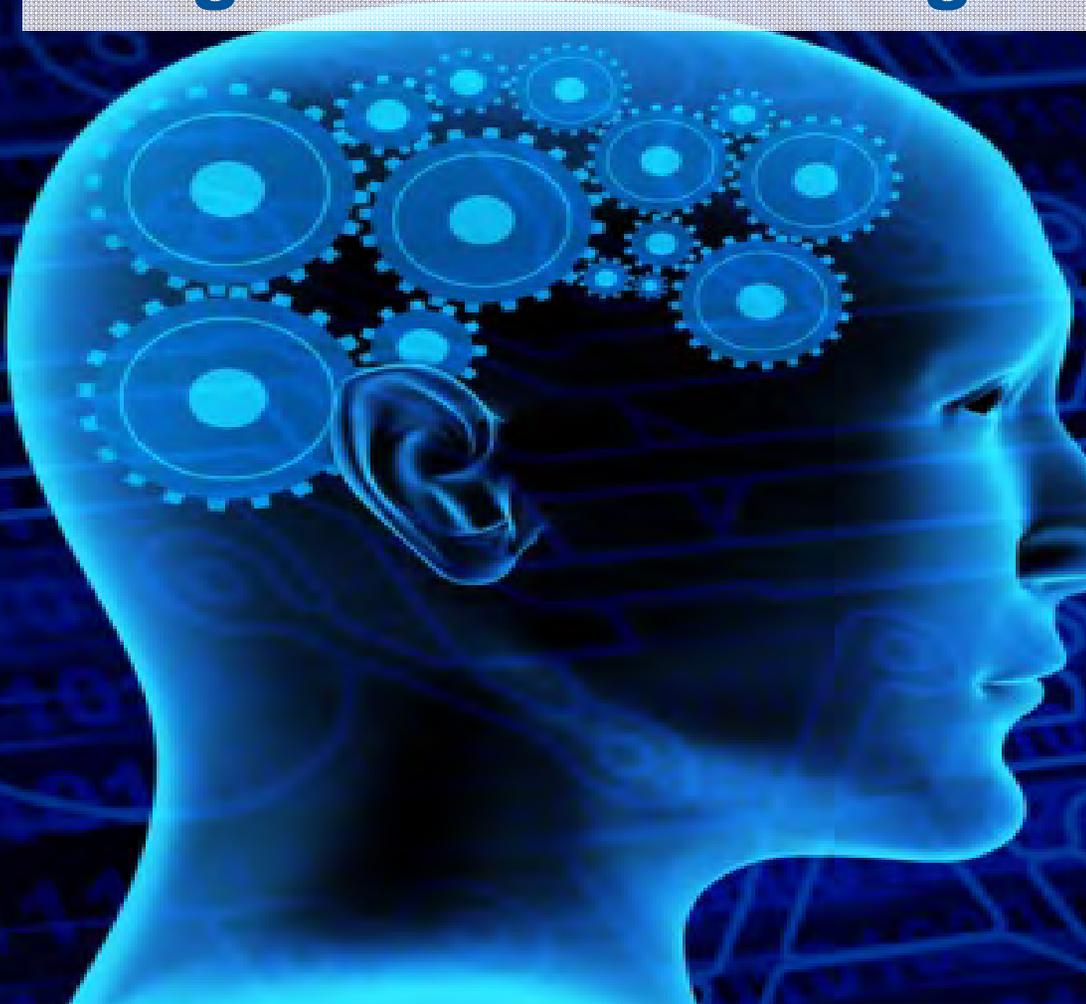
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Gartner

The Nexus of Forces Is Driving Digital Innovation in Government



Trend: Is Your Workplace About Change, Insight and Networking?



- The Nexus of cloud, social, mobile and information is disrupting the government workplace
- The Nexus is impacting the ability of government IT organizations to standardize the workplace, giving employees much greater choice in terms of devices, data and applications.
- Employees and stakeholders will collaboratively improve or invent workflows, applications, training techniques or other

Key Issues

1. Which technology trends will drive significant change over the next three years for government?
2. What are some approaches government CIO and IT Leaders are using to respond to these changes?

Recommendations

- ✓ **Evaluate** your IT service catalog, organizational capabilities, application portfolio, and strategic road map relative to these technology trends.
- ✓ **Identify** the technologies and services you will continue to support or must acquire, and those you will divest or broker.
- ✓ **Define** a new set of core capabilities for your IT organization. Structure them in terms of employee-centric, citizen engagement, organizational effectiveness, and public value.
- ✓ **Manage** internal and external data to increase the overall public value of government information.
- ✓ **Create** an IT organization, operational processes, business relationships, and technologies that make innovation and co-development transparent, dynamic and efficient.

Digital Government Success and Learning From Our Best

Arkansas State
CIO IT Academy
April 15, 2014

Tim Holthoff, Judicial Branch CIO/CTO
Administrative Office of the Courts
Scott Lawrence, Information Technology Director
Commissioner of State Lands

Arkansas Court Automation Programs



“Supporting Courts; Ensuring Justice”

Tim Holthoff
CIS Division Director
Arkansas Supreme Court
Administrative Office of the Courts
April 2014

