

**Ohio Department of Administrative Services
Office of Information Technology (OIT)
2011 Accomplishments**

Governor's Goals:

- **Cut Bureaucracy, Grow Jobs and Improve Customer Service and Access to Services**

DAS's Goals:

1. **Provide common administrative functions state-wide that allow agencies to focus on their core missions**
2. **Cut red tape to make government services more understandable, accessible and responsive**
3. **Reduce the cost of government to taxpayers**
4. **Change the culture of DAS to create a sharper focus on internal and external customer support**

OIT has tied the past calendar year's accomplishment to the above defined DAS goals.

The following 2011 OIT accomplishments are associated with OIT Optimization strategy and tie back to the following four focus areas:

- **Developed IT Optimization Strategy**
 - IT Governance/Planning – strong governance and central IT planning provides insight into the business needs of the agencies and provides a holistic view of the enterprise (1,3,4)
 - Reduce Infrastructure Complexity – simplifying the infrastructure reduces cost and provides a foundation for common, enterprise applications and solutions (1,3,4)
 - Increase use of enterprise applications/solutions – expanding the use of enterprise applications/solutions will facilitate integrating disparate data sources (1,2,3,4)
 - Employ Business Intelligence Tools for increased reporting – integration of data will greatly improve the State's services, service delivery and enhance policy making (1,2,3,4)

A key component for this is partnering with key agencies such as the Office of Health Transformation.

- Office of Health Transformation
 - Engaged in Governance Process
 - Portfolio Management Office IT oversight and involvement in top priorities
 - Supported development of Strategic Direction for Integrated Data Sharing and Integrated Eligibility effort
 - Initiative requirement definition for HHS cabinet agencies
- Initiated Microwave Proof of Concept leveraging MARCS Towers and OARnet (1,2,3,4)
- Released of Draft Request for Proposal (RFP) for SOCC Remediation (1,2,3,4)

Accomplishment by specific area within OIT:

Administration

- Expand Skillsoft/Learn IT Ohio enrollment to include all cabinet agencies. Actively marketing to boards and commissions to enroll additional new users. Actively marketing offering to increase usage among current users. (1,4)
- Completed IT Classification transition – all state bargaining unit IT personnel have been allocated to the new class series. Alternative Dispute Resolution process to address classification grievances has concluded. (1)
- Continued coordination and collaboration for IT through the Multi-Agency CIO Council (MAC) and the Leadership Management Committee (LMC) increasing frequency of meetings by 75% (2,3,4)

Ohio Geographically Referenced Information Program (OGRIP)

- OGRIP continues developing the Ohio Spatial Data Infrastructure (OSDI) for the State of Ohio. Development efforts on the Spatial Data Infrastructure are below:
 - Initiated the second round of the Ohio Statewide Imagery Program (OSIP) in the Spring that will provide 1FT color and Infrared photography over a four year period for the entire state. This past year OSIP collected imagery for 15 northern counties and the entire Lake Erie shoreline. Enhanced high-resolution and derivative products (i.e. LiDAR, contours, 6IN or 3IN imagery) were obtained by 13 counties through the state's Cooperative Purchase Agreement program. (1,2,3)
 - Five additional counties provided street centerline and address information through the Location Based Response System (LBRS) initiative and four counties entered into partnerships with OGRIP, bringing the total number of counties participating in the LBRS program to 78. Of the 78 counties participating, 67 have completed development and provided information for 97,970 miles of road and over 2.9 million site address locations. (1,2,3)
 - Augmented existing parcel/property repository with parcel information from 50 counties through a collaborative effort of OGRIP member agencies in 2011, including data from 4 counties that had not previously been inventoried. The State Owned Real Property (SORP) inventory now stands at 42,921 parcels of land controlled by the state accounting for approximately 651,000 acres. This information is being utilized by state agencies to determine property ownership in support of gas and oil exploration in the Utica and Marcellus shale regions of the state. (1,2,3)
 - Participated with the Appalachian Ohio Data Sharing Partnership to provide guidance and data to develop cadastral information for Vinton, Noble and Guernsey counties and define a cadastral standard for Ohio. (2,3)
 - Provided locations through ConnectOhio for over 25,000 Community Anchor Institutions - public and private service institutions as like libraries, schools, police and fire departments, daycare facilities and government buildings to determine broadband availability and accessibility. The Department of Administrative Services was awarded a National Telecommunications and Information Agency (NTIA) grant to support LBRS development and mapping activities to continue this high quality work. (2,3)
 - Performed over 20 million geocode transactions for purposes of school, transportation, municipality and special tax district determinations. (1,2,3)
 - Compiled responses from 5 regional outreach meetings and an online survey with over 200 GIS users to help chart the course of GIS activities over the coming years. These responses along with input from the OGRIP Council we captured in a strategic planning document for Ohio GIS activities. (2,3)
 - Provided 24/7 support to OEMA during the Shaken Horizon 2011 National Level Exercise and provided recommendations to improve GIS support capabilities within the EOC for planning and mitigation activities. (2,3)

