

MISSISSIPPI

2010

State of Mississippi
Department of Information
Technology Services
Annual Report

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ITS 2010 ANNUAL REPORT

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ITS 2010 ANNUAL REPORT

Introduction

The Mississippi Department of Information Technology Services (ITS) is responsible for the establishment of policy and future direction and for providing the computing and telecommunications infrastructure for all information systems technologies within state government. Charges for services to various customer agencies, institutions, and governing authorities fund ITS activities. These charges are established through an annual federal cost allocation plan.

ITS is composed of five service areas, an internal services division, and a governing board (see Organizational Chart on Page 3). The ITS Board is made up of two distinct components. First, there are five lay members who are appointed by the Governor and confirmed by the Senate and serve five-year, staggered terms. Second, there are two non-voting legislative advisors representing each house and are appointed by the Lieutenant Governor and the Speaker of the House.

This report reflects the continuing evolution of ITS mission and the activities conducted by this organization for the Fiscal Year 2010 (July 2009 - June 2010).

ITS 2010 ANNUAL REPORT

ITS Vision

ITS is the catalyst for effective planning, deployment, and operation of innovative information technologies for Mississippi State Government. ITS forms dynamic partnerships with our customers and the private sector to optimize the use of available resources for enhanced delivery of government services.

ITS Mission Statement

The Mississippi Department of Information Technology Services (ITS) provides statewide leadership and services that facilitate cost-effective information processing and telecommunications solutions for agencies and institutions.

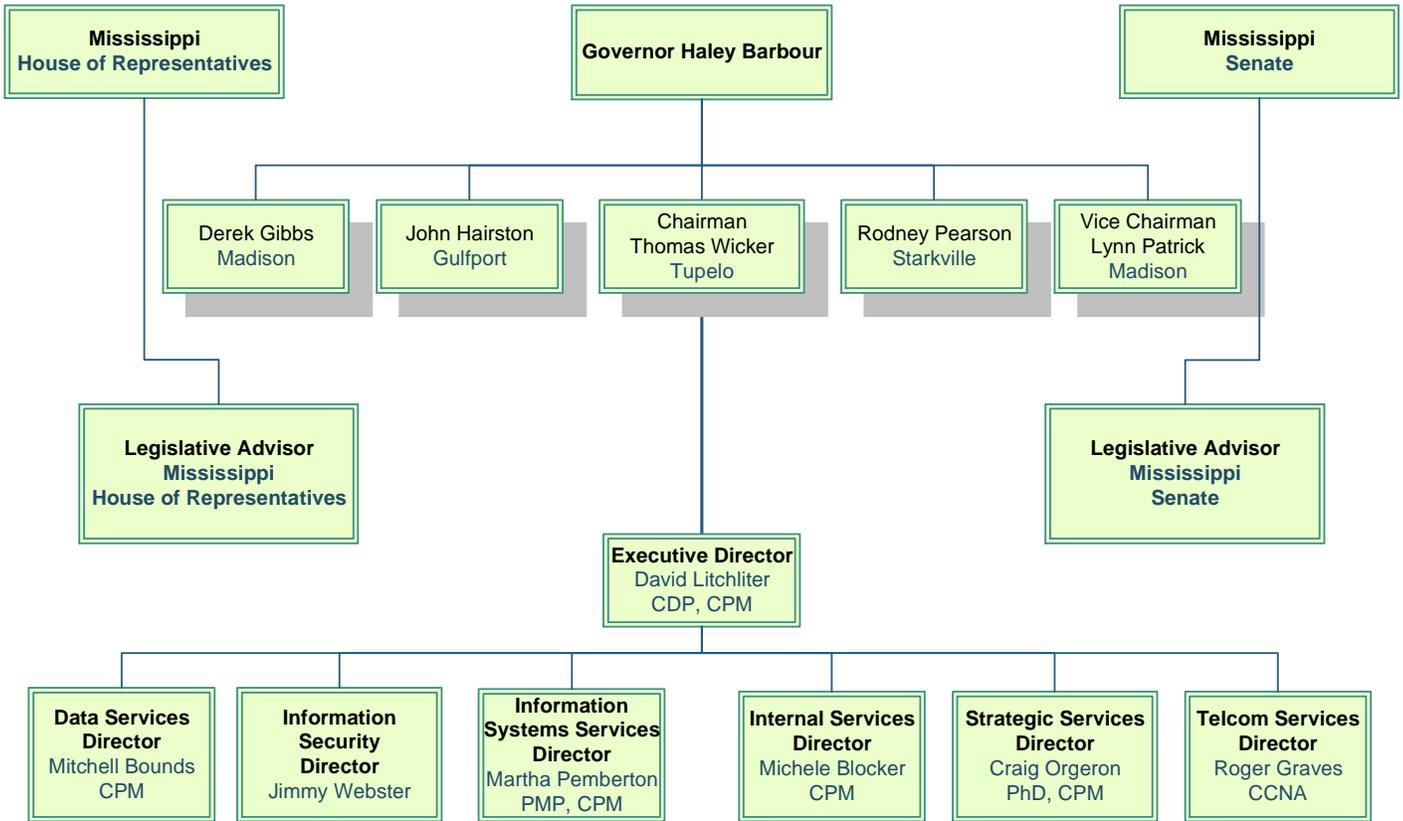
We strive to be:

- ❖ Service Oriented - Partnering with our customers to use information technology to achieve their business goals
- ❖ Technology Leaders - Working with agencies and institutions to explore emerging technologies and to set policies, standards, and guidelines
- ❖ Facilitators - Communicating effectively with customers, on both an executive and technical level, to identify potential opportunities for information technology in the state
- ❖ Resource Providers - Providing the infrastructure resources to support information technology