Arkansas Government

Three Co-Equal Branches



Legislative

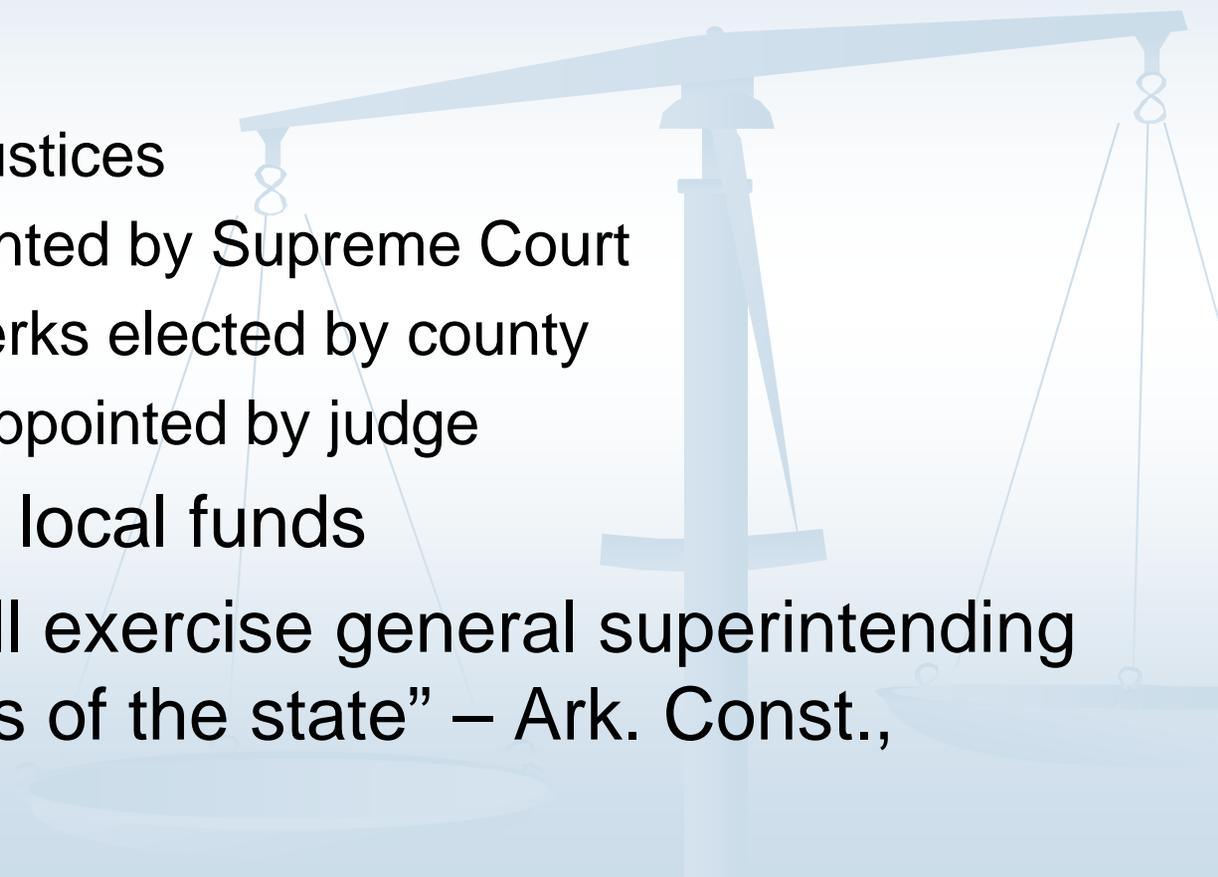


Executive

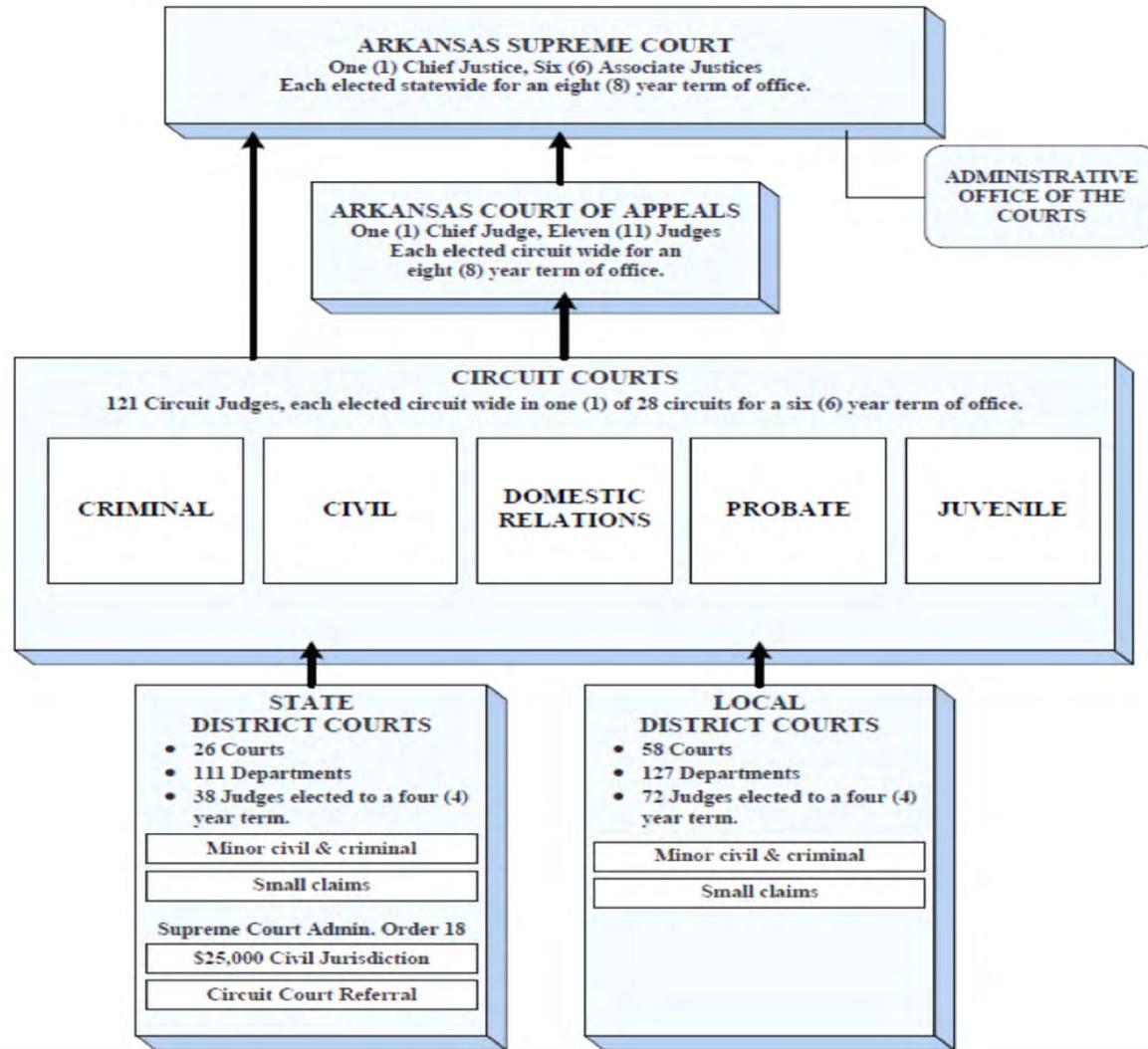


Judicial

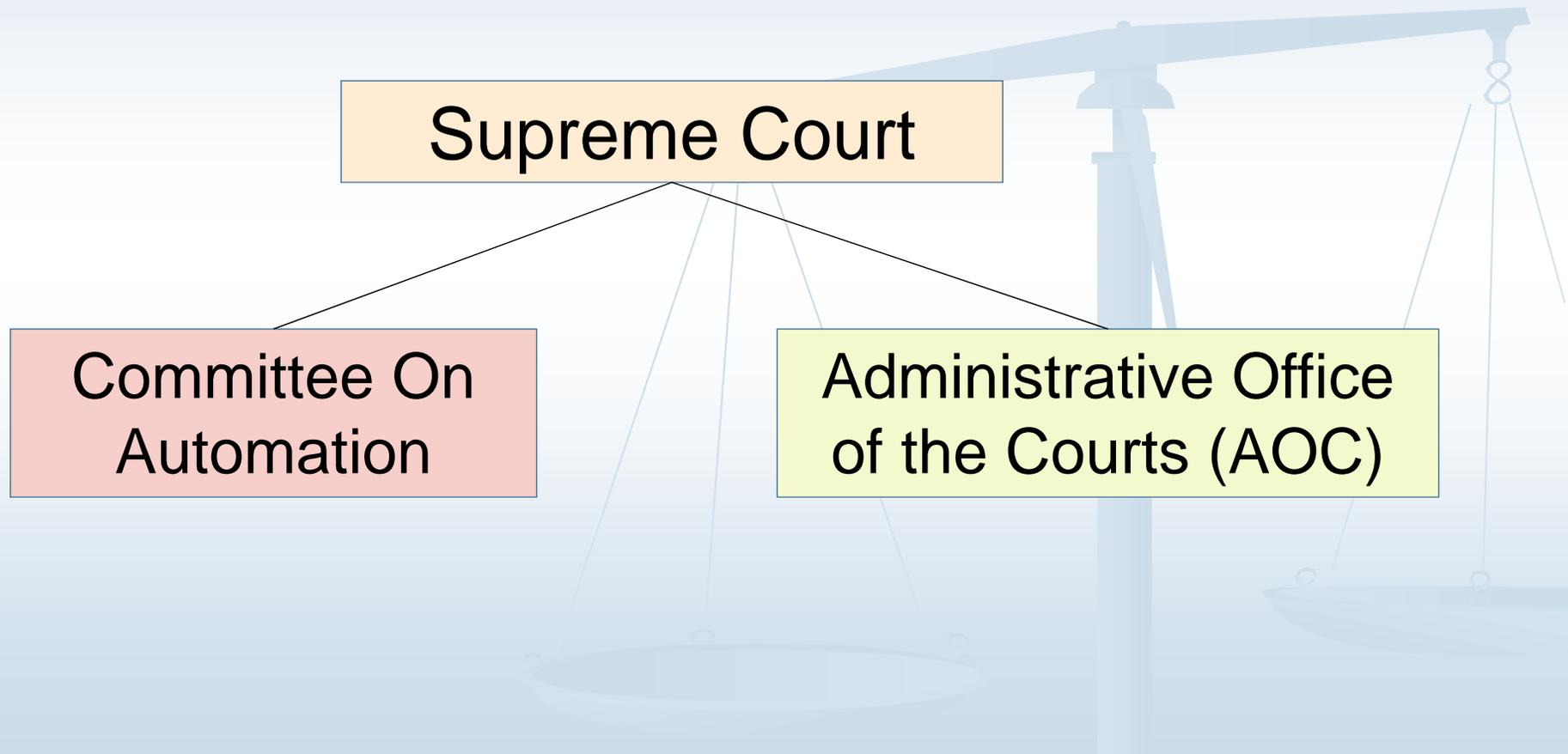
Arkansas Judiciary

- Three-tiered non-unified judiciary
 - Composed of
 - Elected judges and justices
 - Appellate clerk appointed by Supreme Court
 - Circuit and county clerks elected by county
 - District court clerks appointed by judge
 - Funded by state and local funds
 - Supreme Court “shall exercise general superintending control over all courts of the state” – Ark. Const., Amend. 80, § 4
- 

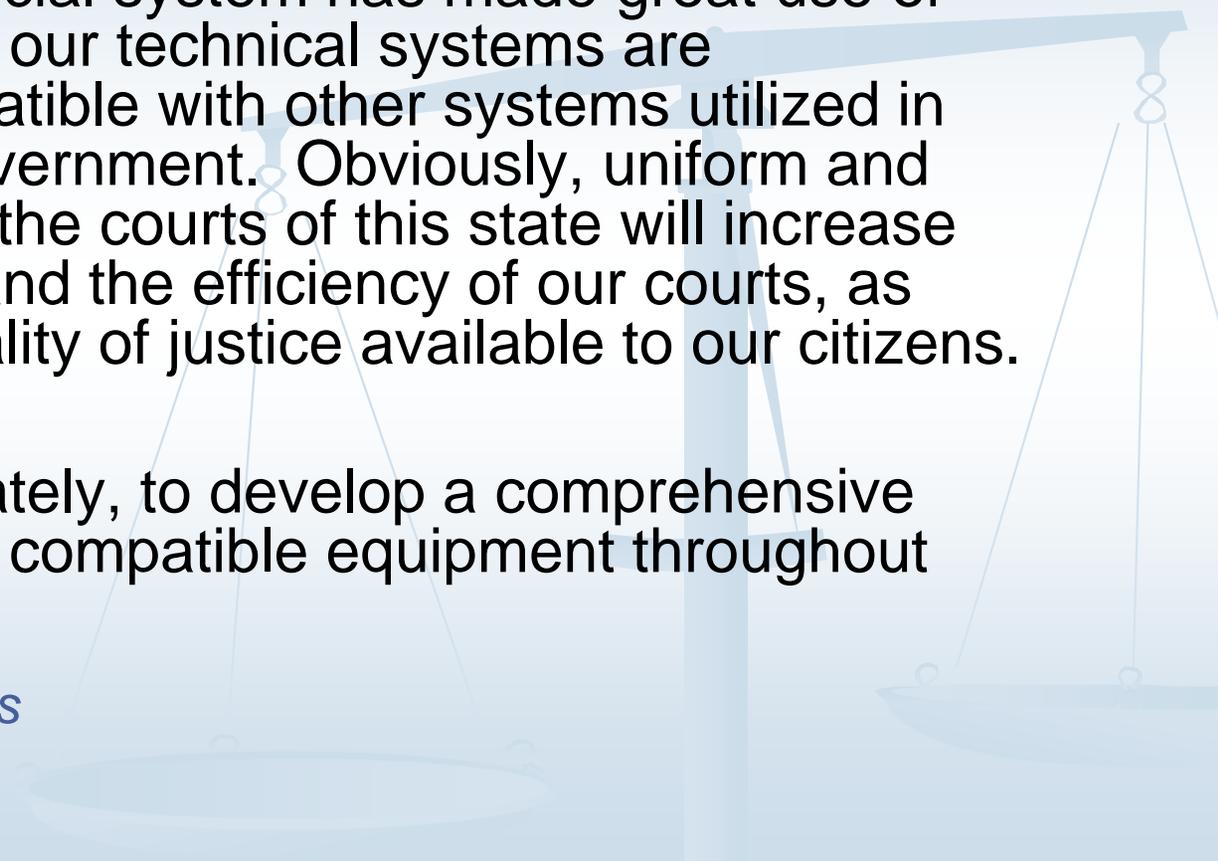
ARKANSAS COURT STRUCTURE



State Court Technology Governance



Committee on Automation

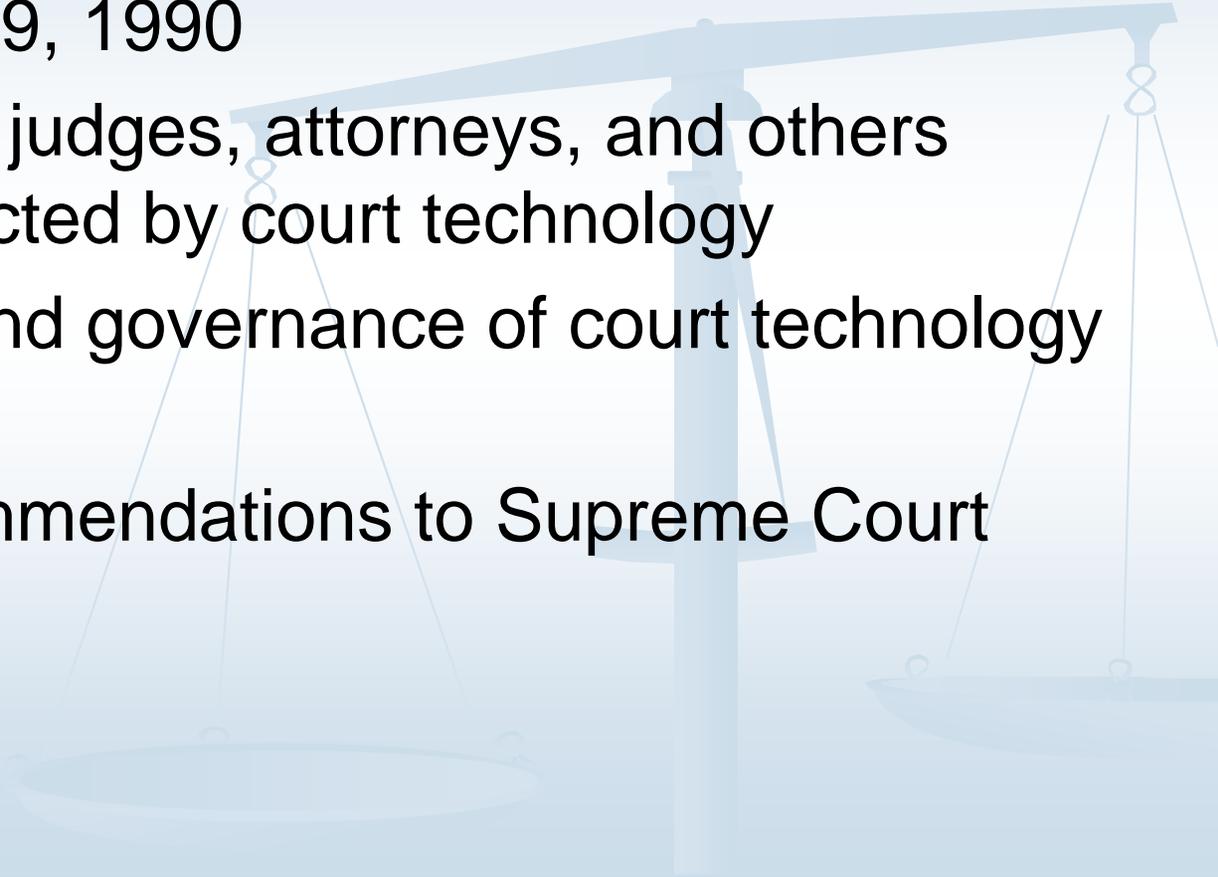


In recent years, our judicial system has made great use of modern equipment, but our technical systems are incomplete and incompatible with other systems utilized in the courts and state government. Obviously, uniform and effective automation of the courts of this state will increase the cost effectiveness and the efficiency of our courts, as well as improve the quality of justice available to our citizens.

It is our intention, ultimately, to develop a comprehensive plan that would provide compatible equipment throughout the judicial system.