Ohio Administrative Knowledge System (OAKS)

- Established Agency Business Council where agencies have a voice in OAKS priorities (1,3)
- Improved State of Ohio Business Intelligence reporting capabilities where agencies now have access to Accounts Payable, Procurement, Employee Compensation and MBE/EDGE data marts. (1,3)
- Implemented myOhio.gov – the first statewide employee portal (1,4)
- Implemented HR Self Service where employees can update their own personal information, change/add direct deposit, reprint W2's, W4 updates, December Leave Conversion eliminating printing thousands of forms (1,4)
- Refreshed the OAKS nonproduction technology infrastructure utilizing virtualization technology (3)
- Implemented eBid technology readying the state for automation to perform more strategic sourcing opportunities (1,2,3)

Multi-Agency Radio Communications System (MARCS)

- Built and/or incorporated twelve new towers, greatly increasing coverage and capacity. (1,3)

- Turned up first 700 MHz regional radio system in Ohio (Cuyahoga – Lake County partnerships) MARCS/IP. (1,3)
- Completed National Emergency Communications Plan Goal Two reporting at 100% participation – only about 14 of the 56 states and territories were successful in attaining this goal, which is mandated by Congress. (1,3)
- Awarded one of four federal “BIDP” (Border Interoperability Demonstration Grant) awards for the U.S./Canadian Border - \$3.5M grant to push out MARCS/IP across the Canadian Border. (1,3)

Enterprise Privacy

- Established Ohio Privacy Advisory Board (comprising 16 agencies) to assist agencies in the on-going improvement of privacy practices by providing guidance and other resources and to serve in an advisory capacity to the state chief privacy officer. (1,4)
- Established HIPAA-HITECH Privacy Working Group which has reviewed new breach notification requirements, business associate agreement changes, accounting for disclosure requirements and increased auditing and enforcement actions. (1)
- Provided support to agencies by acquiring and providing privacy professional training resources, assisting in incident response, answering agency and citizen inquiries, and participating on the Criminal Justice Information System Governing Board. (1,4)

Information Security

- Established the enterprise security controls framework in ITS-SEC-02 based on the National Institute of Standards and Technology (NIST) Special Publication 800-53, revision 3 (NIST 800-53) as the framework for information security controls implementation for the state. (1)
- Expanded offering of vulnerability scanning services to cover DAS as well as many other agencies. Currently we provide services to 8 agencies (including DAS) with two agencies expressing interest in the services after the first of the year. (1)
- Deployed Security Awareness Training to DAS and procured licensing for deployment to all state employees through a cooperative purchase program saving almost \$15,000 from list pricing. (1)
- Participated in a collaborative purchase of security education through SANS. Twelve agencies participated in purchasing 130 individual courses with an estimated savings of \$100,000 compared to purchasing independently. (1,3)
- Secured grant funding through Ohio Homeland Security for the purchase of an enterprise facing security event and information management (SEIM) appliance. This funding, made possible by the US Dept. of Homeland Security, provided almost \$100,000 for the purchase and implementation of this appliance which will result in cost savings to the agencies and better security monitoring of Ohio.gov. (1,3)
- Secured free forensic training from the National White Collar Crime Collaborative for 12 state employees. (3)
- Secured funding from Ohio Homeland Security through a US Dept of Homeland Security Grant for 30 state employees (mainly system administrators) to attend SANS 464: Hacker Detection for System Administrators. The total amount of the funding was \$21,000. (3)
- Completed SSAE 16 audit of OAKS system with a reduction in findings for the third year. Unmet objectives are down to one and management letter comments are down to six. (2)