ITS Core Beliefs

- ❖ We believe in utilizing collaborative partnerships with customers and vendors to promote an environment of continuous improvement of government services
- ❖ We believe we must communicate openly and honestly with our customers, vendors, and peers
- ❖ We believe we must understand and contribute to the achievement of the ITS vision
- ❖ We believe that the employees of ITS are our greatest assets and must be empowered to make well-informed decisions
- ❖ We believe we must provide high-quality service that meets or exceeds our customers' expectations

Organizational Chart



Strategic Master Plan Activities

Each year, ITS publishes the *State of Mississippi Strategic Master Plan for Information Technology* and the *State of Mississippi Technology Infrastructure and Architecture Plan*. Both documents are used by various state entities to assist in planning future technology endeavors. The *Master Plan* outlines technology initiatives and the three-year direction for the state, while the *Infrastructure and Architecture Plan*, from an enterprise technology asset perspective, outlines similar initiatives in a two-year timeframe. The following fiscal year 2010 divisional accomplishments, in combination with those plans, empower ITS to better serve state agencies, institutions, and governing authorities.

Data Services

- ❖ Continued working with the Department of Finance and Administration's (DFA) Bureau of Building, Grounds and Real Property Management for the new State Data Center
- ❖ Installed new physical security system including card access, cameras and biometrics in the new State Data Center
- ❖ Installed and deployed advanced Storage Technology to enable storage virtualization and improved backup/recovery technology
- ❖ Tested disaster recovery plan at IBM Business Recovery Services Center including mainframe and open systems areas
- ❖ Increased storage capacity for the mainframe and open systems
- ❖ Installed an IBM TS3500/TS7740 tape library that includes 16 drives: (8) TS1120-3592 for the virtual environment and (8) TS1130-3592 for the native environment
- ❖ Upgraded aging portal infrastructure hardware with current Power 7 technology and upgraded software environment for virtualized Partition Mobility and VIO
- ❖ Designed and deployed a new Active Directory (AD) environment for statewide use to improve security and access to applications and resources
- ❖ Expanded Mobile Device Support for email systems
- ❖ Designed and deployed the industry standard Exchange email subsystem to offer all state agencies wishing to use advanced consolidated email, directory and mobile devices
- ❖ Deployed virtualized servers using the VMware platform taking advantage of advanced server technology for improved cost effectiveness
- ❖ Continued implementation of Information Technology Infrastructure Library (ITIL) best practices in conjunction with implementation of Computer Associates (CA) Service Desk, change management and monitoring of environment with CA Spectrum/eHealth
- ❖ Upgraded virtualization for z/VM and Linux on the mainframe to host some of the newest application used by the State of MS: MEC – Mississippi Electronic Courts and prototypes for a new ERP financial system

- ❖ Finalizing data center migration move to the new data center facility
- ❖ Implemented applications on the specialty engines of the mainframe
- ❖ Provided infrastructure for statewide electronic court system for the Mississippi Supreme Court

Information Security Division

- ❖ Completed implementation of virtual private network (VPN) strategy including upgrading and tuning VPN administration software, introducing IPS monitoring of VPNs, and configuring system to allow use of SSL VPN clients.
- ❖ Upgraded core firewalls and Intrusion Prevention Systems (IPS) to support 10 Gigabit connectivity and upgraded the security management platform to take full advantage of new features.
- ❖ Established criteria for automated incident reporting by evaluating industry products, looking at products in other states, discussing criteria with the MS-ISAC, and discussing development with internal staff. Created internal documents to track incidents manually until automated system can be established.
- ❖ Distributed new revised enterprise policy after review by agency subcommittee and posted to SOS for comment. Policy changes were tracked and documented. Policy is available on the ISD website with the appropriate credentials.
- ❖ Established Security specific training opportunities based on customer feedback from the ISD survey. Specific classes were established as well as regular ongoing security related classes.
- ❖ Established a security awareness program that included placing access to resources on the website, conducting internal awareness training, providing external awareness training, producing materials for use by agencies to do their own awareness training, and participating in the Nation Cyber-Security Awareness initiative including a declaration by the Governor establishing October as Cyber Security Awareness Month.
- ❖ Established security contracts that focused on the security needs of the agencies to help them meet the requirements for security at their agency. These contracts were multi-award contracts for security consulting services and security assessment services.
- ❖ Developed and promoted the use of the ISD security website. Website includes resources such as the monthly cyber security newsletter, the enterprise security plan, the enterprise security policy, access to information about security contracts, security alerts, links to federal, state, and industry related websites, awareness links and materials, security current events articles, educational opportunities, as well as presentations from ISD and guest speakers at the quarterly Security Council Meetings.
- ❖ Established core user group via the Security Council Meetings. Meetings were held quarterly and included guest speakers from the vendor community, the FBI, and Homeland Security. Also covered new features on the website, changes to policy, and other relevant information for customers.
- ❖ Developed and distributed an information security questionnaire to all agency security contacts. Used agency feedback to determine educational and awareness

- training needs, information communications preferences, and establish a baseline for what agencies were doing relative to their core security operations.
- ❖ Developed relationships with other state and federal information security entities including the Federal Bureau of Investigations, Cyber Crimes Division, the Attorney General’s Cyber Crimes Division, and expanded our relationship with the MS-ISAC to include 24/7/365 security monitoring through a federal grant from Homeland Security.
 - ❖ Began development of the policy and reporting criteria for agencies to submit their compliance letters, security plans, and assessment results. Evaluated options for automating and simplifying the reporting process.
 - ❖ Developed and maintained the enterprise security plan including quarterly updates to the ITS Executive Director regarding progress on divisional goals and objectives.
 - ❖ Manage and coordinate maintenance of core security operations components including firewalls, IPS, VPNs, authentication systems, and event correlation and management.