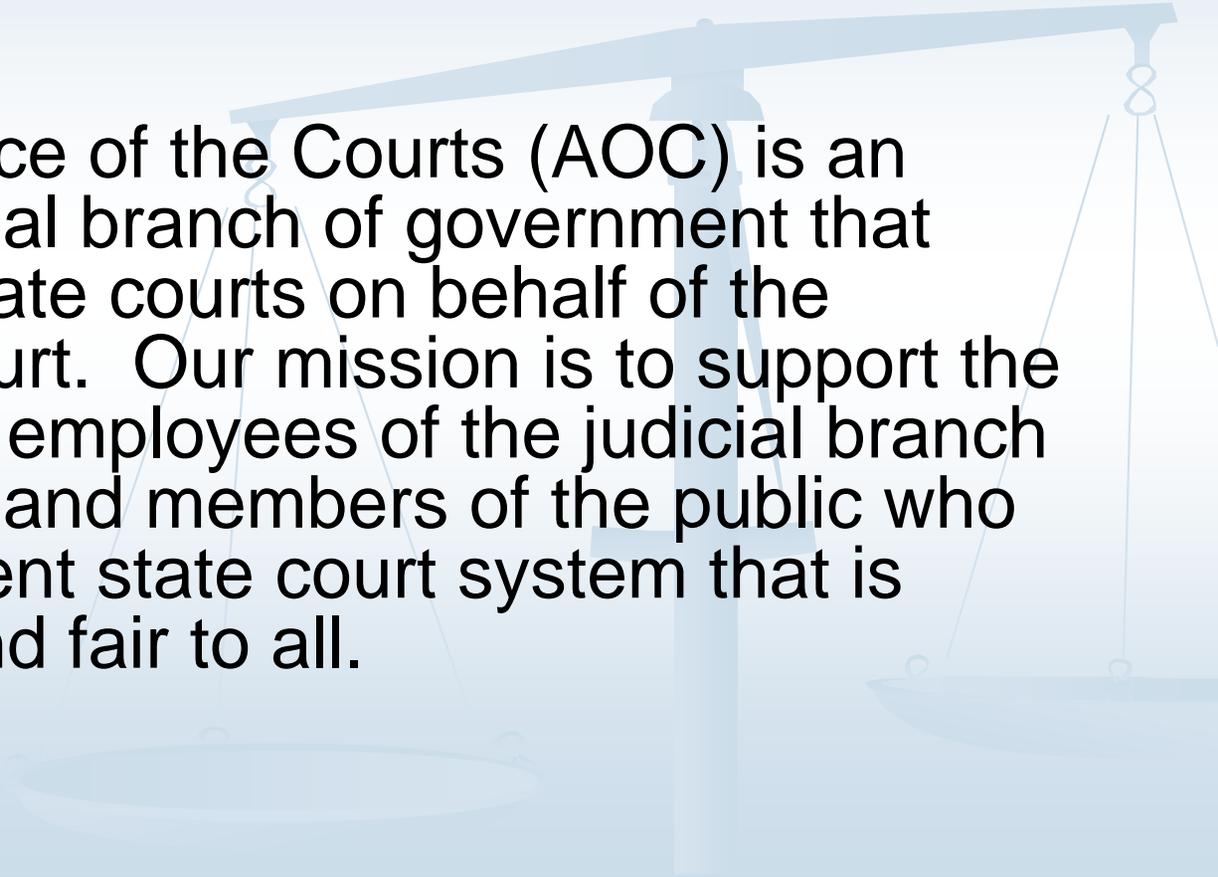
*Supreme Court of Arkansas
November 19, 1990*

Committee on Automation

- Created November 19, 1990
 - Composed of clerks, judges, attorneys, and others interested in or impacted by court technology
 - Provides oversight and governance of court technology initiatives
 - Submits policy recommendations to Supreme Court
- 

Administrative Office of the Courts

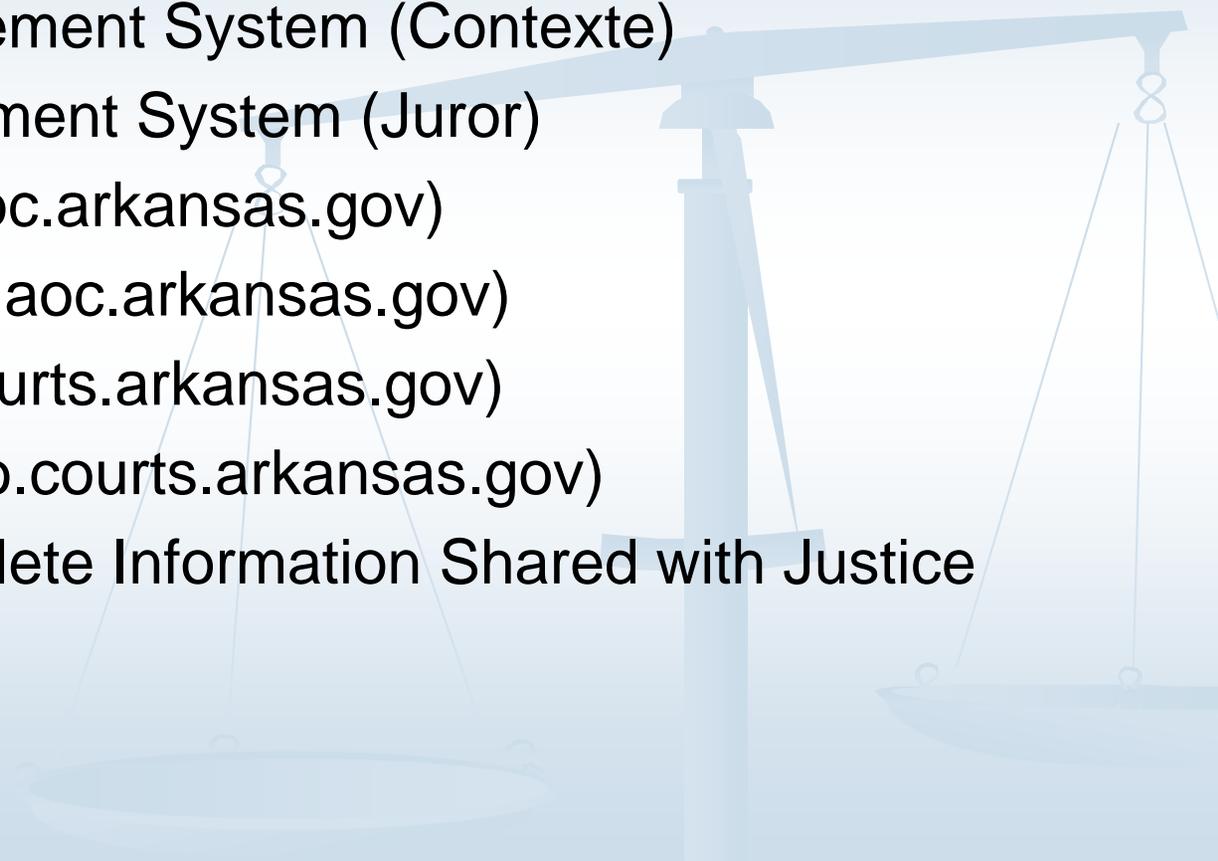
The Administrative Office of the Courts (AOC) is an agency within the judicial branch of government that works to support the state courts on behalf of the Arkansas Supreme Court. Our mission is to support the Arkansas judiciary and employees of the judicial branch and to assist attorneys and members of the public who rely upon an independent state court system that is efficient, accessible, and fair to all.



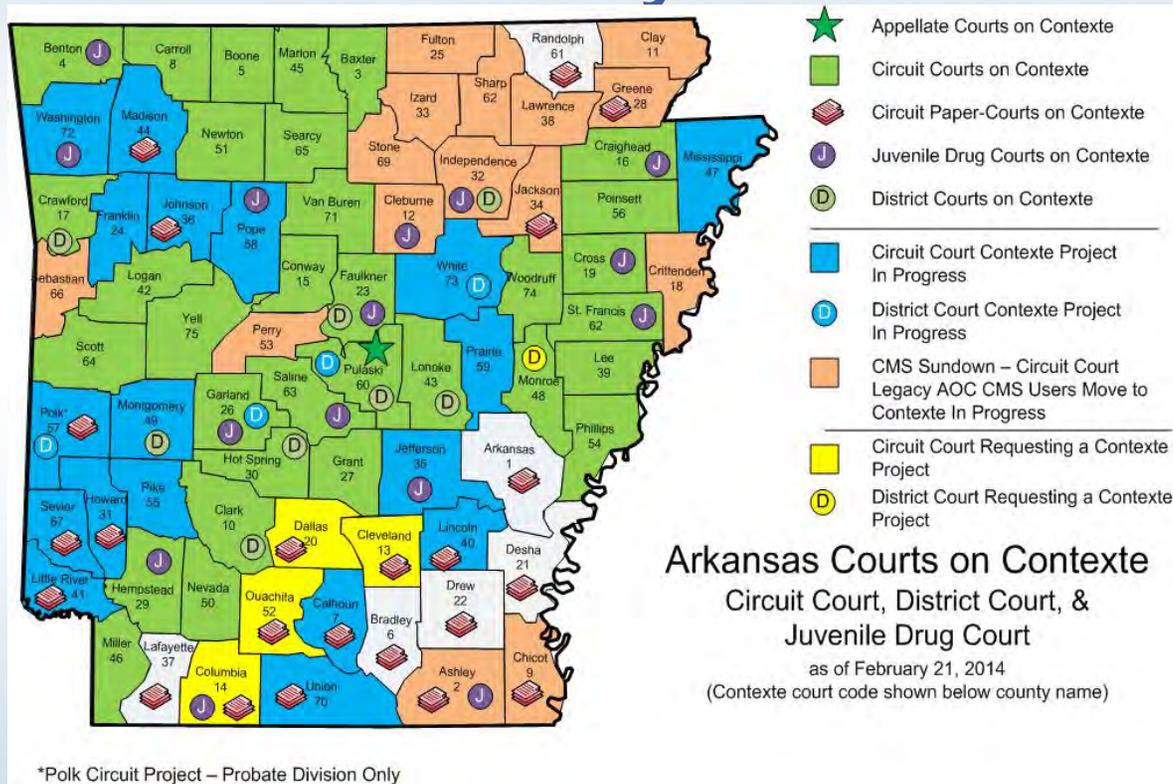
Administrative Office of the Courts

- Administrative Division
 - Research and Court Services Division
 - Juvenile Court Programs Division
 - Court Information Systems Division (CIS)
 - 64 FTE including 8 Compaid
 - Provide technological support to the state's courts
 - Maintain accurate information regarding court case loads
 - Manage the Arkansas Court Automation Programs
 - Support more than 4,000 application users
 - Support the Arkansas Judiciary website
- 