Business Office

- OIT Service Usage Management System (SUMS) became operational on July 1. This system provides on-line access to invoice data at the summary and detail level: (4)
 - Allow users the ability to see data on a daily basis.
 - Allow users the ability to track individual costs and make comparisons to prior months, years, etc.
 - Allow users the ability to plan costs by maintaining historical data.

- The FY11 MBE OIT plan was approximately 24% of the eligible spend. At the end of FY11, DAS met its required MBE spend obligation with a percentage was 15.07%, due in large part by the OIT MBE component. (2)
- A Sharepoint Infrastructure Service Rate reporting tool was in operation as of January 2011. This system compares actual billable units on a monthly basis to estimated usage producing projected annual variances. This has been a valuable tool for program managers and administrative staff to monitor rates and the volume of units produced. (4)

IT Services

- IT Asset Management – DAS implemented a centralized IT Asset Management program which has provided for standardized purchasing and cost savings around procurement of PCs, laptops and monitors. The program also centralizes tracking and security controls around both hardware and software. (3,4)
- ITS Data Center Move – IT Services consolidated most of their servers into the enterprise OIT VM Ware environment thus saving floor space costs at the SOCC.(3)
- Casino Control Standup from IT perspective – OIT staff helped stand up this new agency by providing networking, equipment, e-mail accounts, desktop support, website and web form designs and application support. (1,4)
- Consolidated DotNetNuke environments – saves DAS money by reducing the costs of hosting the DAS web content management service. (3)
- Build a load-balanced DotNetNuke environment – enhances DAS services by enabling agencies with high-traffic websites to use the DAS web content management service (1,3,4)
- Personnel Action form for GOV – streamlines the process for entering personnel action forms (2,4)

Digital Government

- Collaborated with Department of Development to implement InvestOhio registrations and investment applications on the Ohio Business Gateway (1,2)
- Collaborated with Department of Taxation for Use Tax Amnesty registration and returns functionality through the Ohio Business Gateway (1,2)
- Transitioned to new enterprise e-Payment Engine (1,3)
- Web Standards update – Worked with the Governor’s Office to develop new web standards that allow cabinet agencies to update their websites with increased flexibility while still maintaining a common look and feel across the State enterprise. (1,4)
- Updated Social Media guidance – collaborative effort with the Governor’s Office gives agencies a framework within which to pursue their social media goals. (1)

Infrastructure Services Division (ISD)

- Secure WiFi installation at SOCC - OIT installed a secure, meshed wireless local area network in floors 1, 2 and 3. The wireless LAN (WLAN) has enhanced staff productivity and efficiency while offering opportunity for network engineers to become more proficient in wireless technologies. The WLAN is in full compliance with all DAS security requirements and policies. We submitted a proposed rate calculation to expand the service offering to all state agencies, boards, commissions, and local governments. (4)
- EPA Data Center Migration - OIT provided engineering, planning, and operational support to ensure a successful migration of the EPA data center to the State of Ohio Computer Center. (1,3,4)
- OCSC IT Consolidation - OIT successfully planned and migrated IT support for the Civil Rights Commission from a decentralized model to a DAS provided service for network, server, DNS and desktop support. (1,4)