Information Systems Services

- ❖ Provided the state with technology consultants possessing technical and project management skills to assist agencies and institutions in information technology projects
- ❖ Filled key roles in multiple innovative and mission critical technology projects for state government. Examples include:
 - ◆ Procurement liaison roles for the Department of Health (MDH), Department of Human Services (MDHS), Mississippi Management and Reporting Systems (MMRS), Department of Transportation (MDOT), and Department of Public Safety (DPS)
 - ◆ Management of the continued deployment and expansion of the state's enterprise content management solution (Interwoven/Autonomy)
 - ◆ Partnered with the Department of Finance and Administration to issue an RFP for next generation E-Government services and a new payment processing solution for state government
 - ◆ Procurement of a Microsoft Stimulus 360 solution for the Department of Finance and Administration
 - ◆ Procurement of a Decision Support System/Executive Information System for the Department of Finance and Administration
 - ◆ Procurement of build-to-suit radio tower construction services for the Wireless Communication Commission
 - ◆ Procurement of a State Lands Management System for the Secretary of State's Office
 - ◆ Procurement of Electronic Benefit Services for the Department of Human Services
 - ◆ Procurement of broadband mapping consulting services for ITS on behalf of the Broadband Task Force
 - ◆ Procurement of ERP Software for the Department of Finance and Administration MAGIC initiative
 - ◆ Procurement and other support for cabling, telecommunications equipment, and computer equipment for multiple construction projects under the coordination of the Department of Finance and Administration's (DFA) Bureau of Building, Grounds, and Real Property Management
 - ◆ Project management for Supreme Court's pilot of federal Case Management/E-Filing System
- ❖ Developed web enabled applications to encompass three primary environments: Microsoft, JAVA, and Lotus Notes. Examples include: Agriculture & Commerce Market Bulletin Application, Mississippi Ethics Commission Statement of Economic Interest, Board of Massage Therapy Provider and Instructor License Renewals, Board of Nursing Student Inquiry Application, Department of Education Title IV Preventive Data Warehouse, Department of Public Safety Kiosk Web Services and Department of Public Safety Planning Juvenile Detention Reporting Application.

- ❖ Developed the following client applications: Department of Banking & Consumer Finance Consumer Regulation Application, Department of Education Vocational Education and Workforce Application.
- ❖ Developed or redesigned the following websites: Board of Psychology, Board of Medical Licensure, Homeland Security, Department of Public Safety and Mississippi Health Information Network.
- ❖ Began or continued development of the following applications: Agriculture & Commerce Pesticide Permitting Application, Department of Banking & Consumer Finance Consumer Licensing and Renewal Application, Department of Banking & Consumer Finance Banking and Credit Union Assessments, Department of Human Services Child Care Information Application, Mississippi Appraisal Board Licensing and Renewal Application, Mississippi Home Inspector Licensing and Renewal Application, Mississippi Real Estate Commission Licensing and Renewal Application and Mississippi Supreme Court PAMEC Billing Application.
- ❖ Provided primary Local Area Network (LAN) and desktop support for ITS and for customer agencies on request
- ❖ Planned for and procured new desktop, shared print, audio-visual, and other equipment for new ITS buildings
- ❖ Planned and tested migration to Window
- ❖ Expanded the manufacturer hosted data model to all interactive Express Products Lists
- ❖ Expanded publication of procurement documents, procurement status information, procurement results, and vendor contracts on the ITS and ms.gov websites in response to transparency and American Recovery and Reinvestment Act of 2009 (ARRA) requirements
- ❖ Used GSA Schedule 70 and other cooperative purchasing agreements where appropriate, saving time and money for the customer
- ❖ Contracted for an external assessment and audit of ITS procurement policies and procedures and began implementation of recommendations for best practice public procurement
- ❖ Developed and promulgated a new Public Records Policy and Procedure and new Procurement Ethics Policy
- ❖ Responded effectively to seasonal fluctuations in the number of procurement requests through increased customer communications, follow-up, and the utilization of a specialized work team to process high volume routine requests
- ❖ Staffed a full time help desk to respond to customer and vendor questions on the procurement process
- ❖ Produced multi-use procurement instruments (designed to eliminate the need to prepare customized specifications and conduct a separate advertisement and proposal process) for the majority of routine technology acquisitions, with associated savings of time and money for both customers and technology vendors
 - ◆ Express Products Lists (EPLs) - The EPLs are published awards to multiple vendors compiled from evaluating responses received to Request for

Proposals (RFPs) for such commodity items as microcomputers and peripherals, inside cabling materials and services, and basic LAN components. ISS also works with major software companies to negotiate license agreements that meet procurement requirements and provide access to best pricing by leveraging the total purchase volume for the state. EPLs meet all statutory requirements for legal purchases of technology products by public entities in the State of Mississippi. Each EPL has a designated maximum dollar amount for which ITS customers can make purchases without further involvement from ITS. In addition, through the Planned Purchases Procedure, agencies and other entities that have submitted well-prepared technology plans can be authorized to make purchases from the EPLs up to the limit of the budget dollars specified in their plans.