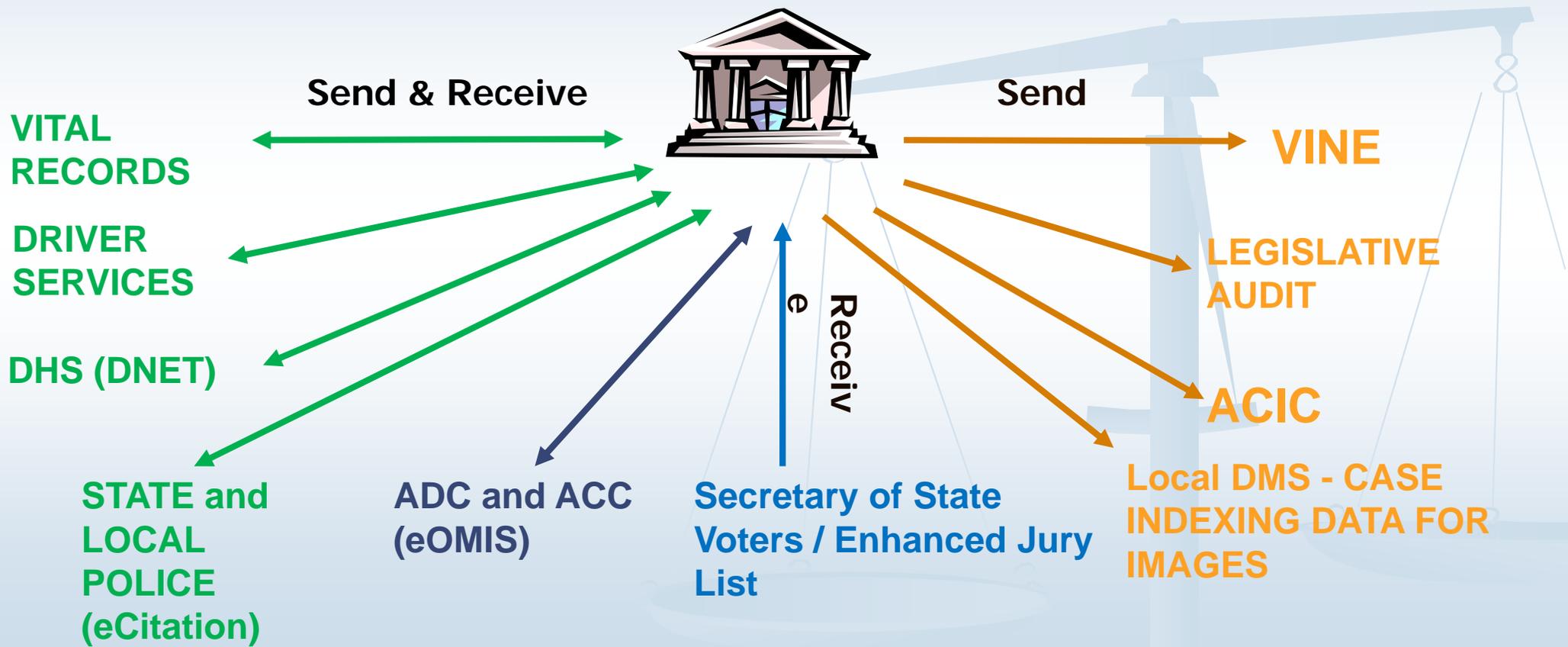
Court Automation Program Goals

- Statewide Case Management System (Contexte)
 - Statewide Jury Management System (Juror)
 - Electronic Filing (efile.aoc.arkansas.gov)
 - Public Access (caseinfo.aoc.arkansas.gov)
 - Online Payment (pay.courts.arkansas.gov)
 - Juror Access (myjuryinfo.courts.arkansas.gov)
 - Timely, Accurate, Complete Information Shared with Justice Agencies
- 

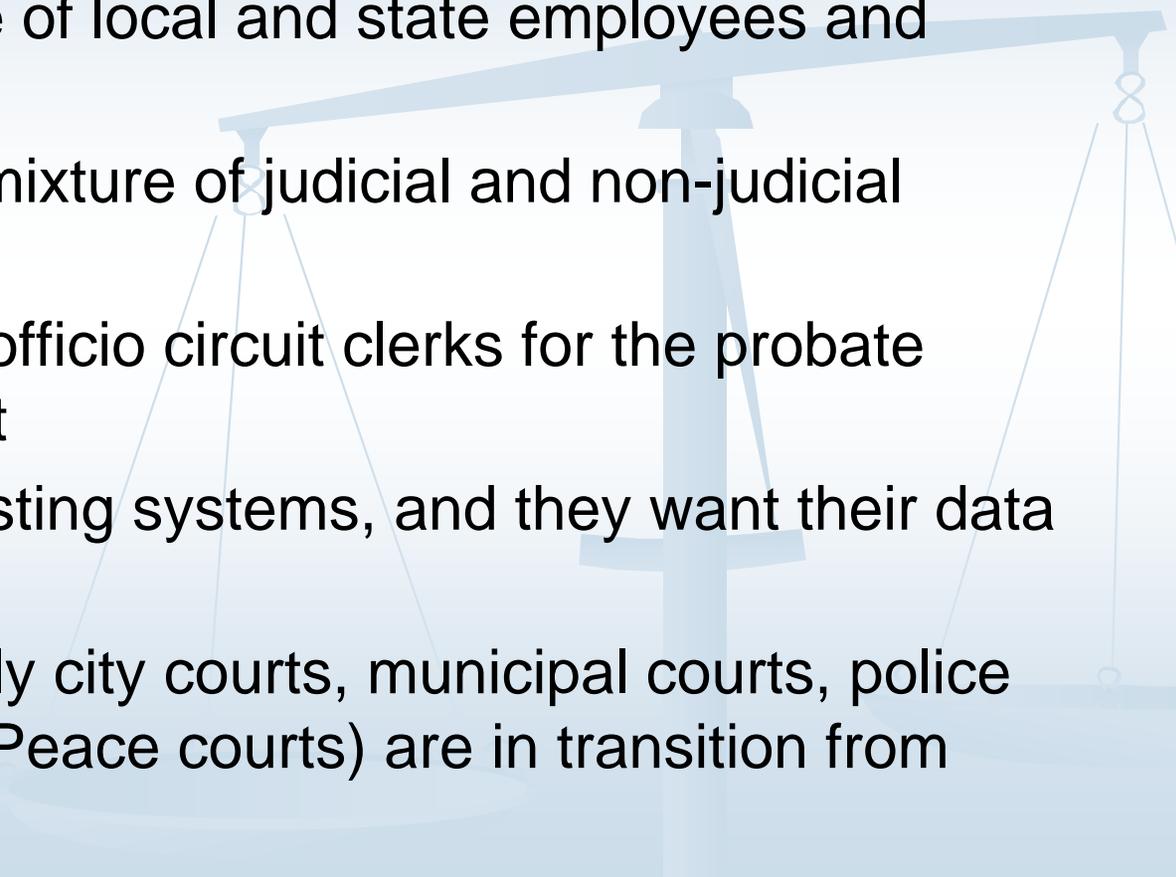
Contexte Courts February 2014



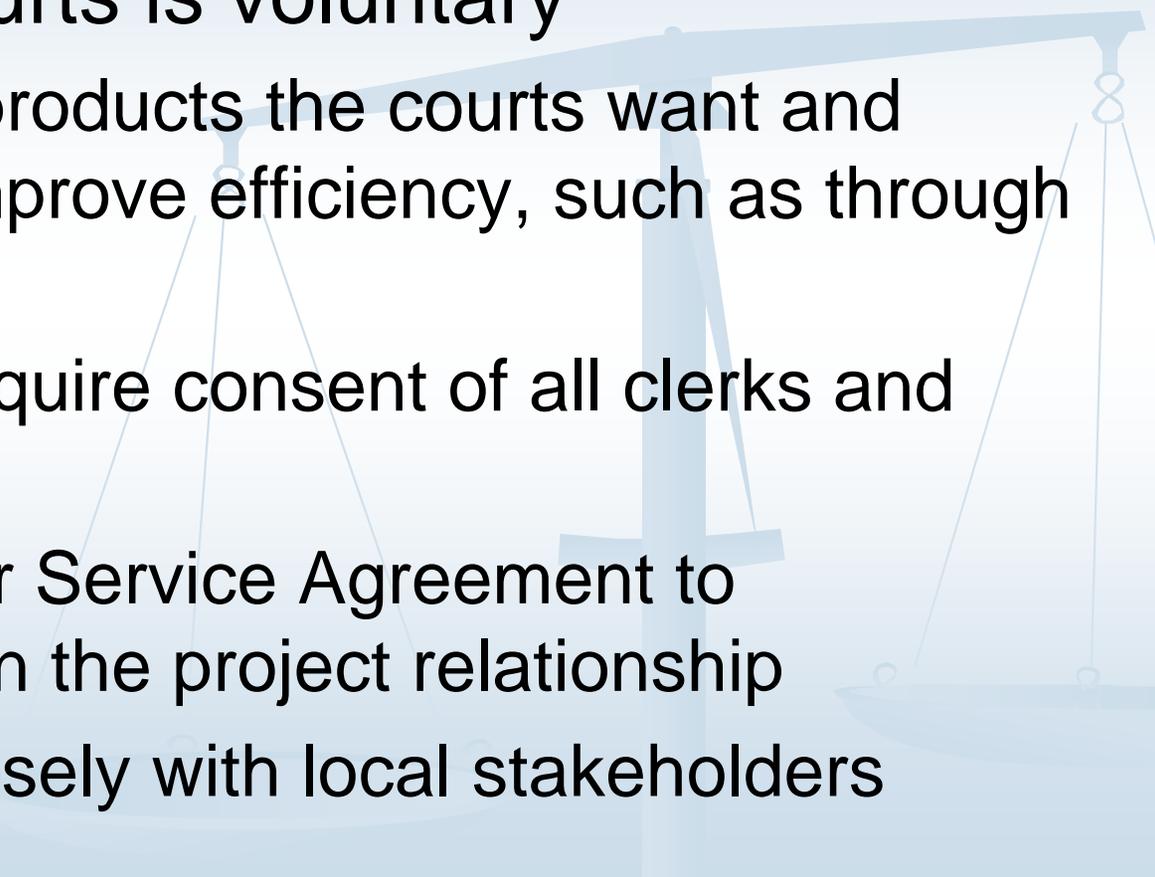
DATA SHARING



Challenges to Success

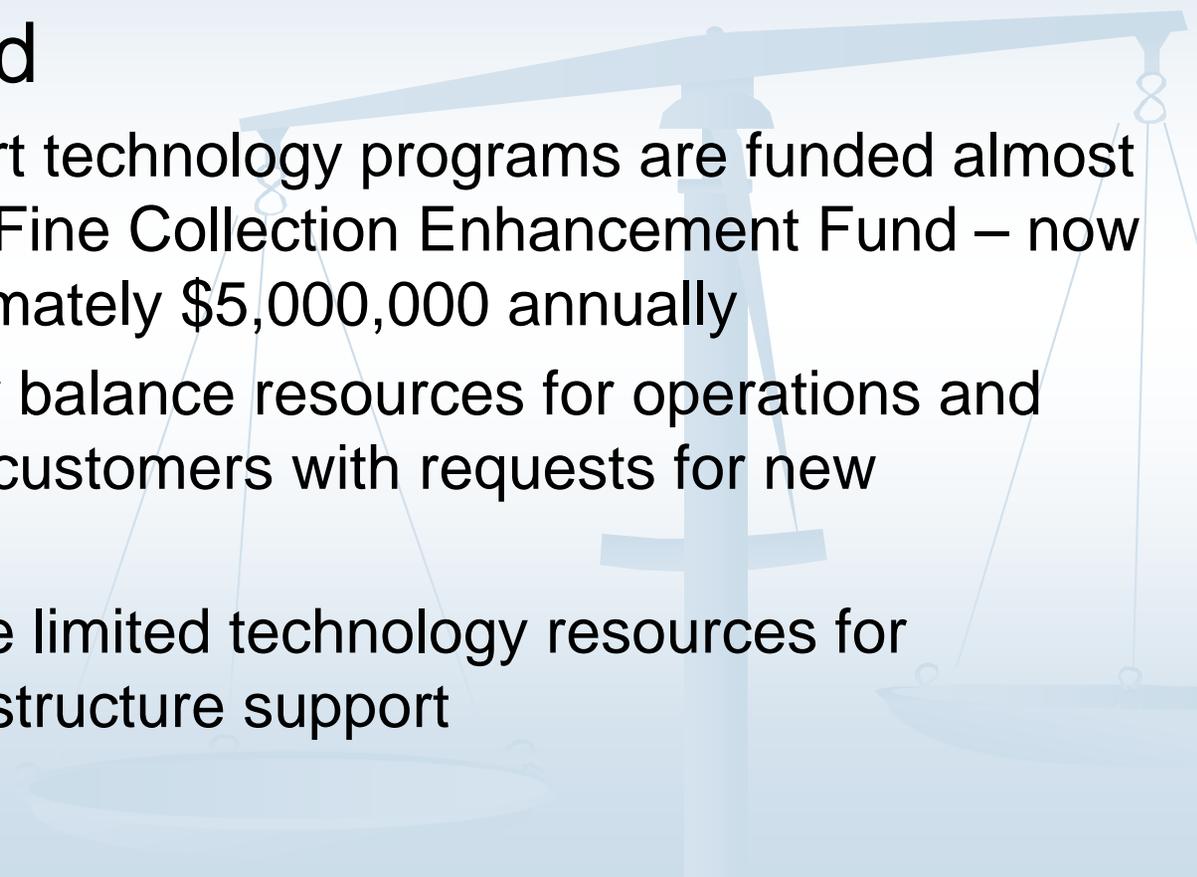
- Arkansas has a non-unified judicial system
 - Courts have a mixture of local and state employees and funding
 - Circuit clerks have a mixture of judicial and non-judicial responsibilities
 - County clerks are ex-officio circuit clerks for the probate division of circuit court
 - Many courts have existing systems, and they want their data converted
 - District courts (formerly city courts, municipal courts, police courts, Justice of the Peace courts) are in transition from purely local entities
- 