- Upgrade Ohio.gov Backbone - OIT completed a modernization upgrade to the Ohio.gov core backbone network increasing redundancy, capacity and security to facilitate the State of Ohio's IT modernization efforts. This upgrade was accomplished with minimal disruption to critical state business functions which depend on this network connectivity. Migration on agency connections has begun and will continue into the next year. Implementation of the new consolidated State network core infrastructure has resulted in the decommissioning of 11 network devices. Cost savings realized include reduced power consumption, maintenance expense and management effort. (1,3)
- eMail Consolidation - Eight agencies, representing 17,451 mailboxes, migrated to the consolidated eMail environment. Those agencies were EPA, DPS, DOT, AGR, COM, ODH, Tuition Trust and Civil Rights Commission. 13,478 existing mailboxes were transitioned from the Exchange 2007 to Exchange 2010. The Exchange 2007 environment was decommissioned. (1,3)
- Kronos - Upgraded from version 5.2 to version 6.1. (1)
- Server and Storage Virtualization / Consolidation (1,3)

In 2011, a plan to consolidate the physical footprint of OIT was put into place at the SOCC. With the completion of the Phase 1 and the first leg of the Phase 2 "physical to virtual (P2V)" projects, several physical servers were spread throughout 32 Racks on the 2nd floor of the SOCC.

Completing the second leg of Phase 2P2V project allowed us to remove 41 physical servers and continue with moving over 40 physical servers to designated racks. This enabled the removal of 16 emptied racks. Now all of our physical and virtual servers are in the remaining designated 16 racks. This cut our physical floor space requirements in half.

- 16 racks were removed from the SOCC 2nd floor.
- IT Services' server infrastructure collapsed into OIT's environment.
- 55 Power feeds were removed.
- 201 New VM's deployed (499 total actively registered/running virtual servers to date).
- 36 AIX logical partitions (Ipars) were deployed.
- 8.4TBs of storage are being managed by Storage Virtual Controller (SVC).
 - SOCC - 24 AIX hosts defined, 199 vdisks, 6.7tb of storage in use
 - Rhodes - 15 AIX hosts defined, 145 vdisks, 1.7tb of storage in use
- Tussing Road Virtual Hot Site - Deployed equipment at Tussing Road/Commerce for Exchange and Virtualization replication. Replicating Exchange databases to Tussing Road/Commerce. (1)
- Identity Management (1,4)
 - Deployed the ID Forest.
 - Provisioned 60,000 employee user accounts in ID.OHIO.GOV.
 - myohio.gov portal consuming ID for authentication resulting in a single log-on OAKS modules.
- Mainframe Software Conversion Savings - Enterprise Mainframe Computing staff in collaboration with staff from JFS, DMH and LOT worked throughout 2011 to complete migration and conversion efforts to a number of Independent Software Vendor (ISV) licenses. Software licenses were migrated and converted to similar IBM licenses that save over \$2.3 million in license and maintenance costs, (Computer Associates, Compuware and UNICOMM licenses were eliminated or reduced). (1,3)
- Mainframe Backup/Archiving Technology Upgrade Savings - Further savings were realized with the elimination of 260,000 Mainframe cartridge tape drive technology by converting to a 99 percent tapeless environment for Mainframe agency processing. Storage at Fireproof Records & Storage facility was reduced from \$190,000 per year to \$12,000, a savings of \$178,000, due to a decrease in

tape shipment (3,000 per day to 4 per day) and tape storage space (120,000 tapes stored to 200 tapes). (1,3)

- Collaboration Efforts with BWC - Expanded the Disk Library Manager, (DLM), installed within our mainframe infrastructure that will be used by BWC IT staff to process tape data. This expansion into OIT's mainframe infrastructure is BWC's first collaborative step in moving toward an OIT hosted legacy solution for BWC mainframe processing. OIT's procurement of this expanded tapeless technology benefits BWC and will replicate disaster recovery backup as well as convert BWC to more reliable and efficient tapeless technology. This effort saved BWC nearly \$450,000 in earmarked funds for an upgrade to BWC's aging tape robotic system and provides for common shared technology. (1,3)
- Verizon Wireless Data Plans - Verizon eliminated the unlimited data plans effective July 7, 2011. UNS signed a Verizon Wireless Service Attachment before June 30, 2011. Therefore, the State of Ohio contract maintains an unlimited data plans through June 30, 2013. (1,3)
- Customer Support Services - Processes and tools for incident and request management have been centralized within the Customer Service Center for 13 service areas in ISD. This has helped us to eliminate the use of two interactive voice response systems (IVRs) and eight customer support email accounts. This has helped to improve the overall efficiency and effectiveness of customer support. (4)
- Shared Web Hosting (1)
 - Established dedicated Dot Net Nuke Professional environment for ODT
 - Established dedicated environment to support the Department of Aging Hospital Exemption Notification System (HENS)
 - Established dedicated environment to support the Ohio Back To Work UC Video site for JFS
 - Established DNN environment to support DNN sites created and managed by DAS ITS
 - Collaborated with ITS staff to migrate their DNN sites into the hosting environment
 - Provided emergency support to OBM in March when their self-managed web environment could not support the demand for budget documents
 - Collaborated with UNS to establish redundancy in the F5 load balancer to eliminate a single point of failure that had previously resulted in outages
 - Virtualized many of the SWH servers
 - SQL Server Upgrade to 2008 R2
 - Collaborated with OAKS staff to migrate the myOhio.gov domain from SWH to OAKS