EPLs published in FY10:

- Microcomputers*
- LAN*
- 2-way radios
- Microsoft
- Bar code
- Software: Adobe, Attachmate, Citrix, Computer Associates, Corel, EMC, IBM- Lotus Passport, Novell, McAfee, Symantec, and other manufacturers software licenses, support, and training
- Software curriculum
- Apple products
- E-911 PSAP equipment
- Cabling materials and labor
- ESRI
- Intergraph
- MapInfo
- GIS Hardware (Consolidated with Micro EPL)
- Security Assessment**
- Security Consulting**

* Began consolidation of these EPLs into a single “Computer Hardware” EPL

**New in FY2010

- ◆ General and Special RFPs - General RFPs are issued for frequently needed hardware, software, and services that cost more, are more complex, or are more specialized than those on the EPLs. (Examples are: specific categories of microcomputer equipment, peripherals and software, and information systems consulting services.) Special RFPs are multi-use RFPs developed for a particular customer base.

General RFPs for FY10:

- Telephone
- Computer hardware and software
- IT consulting services
- Interwoven consulting services

Special RFPs for FY10:

- Security Risk Assessment
- Telephone Services
- State Calling Card
- PCI Compliance
- Data/Video Network Services

Strategic Services

- ❖ Updated, published, and disseminated the *State of Mississippi Strategic Master Plan for Information Technology*
- ❖ Updated, published, and disseminated the *ITS Annual Report*
- ❖ Coordinated infrastructure planning in order to update, publish, and disseminate the *State of Mississippi Technology Infrastructure and Architecture Plan*
- ❖ Assisted agencies and institutions in technology planning activities
- ❖ Enhanced the Online Planning Entry System and provided training, as needed, to state agencies
- ❖ Developed, published, and disseminated the ITS newsletter on a quarterly basis
- ❖ Researched, reviewed, analyzed, and conducted pilot implementations as well as recommended and disseminated materials regarding emerging technologies to improve the delivery of governmental services to the citizens of Mississippi through the customer agencies and institutions of ITS
- ❖ Coordinated strategic projects generated by such initiatives as the Mississippi Health Information Infrastructure Task Force and the Rural Health Care Pilot Program
- ❖ Managed the Policies, Standards, and Guidelines Program, ensuring that timely, technically-pertinent rules are drafted, edited, and disseminated
- ❖ Facilitated interest in the further development of an enterprise architecture for the State of Mississippi
- ❖ Coordinated requests for technology grants to benefit strategic objectives implementing enterprise technology initiatives
- ❖ Updated, published, and disseminated the *ITS Business Continuity Plan*
- ❖ Coordinated and managed specific federal programs such as the E-Rate Program, the Broadband Technology Opportunities Program, and the Statewide Health Information Exchange Cooperative Agreement Program to ensure an enterprise approach and to maximize funding
- ❖ Facilitated the ongoing development of GIS Strategic Business Plan, which seeks to fund ITS operations as well as fully fund the ongoing development and maintenance of the Mississippi Digital Earth Model (MDEM)
- ❖ Coordinated all technology survey responses
- ❖ Managed agency-wide content management effort
- ❖ Managed the Mississippi.gov Help Desk (e-mail and phone) to ensure the highest possible quality of service for users of the state portal and related applications

Telecommunications Services

- ❖ Managed the state's voice and data communications infrastructure to provide agencies in the Capitol Complex and across the state with reliable communications services
- ❖ Provided local calling access and long distance services to state government and institutions in the Jackson-Metropolitan Area and across the state through PBX/KTS trunking, business lines, and Centrex services
- ❖ Continued the migration of business lines to Centrex services across the state, thereby providing enhanced features at a reduced cost to our customers
- ❖ Provided technical support and/or project management services for all Department of Finance and Administration's (DFA) Bureau of Building, Grounds and Real Property Management renovation and new construction projects
- ❖ Developed policies, procedures, and long-range plans to ensure the compatibility of telecommunications systems and services within state government
- ❖ Researched and evaluated convergence (integration of voice and data communication applications) technologies to ensure that the most efficient, technically sound, and economical telecommunications services are offered to the ITS customer base
- ❖ Enhanced the new MySoft telecommunications management system for online service requests, electronic customer billing, and inventory management
- ❖ Updated the online state government telephone directory, which included a statewide listing of state employee extensions and state agency information
- ❖ Analyzed telecommunications vendor bills outside of approved state contracts and migrated these services to ITS billing resulting in major cost savings for the state
- ❖ Evaluated telecommunications services and expenses with city / county governments against the state contract and made recommendations toward reducing governing authority expenditures and improving service delivery
- ❖ Installed and supported voice and data cabling systems for state government users in the Capitol Complex and Jackson-Metropolitan area
- ❖ Maintained a statewide calling card program, reducing the long distance rate and the surcharge applied to calling card calls
- ❖ Provided dedicated Wide Area Network (WAN) access to statewide data resources running at the State Data Center to support agency-distributed applications
- ❖ Maintained contracts for telecommunications services and products to support voice and data communications, access to the statewide backbone, and the Internet
- ❖ Implemented and managed the Capitol Complex Campus Area Network (CAN), providing agency-to-agency, Internet, and State Data Center connectivity to agencies in the Capitol Complex

Education

The ITS Institute offers an ongoing educational program consisting of instructor-led classes, online training, and customized training, designed to enhance and improve the computer and communication skills of personnel within state government. The ITS Institute is managed through the Internal Services Division of ITS. Activities for Fiscal Year 2010 include:

- ❖ Trained 2,126* state employees in various areas of information technology
**(includes instructor led training and online training)*
- ❖ Added 25 courses to the Institute curriculum to keep pace with changing technology, including:
 - ◆ Adobe Acrobat 9.0
 - ◆ A+ Certification
 - ◆ Fiber Optics
 - ◆ Oracle
 - ◆ Cisco
 - ◆ Citrix
 - ◆ SQL
 - ◆ Suse Linux
 - ◆ Data Communications
 - ◆ Telecommunications
 - ◆ Local Area Networks
 - ◆ OneNote
 - ◆ Security
 - ◆ Microsoft Exchange Server 2007
 - ◆ Macromedia
 - ◆ VMWare
 - ◆ Project Management