Keys to Success



- Participation by courts is voluntary
 - AOC must supply products the courts want and services that will improve efficiency, such as through data exchanges
 - Project requests require consent of all clerks and judges
 - AOC uses a Master Service Agreement to contractually govern the project relationship
 - AOC must work closely with local stakeholders

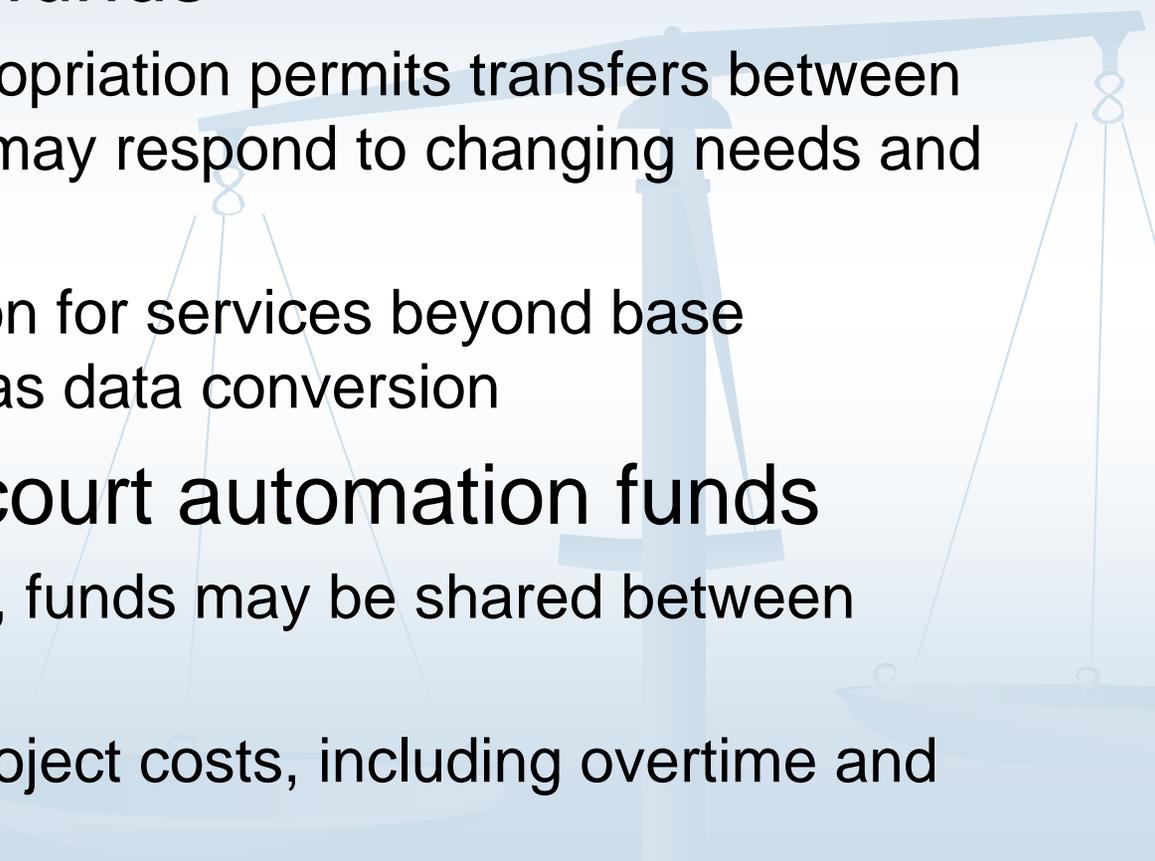
Challenges to Success



■ Funding is limited

- Currently AOC court technology programs are funded almost entirely by Judicial Fine Collection Enhancement Fund – now generating approximately \$5,000,000 annually
- AOC must carefully balance resources for operations and support of existing customers with requests for new implementations
- Smaller courts have limited technology resources for hardware and infrastructure support

Keys to Success



■ Flexibility in use of funds

- Court automation appropriation permits transfers between categories so that we may respond to changing needs and changing revenue
- Cash fund appropriation for services beyond base implementation, such as data conversion

■ Courts have local court automation funds

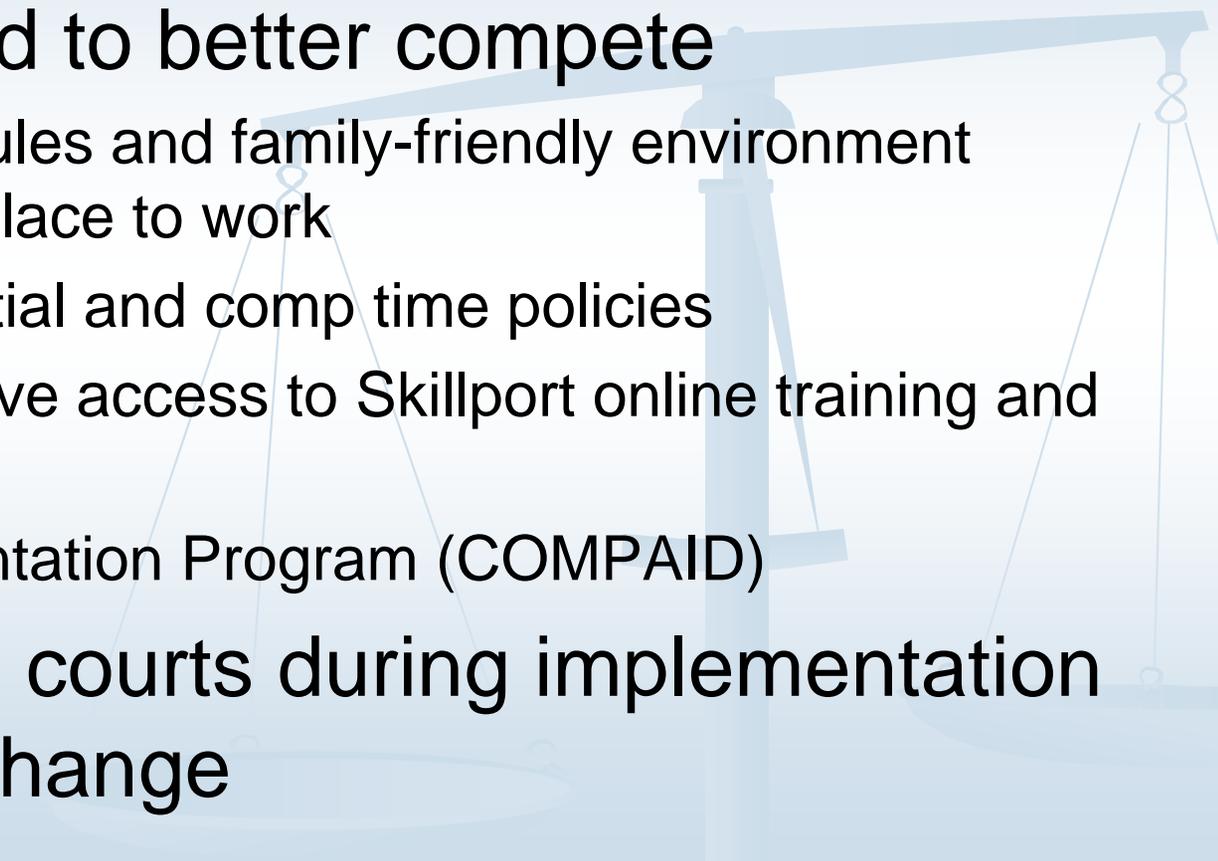
- In multi-county circuits, funds may be shared between counties
- May use for indirect project costs, including overtime and supplementing staff

Challenges to Success

■ Staffing

- It is difficult for AOC to attract and keep highly qualified and experienced IT employees - in 2001 there was 1 FTE to begin court automation project, CIS Division had 12 FTE – today 64 FTE.
- Court end users are sometimes resistant to change – system implementation can result in staff turnover at the local level – which results in higher demands for support

Keys to Success



- AOC has changed to better compete
 - Flexible work schedules and family-friendly environment make AOC a great place to work
 - Certification differential and comp time policies
 - CIS Division staff have access to Skillport online training and IT library
 - Use IT Staff Augmentation Program (COMPAID)
- Work closely with courts during implementation to help manage change

Challenges to Success

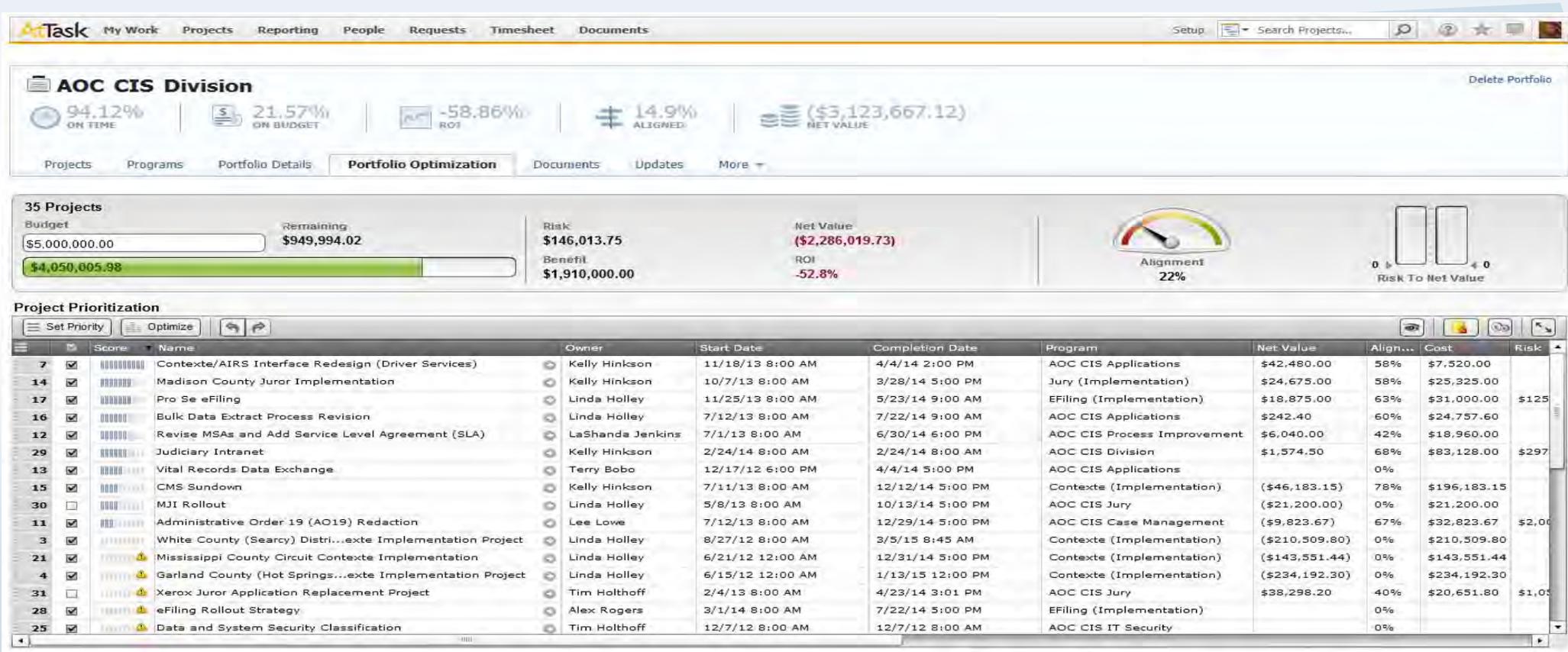
- Work management
 - The software is very complex to configure correctly, and it is difficult to train long-time court staff who have been working the same way for many years
 - Overburdened court staff have a difficult time keeping up with current work on their legacy system – it is difficult for supervisors to provide sufficient staff time for training and practicing in the new system
 - AOC has many active projects running concurrently