Investment and Governance Division (IGD)

- Consolidated Buys - Enterprise standardization and demand aggregation for common hardware components yields savings of additional 8-28% over previous pricing. Using MAC-established standards for commonly needed hardware across notebook and desktop computers, monitors, servers, and network equipment, the MAC led an effort to benchmark prices with other states and the private sector, forecast purchasing volume across the state, partner with Original Equipment Manufacturers, establish an easy purchasing vehicle based on the volume of the state as a whole while protecting a fair revenue for the OEM and their resellers, allow agencies to partner with vendors for value added services, and significantly reduce agency and DAS time spent on assisting with and reviewing procurements. The Ohio State University estimates that by joining the effort, they will reduce their annual costs for personal computers by \$450,000 over their current approaches. (1,3)
- Enterprise Strategy for Aggregating Investment in Core Services - Established a comprehensive investment strategy around a core set of services to be shared by state agencies. OIT and agencies engage during planning, budgeting, spending and procurement to drive down the costs for the state's foundational IT services through common adoption. (1,3)

- Enterprise Cloud Services Guidance Established - Established comprehensive guidance to the sourcing of services to both a state private cloud and the commercial cloud. The state guidance emphasizes consolidating the agency needs around core IT services that are shared statewide for cost optimization and a portfolio of secure, technically sound, and state standards compliant commercial solutions that can be acquired much more easily than traditional IT procurements. (1)
- Restrictions and Review Processes Eased Around the Use of State Telephones - State policy was revised to remove unnecessary, costly review processes and more consistent acceptable use policy around state employee use of state telephone services. (1,3)
- Cloud Services Master Services Terms & Conditions Set - Developed a comprehensive set of contract terms and conditions to support commercial sourcing of hosted and other cloud services. These will be used to establish competitive sealed proposal, master license, master services, and enterprise agreements. (1)
- Enterprise Project Management Office Established - Established a project management office covering the end-to-end project lifecycle. 24 initiatives covering 112 projects were under management for its first full year of operation. (1,4)
- Complex Agreements Brokered - Brokered resolution of significant agency/provider disagreements affecting large-scale, enterprise initiatives including the Medicaid management system contract for MITS, the taxation management system contract for STARS, and the unemployment management system contract for ERIC. New portfolio approaches to managing related clusters of contracts were taken with Education's Race-to-the-Top, Lottery's VLT gaming, and Workers' Compensation core system replacement initiatives. (1,3)
- State Operating Budget with State IT Investment Priorities as a Focus - Worked with agencies during the establishment of their Fiscal Years 2012 and 2013 operating budgets around core state IT investment areas. State budget guidance provided IT investment guidelines and planning meetings with agencies focused on adoption of core shared services. (1,3)
- Streamlined, Fast-Track Release and Permit Process Implemented - More agile and flexible enterprise processes for the procurement of IT hardware, software, maintenance and services established. Since established, 50% of agencies' procurements have used the new 'express' procurement process. (1,4)
- Procurement Regulations Concerning Printers Lifted - Overly burdensome regulations concerning the acquisition of printers were rescinded. (1,2,4)