E-Government

Mississippi.gov, the official website of the State of Mississippi, serves as the entryway to E-Government in Mississippi for citizens, businesses, and state employees. Mississippi.gov features links to all state government web sites, some local government web sites, and some non-government web sites arranged in an intention-based approach. The E-Government program is managed through the Information Systems Services Division of ITS. Activities for Fiscal Year 2010 include:

- ❖ Developed the following applications for Mississippi.gov:
 - ◆ Agriculture and Commerce Market Bulletin Subscription Application
 - ◆ Board of Massage Therapy Provider and Instructor Renewal Application
 - ◆ Board of Nursing Student Inquiry Application
 - ◆ Department of Education, Vocational Education, and Workforce Application
 - ◆ Department of Education Title IV Preventive Data Warehouse
 - ◆ Department of Public Safety Kiosk Web Services
 - ◆ Department of Public Safety Planning Juvenile Detention Reporting Application
 - ◆ Ethics Commission Statement of Economic Interest Filing Application
 - ◆ Implementation of Supreme Court Content Management and Electronic Court Filing Application

- ❖ Applications currently being developed for Mississippi.gov:
 - ◆ Agriculture and Commerce Pesticide Permitting Application
 - ◆ Department of Banking and Consumer Finance Consumer Licensing and Renewal Application
 - ◆ Department of Banking and Consumer Finance Banking and Credit Union Assessment Application
 - ◆ Department of Human Services Child Care Information Application
 - ◆ Mississippi Real Estate Commission Licensing and Renewal Application
 - ◆ Mississippi Home Inspector Licensing and Renewal Application
 - ◆ Mississippi Appraisal Board Licensing and Renewal Application
 - ◆ Mississippi Supreme Court P A M E C Billing Application

Summary Statistics

Data Services

- ❖ Provided computing services to approximately 160 state agencies and several private entities that access public records
- ❖ Processed approximately 4,100 batch jobs per day and 2.5 million online transactions per day
- ❖ Hosted 58 websites, 47 Windows root-sites, 153 virtual vmWare servers, and 29 E-Government applications
- ❖ Relayed approximately 111,000 emails per day and filtered 20,000 email accounts for viruses and SPAM
- ❖ Blocked 14 million spam emails per day

Information Security Division

- ❖ Drafted specifications, evaluated responses, and approved contracts for 4 security contracts for products and services to support agency security staff.
- ❖ Published 12 monthly cyber-security newsletters
- ❖ Distributed 118 security alerts to agency security staff.
- ❖ Facilitated and coordinated quarterly Security Council Meetings with average attendance of 45 agency security staff.
- ❖ Distributed over 260 information security news articles
- ❖ Processed over 250 VPN add, delete, or change request
- ❖ Processed over 400 firewall add, delete, or change request
- ❖ Processed over 400 other miscellaneous security services request

Information Systems Services

- ❖ Provided 36,572 hours of technology services for customer projects
- ❖ Provided professional services to supplement agency information technology staff in the following roles:
 - ◆ State Project Manager, Quality Assurance, Application Test Coordinator, and other roles regarding large vendor projects for customer agencies
 - ◆ Project Managers for technology procurements
 - ◆ Technical Managers/Team Leaders for technology projects
 - ◆ Staff augmentation, filling leadership roles in state agency IT organizations
 - ◆ LAN Management for internal and external customer networks
 - ◆ Web-enabled application analysis, design, development, testing, and deployment, including key roles in E-Government initiatives

- ❖ Produced the following competitive procurements:
 - ◆ Developed and advertised 29 RFPs
 - ◆ Developed and sent 35 Letters of Configuration (LOC) to vendors for the purchase of technology products and services
 - ◆ Produced 529 CP-1 approval documents for the purchase of technology products and services, representing \$232,246,839 of purchase authority
- ❖ Produced and supported the following multi-use bids:
 - ◆ EPLs – Published 16 categories, with purchases of approximately \$63,875,013
 - ◆ RFPs – Issued and administered General and Special RFPs, approving purchases of \$18,581,362
 - ◆ Administered the *Statewide Cellular Master Agreement* for purchases by state agencies, IHLs, and local governments, with over \$9.8 million in expenditures by these public entities
- ❖ Processed 263 technology contracts and contract amendments
- ❖ Approved purchases and awards to approximately 213 technology vendors

Strategic Services

- ❖ Assisted 66 agencies with their long-range technology plans
- ❖ Managed content modifications for the Mississippi.gov portal
- ❖ Managed and staffed the Mississippi.gov help desk, answering an average of 125 citizen inquiries per month
- ❖ E-Rate (For more information on E-Rate, see the *2010-2011 State of Mississippi Technology Infrastructure and Architecture Plan*. The *Infrastructure and Architecture Plan* may be downloaded from the ITS website at www.its.ms.gov by using the “Publications” channel.)
 - ◆ Applied for a 42% E-Rate discount on Internet access and a 64% discount on the MPLS Statewide Network
 - ◆ Posted Form 470s (Required by the Schools and Libraries Division [SLD] to establish an E-Rate eligible contract) and issued RFPs to establish E-Rate eligible master contracts
 - ◆ Worked closely with the Mississippi Department of Education (MDE), the Mississippi Library Commission (MLC), and service providers to give technical assistance to all E-Rate applicants
 - ◆ Participated in the weekly State E-Rate Coordinating Alliance conference calls including participants from Schools and Libraries Division, Federal Communications Commission, National Exchange Carriers Association, Universal Service Administrative Company, and approximately 43 states and 89 state E-Rate coordinators
 - ◆ Assisted all Mississippi E-Rate eligible entities, including schools and libraries, in receiving \$447,785,156.64 in E-Rate funding since 1998
- ❖ Managed the ongoing implementation for the Mississippi Geospatial Clearinghouse and associated applications