Keys to Success



- AOC provides pre-go-live environments for training and practice and encourages courts to schedule practice time
- AOC is improving its project management methodologies
 - PMO manages PMs and develops standards to improve delivery of projects on time, in scope, and within budget
 - AOC is using AtTask, a cloud-based enterprise project management tool, to plan, track, and report progress on projects, operations, and support

Portfolio Optimization



Project Status

AtTask My Work Projects Reporting People Requests Timesheet Documents											Setup	Search Projects...	?	★	🗨	👤						
Projects											Portfolios	More ▾										
Projects I Own											Projects I'm On	All Projects	Templates									
+ New Project ▾											Export ▾						Showing Active but not complete ▾ projects in the Project Status Update ▾ view, grouped by Owner ▾					
Ref #	Name ↑	Condition	Update	Pln Start	Proj Comp	% Complete	Status	Priority	Status Icons													
▶ Owner: Kelly Hinkson (8)											▼ Owner: Lee Lowe (9)											
<input type="checkbox"/>	9804	12th Judicial Circuit (Sebastian County) CMS Sundown Project	🟢 On Target	ACCOMPLISHED (03/16/14 - 03/22/14): Worked on moving up the schedule	5/29/13	9/9/15	31.2%	Active	Normal	🟢 🟡 📄 🗑												
IN PROGRESS (03/23/14 - 03/29/14): Meeting again next week to finalize																						
UPCOMING (03/30/14 - 04/05/14): Project targeted to start 04/20/15																						
TRAINING DATES: 08/10/15 - 09/04/15																						
TARGET GO-LIVE: 09/08/15																						
Mar 25 at 8:13 am by Lee Lowe																						
<input type="checkbox"/>	7500	4th Judicial Circuit (Washington & Madison) Contexte Implementation Project	🟢 On Target	ACCOMPLISHED (03/16/14 - 03/22/14): BPA Analysis complete, Madison MSA reviewed	5/20/13	9/1/15	41.2%	Active	Normal	🟢 🟡 📄 🗑												
IN PROGRESS (03/23/14 - 03/29/14): CCR001 Approvals - Gloria; Washington Internal BPA Review 3/26-3/27; Meeting with Madison on 3/28																						
UPCOMING (03/30/14 - 04/05/14): Madison MSA Signed; Madison BPA																						
TRAINING DATES: SU 05/12/14 - 06/06/14 EU 04/13/15 - 06/12/15																						
TARGET GO-LIVE: 06/29/15 PCC: 08/28/15																						
Mar 25 at 11:55 am by Lee Lowe																						
<input type="checkbox"/>	7250	5th Judicial Circuit (Franklin, Johnson, Pope) Contexte Implementation Project	🟢 On Target	ACCOMPLISHED (03/16/14 - 03/22/14): N/A	11/20/12	10/27/15	29.8%	Active	Normal	🟢 🟡 📄 🗑												
IN PROGRESS (03/23/14 - 03/29/14): Waiting for Pope MSA; schedule is in the approval process																						
UPCOMING (03/30/14 - 04/05/14): MSA's Fully Executed; project targeted to start on 07/16/14																						
TRAINING DATES: 02/09/15 - 03/27/15																						
TARGET GO-LIVE: 04/13/15 PCC: 06/10/15																						
Mar 25 at 8:53 am by Lee Lowe																						
<input type="checkbox"/>	12451	7th Judicial Circuit (Grant & Hot Spring) eFiling Implementation Project	🟡 At Risk	ACCOMPLISHED (03/16/14 - 03/22/14): N/A	2/6/14	9/29/14	8.2%	Planning	None	🟡 🟢 📄 🗑												
IN PROGRESS (03/23/14 - 03/29/14): Applying schedule template; preparing for orientation meeting																						
UPCOMING (03/30/14 - 04/05/14): Orientation Meeting on 4/4																						
TRAINING DATES: TBD																						
TARGET GO-LIVE: TBD																						

Team Updates

ATask My Work Projects Reporting People Requests Timesheet Documents Setup Search Projects...

Teams People Resource Planning

CIS Division Team +

Aaron Lax
Alex Rogers
Alexander Worker
Amanda Armstrong
Angela Daniels
April Davis
Becky Taylor
Ben Houston
Beth Jacks
Bobbi Sue Krank
Brian Lindsey
Chan Rajaram
Cindy Hombs
Connie Compton

CIS Division Team
Includes all CIS employees.
Send a Work Request to CIS Division Team

Team Settings Delete Team

Updates Working On Team Requests

(60/LR) Need to be able to create new Organization IDs when entering CVAQMVI citations - Incident #102219, PSJSDC-287 » Little Rock District Contexte Implementation Project

Chan Rajaram Van,
I had sent you a few emails 03/27/2014 Thursday evening regarding this issue and I just wanted to make sure you saw these comments in my email(I am sure you did but just checking):
On a related note :
In our LRDC team meeting we were also thinking that CAVQMVI should provide the functionality to create organization ids on the fly in addition to accommodating citing an existing organization just like how we are able to create person ids on the fly in CVAQMVI or cite an existing person id.
When we leave the first name column blank in CVAQMVI thinking that would create an organization id in CVAQMVI just like how an organization created in CPAIDEN has NULL in spriden first name with only SPRIDEN LAST NAME column populated the CVAQMVI form throws an error message that first name cannot be blank. So CVAQMVI is assuming and accommodating only creation of person ids even with the existing organization id citation fix. I have mentioned this to you in earlier emails I think and let me know if you think this needs to be communicated to Xerox so that they are aware of this need and can get back to us to let us know the feasibility.
Is Xerox aware of this need already? Please let me know.
6 · Yesterday at 12:22 pm · Like

Tim Holthoff We also need to explore this relative to ecitation. I'm not sure there is a way to write an ecite to an organization or indicate it's an organization.
1 hour ago · Like

Comment

RFS verification and clean up of system test rejects » Montgomery County, Polk County-County Clerk, & Polk District (MOPP) Contexte Implementation Project

Lorna Cross Working list, make it more understandable by clerks, of rejects to Montgomery.
Yesterday at 5:12 am · Like · Comment

Audit preparation » Montgomery County, Polk County-County Clerk, & Polk District (MOPP) Contexte Implementation Project

Lorna Cross Ran Montgomery's transmittal and printed active reports and missing numbers lists for both Montgomery and Polk. Emailed Dena to remind her about my audit; to pick up the BPEN.
Yesterday at 5:09 am · Like · Comment

RFS: Transmittal Processing » OPS: Functional Operational Tasks Project

Sheri Cole 3/28 stopped in Washington Co on my way to Madison Co meeting to work with juvenile clerk on transmittal questions

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Reports

AtTask My Work Projects Reporting People Requests Timesheet Documents									
Setup Search Projects...									
Back to Reports									
ALL HelpDesk Open Issues Grouped by Source and Priority								Show Filters Report Actions As of 6:03 AM	
Unresolved issues on HelpDesk projects									
Details Summary									
Export									
Showing Report Default issues in the Report Default view, grouped by Report Default									
Ref #	Name	Assignments	Priority	Status	Entry ↑	Act Comp	Priority		
Project: Name: Contexte Application Support (77)									
Priority: Low (60)									
Priority: High (8)									
Priority: Medium (6)									
Priority: Urgent (3)									
Project: Name: eFlex Application Support (15)									
Priority: Medium (2)									
Priority: Low (13)									
<input type="checkbox"/>	20956	(60/CI) efile: Administrative Order 18 Compliance	Amanda Armstrong	Low	In Progress	2/25/13	0		
<input type="checkbox"/>	24268	(60/CI) Lengthen the Party Description field RPE	Vendor - Xerox Case Management	Low	Vendor On Hold	3/26/13	0		
<input type="checkbox"/>	24129	efile: Request for quote to modify Courtesy NEF #99842	Vendor - Tybera	Low	Vendor In Progress	3/27/13	0		
<input type="checkbox"/>	29426	(60/CI)efile: User Manual update needed- Jason Kennedy asking about form fillable pdfs	Amanda Armstrong	Low	In Progress	5/2/13	0		
<input type="checkbox"/>	30211	(AO/CP) efile: AR Judiciary court forms that will obstruct an electronic file mark	Alex Rogers Amanda Armstrong Gloria Thompson John Stewart Lars Hultqvist Michelle Maxwell Tim Holthoff	Low	In Progress	5/9/13	0		
<input type="checkbox"/>	34389	(60/CI) efile on hold - No Action Taken #99718	Vendor - Tybera	Low	Vendor In Progress	6/25/13	0		
<input type="checkbox"/>	38228	(60/CI) efile - Nancy Sadler: case error with multiple cases reprocessed. Xerox case #102445, PSJSDC-333	Vendor - Xerox Case	Low	Vendor In Progress	8/21/13	0		

Looking Forward



- Focus on quality
 - Developing data quality program to provide better information about court work
- Focus on security and DR/COOP
 - Developing IT security program to better secure court information
 - Developing hot site at DIS WLR Data Center
- Focus on Next Generation of Court Management

Arkansas Court Automation Programs



“Supporting Courts; Ensuring Justice”

Tim Holthoff
CIS Division Director
Arkansas Supreme Court
Administrative Office of the Courts
April 2014



John Thurston
Commissioner of State Lands
State of Arkansas



Improving with Technology



Commissioner of State Lands

State of Arkansas



How we have improved with the use of Technology

- Electronic Certifications and Corrections
- DataScout Pro web services Integration
- Automation with Disc Imaging Integration
- Credit Card acceptance
- Paperless County Reporting
- Electronic Payments of County Turnback and Recording Fees
- Improved Historical Document web access
- Improved web service offerings



Commissioner of State Lands

State of Arkansas



Electronic Certifications and Corrections

- Electronic Certifications were up over 400% in 2013
 - Receiving certifications in an electronic format allows the Commissioner of State Lands to save hundreds of man hours to manually enter data into our systems.
 - Less errors and mistakes
 - Parcels are available for payment much faster



Commissioner of State Lands

State of Arkansas



DataScout Pro web services integration

- Ability to provide access to county property records directly from the COSL web site.
- Parcel level mapping, to provide aerial property views and Google Street views where available.
- County wide mapping to show locations of all available parcels within a county.



Commissioner of State Lands

State of Arkansas



Automation with Disc Imaging integration

- Using the Disc Imaging API has given us the ability to automate much of the labor intensive scanning previously done at the COSL.



Commissioner of State Lands

State of Arkansas



Paperless County Reporting

- All county reports are now made available on the COSL web site, including monthly deed reports, monthly turnback reports and monthly recording fee reports.
- Paper reports are no longer mailed to counties.



Commissioner of State Lands

State of Arkansas



Electronic Payments of County Turnback and Recording Fees

- Payments to counties of turnback funds and recording fee payments are now made with electronic funds transfers, giving the counties faster access to funds and reducing the time required for distribution.



Commissioner of State Lands

State of Arkansas



Improved Historical Document Web Access

- Continued restoration of historical documents relating to early statehood of Arkansas and the Louisiana Purchase are made available with a modern web site using advanced view capabilities to quickly zoom and view hi-resolution documents.

<http://history.cosl.org>



Commissioner of State Lands

State of Arkansas



Improved Web Service Offerings

- Newly launched revamped COSL web site
 - Makes use of modern web technologies to perform better on various devices and screen sizes.
 - Tax Payment forms and Offer To Purchase forms made available directly.

Legislative Audit Information Systems Best Practices

Arkansas State
CIO IT Academy
April 15, 2014

Larry Barlow, Deputy Legislative Auditor
Kurt Cover, Information Systems Auditor

How to Pass an Audit

**Arkansas Division of Legislative
Audit**

The seal of the Arkansas Division of Legislative Audit is a circular emblem. It features a central figure holding a scale of justice, surrounded by stars and a banner. The outer ring of the seal contains the text "DIVISION OF LEGISLATIVE AUDIT" at the top and "ARKANSAS" at the bottom, separated by two stars.

Passing an Audit

- Pass an audit if you have adequately responded to your IT risks



Examples of IT Risks

- Identify Risks
 - Inside/Outside Hackers
 - Vendor Access
 - Fraud
 - Noncompliance with State/Fed Regulation
 - Application/Software errors
 - Disasters
- Implement Controls to Address Risks

Managing / Responding to Risks

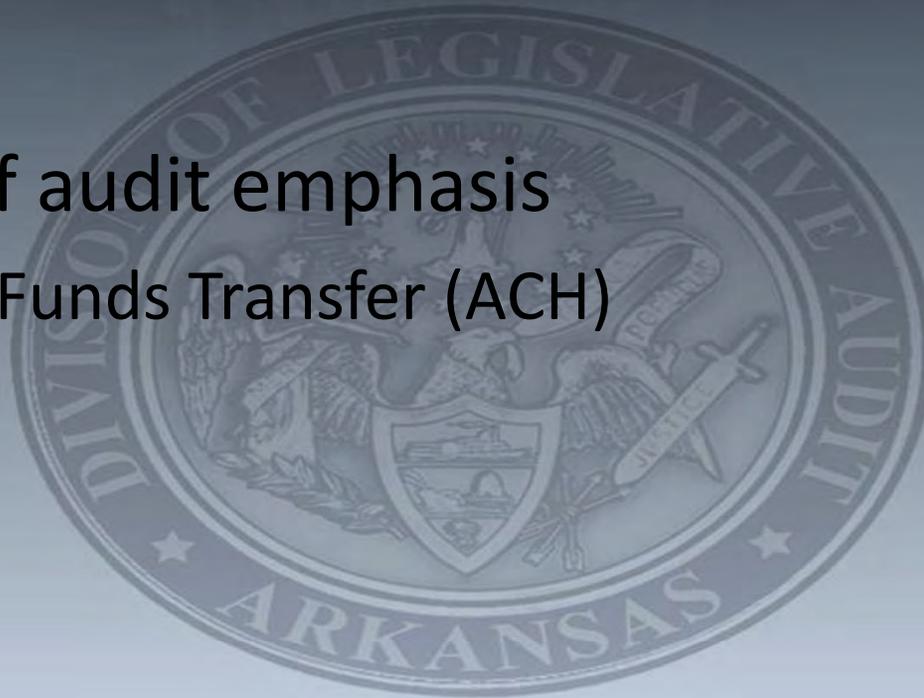
- Response to Risk
 - High risk vs lower in risk
 - DFA Revenue Applications vs General Ledger Application
- Our Audit Procedures Match Identified Risk

Sources We Use

- GAO Federal Information Systems Controls Audit Manual (FISCAM)
- COBIT
- PCI
- Other Auditor Reports
- Emerging Threats
- Legislative Audit's IS Best Practices:
 - Reader's Digest version of the above

EFT

- New area of audit emphasis
 - Electronic Funds Transfer (ACH)
 - Ebanking



BREAK
2:20-2:35

Arkansas State CIO
IT Academy
April 15, 2014

Benefits of Good Data Management

Arkansas State
CIO IT Academy
April 15, 2014

Tonmoy Dasgupta, Enterprise Data Architect
Department of Information Systems

The image features a perspective view of a tunnel formed by multiple rows of binary code (0s and 1s). The code is rendered in a light blue color and appears to be receding into the distance, creating a strong sense of depth. The text "Data Management" is overlaid in the center of the tunnel in a bold, orange, sans-serif font. The overall aesthetic is digital and futuristic.

Data Management

Data Management Topics

- Data - an Enterprise Asset
- Data Management Introduction
- Data Management Frameworks
- Why choose DAMA?
- The DAMA Data Management Framework
- Intro to Data Governance

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“Data is the oil of the 21st century”

Peter Sondergaard, Gartner’s chief researcher



“Organizations that do not understand the overwhelming importance of managing data and information as tangible assets in the new economy will not survive.”

Tom Peters, Business thought leader
(Author of “In pursuit of Excellence”)



Enterprise Assets are Managed

- The General Assembly finds and declares information and information resources to be the strategic assets of the State of Arkansas and that procedures must be established to ensure that information resources are used in an efficient manner [Arkansas Code Annotated § 25-4-102 (a)(1)]

Finance



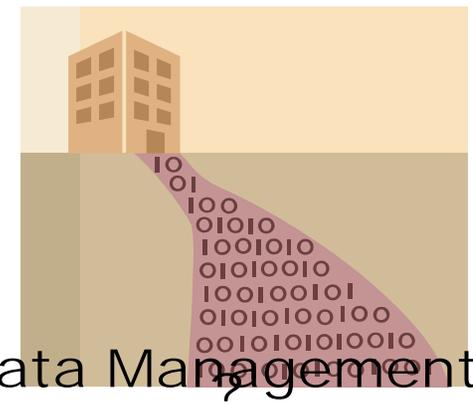
Financial Management

Human Resources



Human Resources Management

Data



Data Management

Stricken language would be deleted from and underlined language would be added to the law as it existed prior to this session of the General Assembly.

Act 648 of the Regular Session

1 State of Arkansas
2 87th General Assembly
3 Regular Session, 2009

A Bill

HOUSE BILL 2200

4
5 By: Representative Patterson
6
7

For An Act To Be Entitled

8
9 AN ACT TO AMEND THE ARKANSAS INFORMATION SYSTEMS
10 ACT OF 1997, § 25-4-101 ET SEQ.; AND FOR OTHER
11 PURPOSES.
12

Subtitle

13
14 TO AMEND THE ARKANSAS INFORMATION
15 SYSTEMS ACT OF 1997, § 25-4-101 ET SEQ.

18 BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF ARKANSAS:

19

20 SECTION 1. Arkansas Code § 25-4-102 is amended to read as follows:

21 25-4-102. Legislative findings and declaration of intent.

22 (a) The General Assembly finds and declares information and
23 information resources to be strategic assets of the State of Arkansas and
24 that procedures must be established to ensure that:

25 (1) Information resources are used in an efficient manner;

26 (2) Departmental resources are used unless an exception is
27 authorized;

28 (3) Information is administered and shared, consistent with
29 requirements for security, privacy, and confidentiality;

30 (4) Information technology acquisitions meet state needs and are
31 consistent with coordinated efforts to maximize standardization and cost
32 effectiveness;

33 (5) State officials have timely access to information in useful
34 forms; and

Data Management Topics

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Data Management aka

- Information Management (IM)
- Enterprise Information Management (EIM)
- Enterprise Data Management (EDM)
- Data Resource Management (DRM)
- Information Resource Management (IRM)
- Information Asset Management (IAM)

Data Management is NOT

- Database Administration
- Data Administration

Data Management Is

- A strategic business function
- It comprises of several related disciplines
- Data is a relatively new asset and Data Management is a maturing discipline

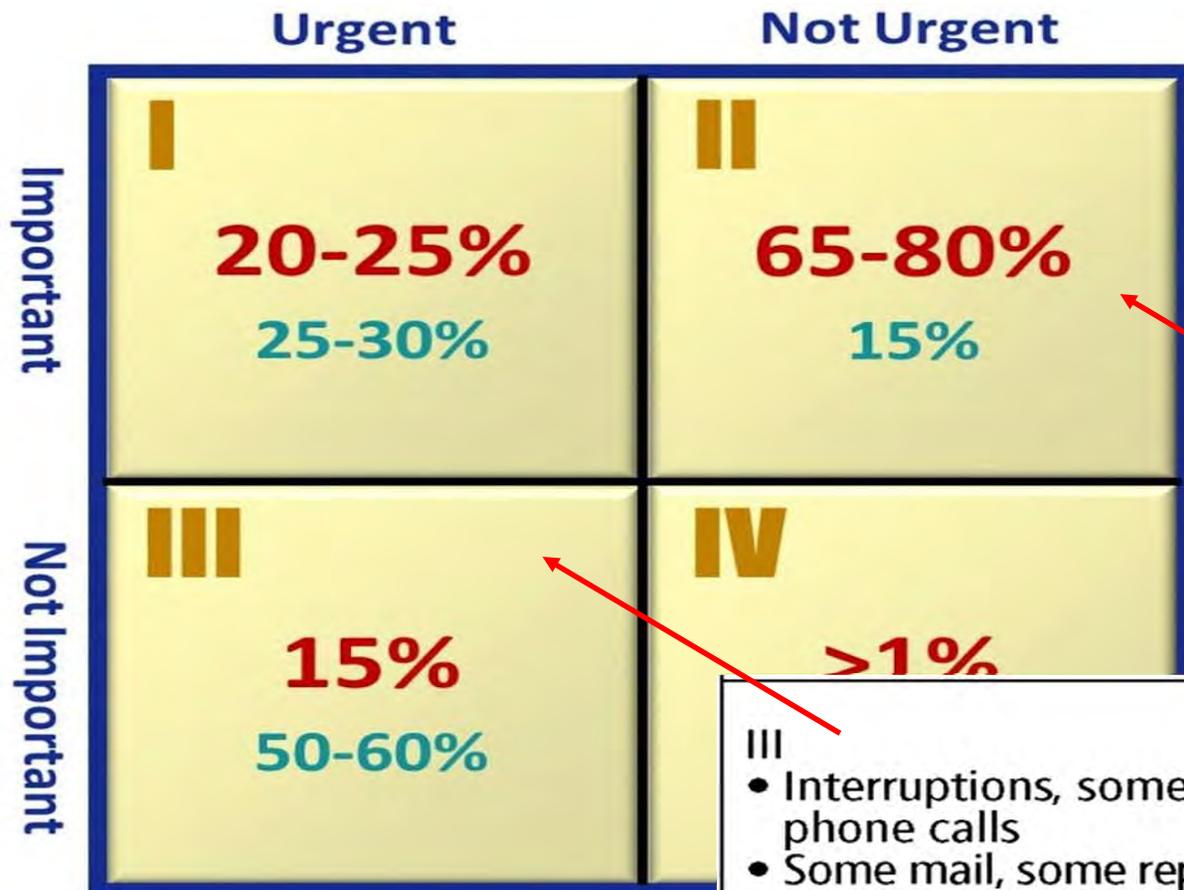
Time Management

	Urgent	Not urgent
Important	<p>I</p> <ul style="list-style-type: none">• Crises• Pressing problems• Deadline-driven projects, meetings, preparations	<p>II</p> <ul style="list-style-type: none">• Preparation• Prevention• Values clarification• Planning• Relationship-building• True re-creation• Empowerment
Not important	<p>III</p> <ul style="list-style-type: none">• Interruptions, some phone calls• Some mail, some reports• Some meetings• Many proximate, pressing matters• Many popular activities	<p>IV</p> <ul style="list-style-type: none">• Trivia, busywork• Some phone calls• Time wasters• "Escape" activities• Irrelevant mail• Excessive TV

Time Management

III

- Interruptions, some phone calls
- Some mail, some reports
- Some meetings
- Many proximate, pressing matters
- Many popular activities



- **High performing organizations**
- **Typical organizations**

- II
- Preparation
 - Prevention
 - Values clarification
 - Planning
 - Relationship-building
 - True re-creation
 - Empowerment

- III
- Interruptions, some phone calls
 - Some mail, some reports
 - Some meetings
 - Many proximate, pressing matters
 - Many popular activities

Data Management

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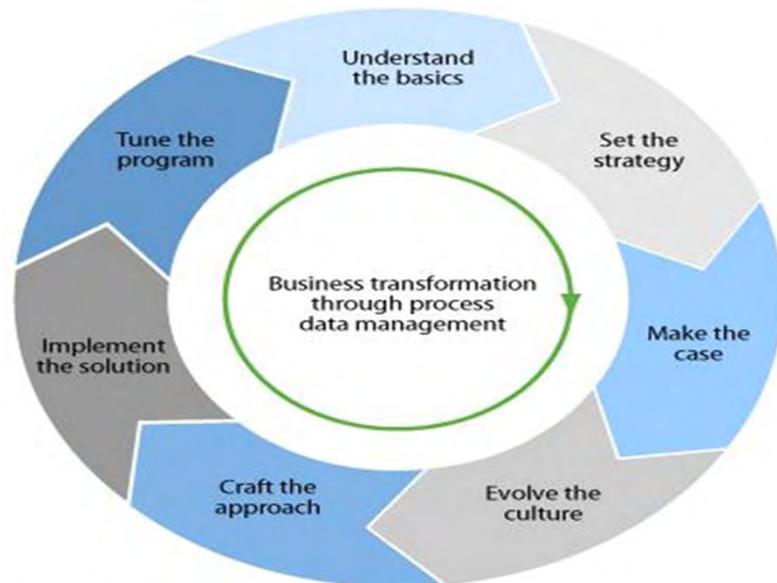
Framework