Telecommunications Services

- ❖ Supported 19,020 telephone lines statewide
- ❖ Processed 20,968,585 minutes of long distance usage
- ❖ Supported 430 toll free numbers totaling 31,261,170 minutes of usage
- ❖ Supported 5,647 voice mail boxes for customers in the Capitol Complex and across the state
- ❖ Processed 4,351 work orders containing 26,404 unique work order items
- ❖ Maintained an industry standard P.01 grade of service or one call block for every 100 call attempts for each telephone switch and Centrex facility managed by ITS
- ❖ Supported 1026 state agency WAN sites
- ❖ Provided 99.99% of telecommunications system availability
- ❖ Provided 99.99% of Internet availability

Education

- ❖ Offered 191 instructor-led classes to 1,416 students
- ❖ Trained students representing 58 state agencies, 5 universities, 3 community colleges, and 8 governing authorities
- ❖ Provided online training to 710 students

E-Government

Mississippi.gov supported more than 270,500 electronic transactions in FY 2010. Some of the most note worthy includes:

- ◆ Mississippi.gov averaged 6,000 visits per day
- ◆ More than 66,500 Mississippi sportsmen renewed their hunting and fishing licenses or boat registrations electronically using the Department of Wildlife, Fisheries, and Parks' online applications
- ◆ The Department of Public Safety's Online Driver's License renewal application averaged more than 4,100 renewals each month
- ◆ More than 53,000 students applied for financial aid using the Institutions of Higher Learning's online application
- ◆ Over 42,000 transactions took place using the Secretary of State's online applications (Uniform Commercial Code (UCC) Filing, Certificate of Existence, Public Land, and Certificate of Fact)
- ◆ Approximately 9,000 physicians renewed their professional licenses using the Board of Medical Licensure's online renewal application
- ◆ More than 7,800 health related professionals renewed their licenses using the Department of Health's online licensing system

Organizations, Councils, Services, and Committees

American Academy of Certified Public Managers (AACPM) and the Mississippi Society of Certified Public Managers (MSCPM)

ITS is committed to both our employees and our customers to provide continuing education to our staff. This commitment is pertinent to both the managerial requirements and the technical aspects of the responsibilities of ITS. As one means of providing and encouraging continuing managerial development of those staff members who are in supervisory or managerial roles, ITS is a strong supporter and participant in the State's Certified Public Manager (CPM) Program administered by the State Personnel Board.

Participants and graduates of the CPM Program are encouraged to join the MSCPM, which is the state society arm of the AACPM. ITS has a strong representation in the MSCPM and uses the society's programs to provide additional continuing managerial education.

The AACPM is a national organization that holds an annual conference for additional training and educational programs as well as providing opportunities to share governmental experiences with members from other states.

Association of Information Technology Professionals (AITP)

The Jackson AITP Chapter, active since the 1950s, consists of over fifty members with varied backgrounds, from college professors to attorneys. The purpose of the Jackson chapter is to contribute to the professional benefit of the members and their employers and to benefit the information technology industry, both business and educational, in our local community. In the community, the Jackson chapter currently sponsors two student AITP chapters (Ole Miss and Delta State University) and serves as an important bridge between the academic and business sectors for these students. The Jackson AITP Chapter has been awarded the Chapter Outstanding Performance Award (COPA) many times and has claimed the Most Outstanding Chapter Award in Region 3.

Building Industry Consulting Services International (BICSI)

BICSI is a professional association supporting the information transport systems industry with information, education, and knowledge assessment for individuals and companies. BICSI serves more than 24,000 information transport systems professionals, including designers, installers, and technicians. These individuals provide the fundamental infrastructure for telecommunications, audio/video, life safety, and automation systems. Through courses, conferences, publications, and professional registration programs, BICSI staff and volunteers assist information transport systems professionals in delivering critical products and services, as well as offer opportunities for continual improvement and enhanced professional stature.

Council for Education Technology (CET)

The Council for Education Technology (CET) was created by Senate Bill 3350, in 1994, to establish an advisory group to participate in the development of a statewide shared network for educational and other state entities. During the 2004 session, the Legislature passed House Bill 1178, which revised the membership duties, and responsibilities of the CET. The CET serves as an advisory group attached to the ITS Board and the State Board of Education.

Gartner Group Services

ITS subscribes to these services from a leading supplier of tactical and strategic analysis and data on the information technology industry. Services provided include research, advisory and planning services, consulting services, research products, audio teleconferences on technological topics, and availability of a research staff for specific topical advice. Research materials provide a brief analysis of companies, technologies, planning issues, and other information available on the Internet.

Coordinating Council for Remote Sensing and Geographic Information Systems (GIS)

The 2003 Mississippi Legislature passed House Bill 861, which created the Mississippi Coordinating Council for Remote Sensing and Geographic Information Systems (Coordinating Council). The Coordinating Council is responsible for the coordination of remote sensing and GIS activities and the establishment and enforcement of standards that will make it easier for users to share data and to facilitate cost sharing arrangements to reduce data acquisition costs. The Coordinating Council provides direction to ITS for the development and maintenance of the GIS data warehouse. The Coordinating Council also provides oversight to the Mississippi Department of Environmental Quality (DEQ) for the management, procurement, development, and maintenance of the Mississippi Digital Earth Model (MDEM) which includes seven core data layers of a digital, land-base computer model of the State of Mississippi.

EDNET Board

The Mississippi EDNET Institute coordinates the use of twenty ITFS broadcast channels licensed to the State Board for Community and Junior Colleges, the Board of Trustees of the Institutions of Higher Learning, Mississippi Public Broadcasting, the State Board of Education, and EDNET. EDNET's mission is to provide education and training to all Mississippians through the use of innovative digital wireless technology. The ITS Executive Director is a member of the EDNET Board.

Health Information Infrastructure Task Force

In March 2007, through Executive Order 979, Governor Haley Barbour established the Mississippi Health Information Infrastructure Task Force for the purpose of improving the quality and safety of healthcare delivery by means of the expedited adoption and implementation of Health Information Technology (HIT) and Health Information Exchange (HIE) across the state. Executive Order 979 directs a 20 member task force to review issues surrounding the creation of a statewide and interstate HIT infrastructure and to present its recommendations to the Governor within two years. The ITS Executive Director is a Task Force member.

Mississippi Association of Governmental Purchasing and Property Agents (MAGPPA)

The Mississippi Association of Governmental Purchasing and Property Agents bring together governmental purchasing, property, and materials management experts to improve the efficiency and effectiveness of government through education and knowledge transfer. MAGPPA is part of a national purchasing association, the National Institute of Governmental Purchasing, Inc.

(NIGP). ITS employees are very involved in the local and national organization by previously or currently serving as officers and committee chairs.

Mississippi Association of Personnel Administrators (MAPA)

The Mississippi Association of Personnel Administrators provides a means for the improvement of public personnel administration through networking, sharing information, and providing professional, educational and development opportunities. The membership is composed of individuals in state, county, or municipal government with responsibilities for personnel, payroll, and/or training functions. ITS employees have served as officers and board members over the past few years and are active in both the quarterly meetings and the annual conference.

Mississippi Broadband Task Force

As a means for effectively planning the most effective use of federal funding made available via the American Recovery and Reinvestment Act (ARRA) of 2009, the Mississippi Broadband Taskforce (MBTF) was established by Governor Haley Barbour and charged with developing a comprehensive strategy to expand the use of broadband across the state. Specifically, the MBTF, with ITS serving as a member, has focused on the five goals identified by the Commerce Department's National Telecommunications and Information Administration (NTIA) and the Department of Agriculture's Rural Utilities Service (RUS) for broadband recovery funds: (1) create jobs, (2) close the broadband gap, (3) stimulate investment in broadband, (4) spread high-speed access to schools, universities, libraries, community centers, job training centers, hospitals, and public safety personnel, and (5) encourage demand for broadband. Specifically, the Broadband Technology Opportunities Program (BTOP) is designed to accelerate broadband deployment in unserved and underserved areas and improve access to broadband by public safety agencies.

Mississippi Management and Reporting System Steering Committee

Mississippi Management and Reporting System (MMRS) was established during the 1993 legislative session for the purpose of creating and maintaining a central repository of current, accurate, and relevant management information (Section 7-703, Mississippi Code of 1972, Annotated). MMRS is responsible for the development, enhancement, maintenance, and support of several statewide applications that combine to form this central repository of management information. These applications include the Statewide Automated Accounting System (SAAS), the Statewide Payroll and Human Resource System (SPAHRs), and the Mississippi Executive Resource Library and Information Network (MERLIN). For more information, visit www.mmrs.state.ms.us. The MMRS Steering Committee consists of the Executive Directors of ITS, the Department of Finance and Administration, and the State Personnel Board.

Mississippi Telecommunications Management Association (MTMA)

Agency staff participates in MTMA on a monthly basis. MTMA is a nonprofit organization that enhances and develops the telecommunications management function by providing a forum where major users of telecommunications facilities and services can readily exchange information, experience, and concepts to the mutual benefit of the individual members and their organizations. Membership is comprised of Mississippi-based organizations that are users of telecommunications technology or entities that are predominantly engaged in the production, sale, or rental of telecommunications equipment and consulting services.

National Association of State Chief Information Officers (NASCIO)

Agency staff actively participates in NASCIO, which represents information resource executives and managers from the 50 states, the United States territories, and the District of Columbia. Representatives from federal, municipal, and foreign governments participate in the organization as associate members. Corporate members representing the top hardware, software, and consulting firms are also a vital part of NASCIO. Opportunities provided for sharing information through NASCIO membership are significant. The state has benefited from researching information systems developed by other states that are available for transfer to Mississippi at little or no cost.

National Association of State Technology Directors (NASTD)

Agency staff actively participates in the NASTD, which consists of telecommunications and technology professionals from all 50 states, the District of Columbia, and the United States territories. Various members of the ITS staff have served in leadership positions in the organization including Southern Regional President, National Executive Board Member, Chair of the Corporate Relations Committee, Coordinator of the E-Government Special Interest Group, Chair of the E-Rate/Rural Health Committee, and Regional Meeting Host State Coordinator. ITS staff has also participated in several other committees and special interest groups including: the Regulatory Action Committee, Security Special Interest Group, Network Management Special Interest Group, and the IP Telephony Special Interest Group. Agency staff also actively participates in the NASTD listserv by posting requests for information as well as responding to requests for information posted by other members.

SHARE Inc.