“a set of ideas or facts that provide support for something”

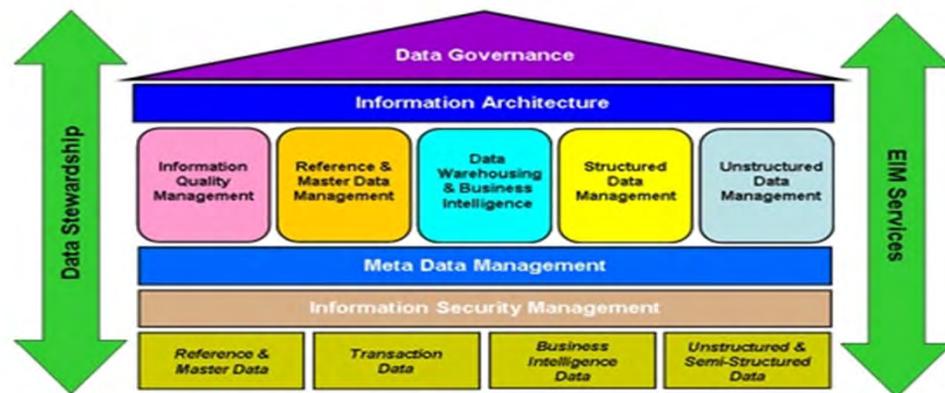




IBM



Forrester Research



EIM Institute.org

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- The premiere organization for data professionals worldwide
- Vendor independent, not-for-profit
- 7500 volunteers in 40 chapters world-wide
- Robust collaboration between academia and industry
- Advises universities in USA & Canada on Data Management courses



- John Zachman
- Peter Chen
- EF Codd
- Larry English
- Bill Inmon
- Robert Seiner
- Barbara Von Halle
- Len Silverston
- Dr. Peter Aiken
- Dr. Richard Wang
- Graeme Simpson

Tower of Babel



©2009MMBOX PRODUCTION

"This truly is a monumental piece of work"

John A. Zachman, 2008





- Consensus driven
 - Standard Definitions
 - Scope & Boundaries
 - Common Issues
 - Guiding principles

Data Management Topics

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Data Management: Definition

The planning, execution and oversight of policies, practices and projects that acquire, control, protect, deliver, and enhance the value of data and information assets.

Data Management: Goals

- To understand the information needs of the enterprise
- To capture, store, protect, and ensure integrity of data assets
- To continually improve the quality of data and information
- To ensure privacy and confidentiality
- To maximize effective use of data assets.

18 BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF ARKANSAS:

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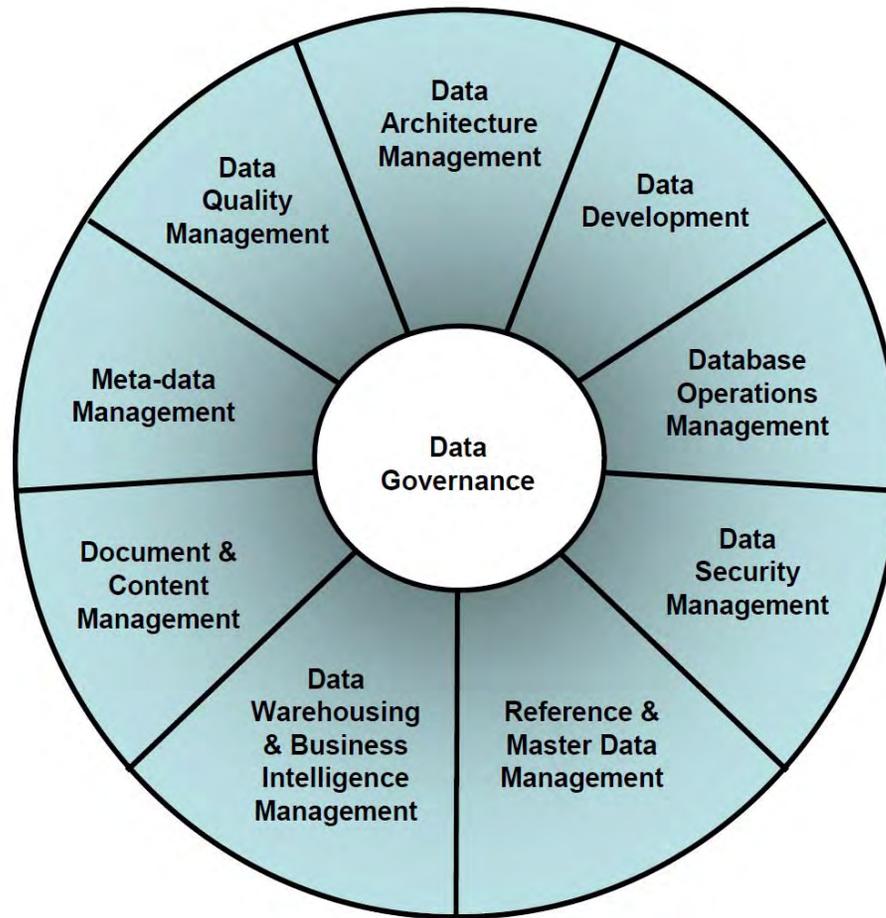
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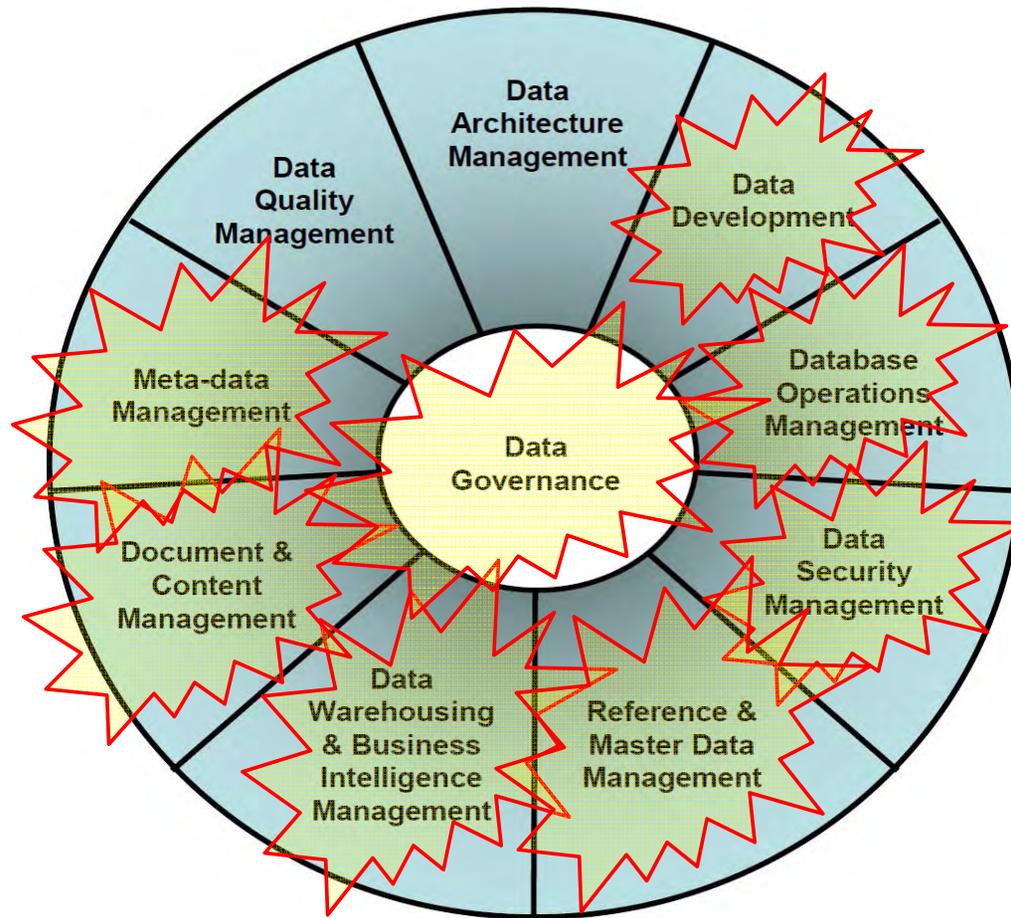
30 (4) Information technology acquisitions meet state needs and are
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32 effectiveness;

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Data Management Framework



Your Mileage May Vary



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1. Data Governance

Definition: The exercise of authority and control (planning, monitoring, and enforcement) over the management of data assets.

Goals:

1. To define, approve, and communicate data strategies, policies, standards, architecture, procedures, and metrics.
2. To track and enforce regulatory compliance and conformance to data policies, standards, architecture, and procedures.
3. To sponsor, track, and oversee the delivery of data management projects and services.
4. To manage and resolve data related issues.
5. To understand and promote the value of data assets.



Inputs:

- Business Goals
- Business Strategies
- IT Objectives
- IT Strategies
- Data Needs
- Data Issues
- Regulatory Requirements

Suppliers:

- Business Executives
- IT Executives
- Data Stewards
- Regulatory Bodies

Participants:

- Executive Data Stewards
- Coordinating Data Stewards
- Business Data Stewards
- Data Professionals
- DM Executive
- CIO

Activities:

- 1. Data Management Planning (P)**
 1. Understand Strategic Enterprise Data Needs
 2. Develop and Maintain the Data Strategy
 3. Establish Data Professional Roles and Organizations
 4. Identify and Appoint Data Stewards
 5. Establish Data Governance and Stewardship Organizations
 6. Develop and Approve Data Policies, Standards, and Procedures
 7. Review and Approve Data Architecture
 8. Plan and Sponsor Data Management Projects and Services
 9. Estimate Data Asset Value and Associated Costs
- 2. Data Management Control (C)**
 1. Supervise Data Professional Organizations and Staff
 2. Coordinate Data Governance Activities
 3. Manage and Resolve Data Related Issues
 4. Monitor and Ensure Regulatory Compliance
 5. Monitor and Enforce Conformance With Data Policies, Standards, and Architecture
 6. Oversee Data Management Projects and Services
 7. Communicate and Promote the Value of Data Assets

Tools:

- | | |
|------------------------|---------------------------------|
| • Intranet Website | • Issue Management Tools |
| • E-Mail | • Data Governance KPI Dashboard |
| • Meta-data Tools | |
| • Meta-data Repository | |

Activities: (P) – Planning (C) – Control (D) – Development (O) - Operational



Primary Deliverables:

- Data Policies
- Data Standards
- Resolved Issues
- Data Management Projects and Services
- Quality Data and Information
- Recognized Data Value

Consumers:

- Data Producers
- Knowledge Workers
- Managers and Executives
- Data Professionals
- Customers

Metrics

- Data Value
- Data Management Cost
- Achievement of Objectives
- # of Decisions Made
- Steward Representation / Coverage
- Data Professional Headcount
- Data Management Process Maturity

Figure 3.1 Data Governance Context Diagram

A common mistake in Data Governance

- Do not put Data Governance under IT leadership
- Instead facilitate & get the business to chair – Get the CEO/CEO delegate.



A common mistake in Data Governance

- Bad data resulting from technical problems are easy to fix
- Bad data resulting from business processes are difficult and need business commitment



The plumbing versus the water



Technology focus:

- We deliver, measure, monitor technologies and we put information into them.

Information focus:

- If information were the center of our universe, how would we do differently?

The character of Enterprise



CHARACTERISTICS

scale.

Where do I go from here?

- Revisit time management quadrant – you are the CIO and top custodian of a new enterprise asset.
- Get the [DAMA Data Management publication](#) .
- Ask DIS Enterprise Architecture group to get you in touch with appropriate SMEs
- Join [Dataversity](#) for free webinars on subjects of interest
- Attend [“Enterprise Data World”](#) or [“Data Governance”](#) conferences

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- Why choose DAMA?
- The DAMA Data Management Framework
- Intro to Data Governance

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Amy Sawyer, Network General Manager
Information Network of Arkansas

Arkansas State Data Center-West



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