SHARE Inc. (SHARE) is a non-profit, voluntary organization. SHARE's mission is to improve the effectiveness of members' information systems by providing education, promoting mutual support, and by influencing information technology strategies, products, and services. Since their charter in 1955, SHARE has become synonymous with high-quality, user-driven education and resources making enterprise computing specialists more effective professionals. SHARE is comprised of more than 2,000 top enterprise computing organizations including the majority of the FORTUNE 500, many top international corporations, universities and colleges, local through federal government organizations, and industry-leading consultants.

As technology evolves, SHARE's objectives and purpose remain: to be an independent, volunteer-run association, providing information technology professionals with user-focused education, professional networking, and a forum for influencing the information technology industry, to enable people in information technology environments to achieve effective business results, and to be an indispensable partner with their members and the community where users and technology meet to shape the future of information technology.

Uniformity in Real Property Recordings Task Force

House Bill 489 directed the Task Force to study (1) uniform formatting standards for filed real property instruments, (2) uniform indexing and retrieving methods, (3) the filing of real property documents by electronic means, and (4) the posting and accessing of real property documents on the internet. The Task Force was also charged with a study of "best practices" of other states regarding uniform systems for recording real estate transactions as well as the practices of federal courts that use electronic filing of documents and pleadings with the court. Finally, the

Task Force was instructed to draft legislation to be introduced during the 2011 Regular Session of the Legislature. The ITS Executive Director appointed Dr. Craig Orgeron to sit on the Task Force.

Wireless Communication Commission (WCC)

Interoperability in wireless communications is generally defined as the ability to communicate on demand and in real time, across multiple agencies and local jurisdictions, exchanging voice and/or data when needed and as authorized. Mississippi is dedicated to establishing this type of communication on a statewide basis. Lack of interoperable communication hampers response time and is a nationwide problem highlighted by the tragedies of recent years, from the events of September 11th to the disasters of Hurricanes Katrina and Rita. Senate Bill 2514, passed during the 2005 Legislative Session, created the Mississippi Wireless Communication Commission (WCC) and Legislative Advisory Board. The WCC, comprised of representatives of state and local governmental entities, is charged with making recommendations and developing strategies for achieving interoperability to ensure effective communications services are available in emergencies. The legislation states that the WCC, in conjunction with ITS, shall have sole responsibility to promulgate rules and regulations governing the operations of wireless communications systems.

Travel

2010 Board Meeting Expenses

<i>Board Member</i>	<i>Per Diem</i>	<i>Travel Expenses</i>
DEREK GIBBS	\$240.00	\$94.50
JOHN HAIRSTON	\$360.00	\$1,198.80
LYNN C PATRICK	\$400.00	\$147.00
RODNEY PEARSON	\$440.00	\$1,449.00
THOMAS WICKER	\$760.00	\$3,569.00
<i>In-State Sub-Total (Board)</i>	\$2,200.00	\$6,458.30

2010 In-State Travel

<i>Employee</i>	<i>Destination</i>	<i>Cost</i>
PAULA CONN	JACKSON & SURROUNDING AREA	\$397.70
PAULA CONN	JACKSON & SURROUNDING AREA	\$259.53
CHRISTOPHER NIX	JACKSON & SURROUNDING AREA	\$91.20
GREG WILKINS	MERIDIAN, MS	\$119.85
PAULA CONN	JACKSON & SURROUNDING AREA	\$333.83
PAULA CONN	JACKSON & SURROUNDING AREA	\$116.60
RENEE MURRAY	JACKSON & SURROUNDING AREA	\$561.82
GALE TERRY	ELLISVILLE / BILOXI, MS	\$382.88
CHRISTOPHER NIX	JACKSON & SURROUNDING AREA	\$513.71
CHRISTOPHER NIX	JACKSON & SURROUNDING AREA	\$192.93
CHRISTOPHER NIX	JACKSON & SURROUNDING AREA	\$446.96
JIMMY WEBSTER	BILOXI, MS	\$724.02
GALE TERRY	JACKSON & SURROUNDING AREA	\$421.74
GALE TERRY	JACKSON & SURROUNDING AREA	\$391.10
PAULA CONN	JACKSON & SURROUNDING AREA	\$413.68
GALE TERRY	JACKSON & SURROUNDING AREA	\$239.80
CHRISTOPHER NIX	JACKSON & SURROUNDING AREA	\$111.08
RENEE MURRAY	JACKSON & SURROUNDING AREA	\$53.92
CHRISTOPHER NIX	JACKSON & SURROUNDING AREA	\$488.32
PAULA CONN	JACKSON & SURROUNDING AREA	\$282.85
PAULA CONN	JACKSON & SURROUNDING AREA	\$296.51
CHRISTOPHER NIX	JACKSON & SURROUNDING AREA	\$259.88
CHRISTOPHER NIX	JACKSON & SURROUNDING AREA	\$479.31
VICKIE COGLAN	JACKSON & SURROUNDING AREA	\$136.19
CHRISTOPHER NIX	JACKSON & SURROUNDING AREA	\$137.50
PAULA CONN	JACKSON & SURROUNDING AREA	\$94.79

2010 In-State Travel (continued)

<i>Employee</i>	<i>Destination</i>	<i>Cost</i>
CHRISTOPHER NIX	JACKSON & SURROUNDING AREA	\$379.13
JEFFERY WHITE	STARKVILLE, MS	\$120.00
LISA KUYRKENDALL	TUPELO, MS	\$119.64
LISA KUYRKENDALL	WAVELAND / GULFPORT / BILOXI, MS	\$138.30
VICKIE COGHLAN	JACKSON & SURROUNDING AREA	\$168.01
VICKIE COGHLAN	ELLISVILLE / BILOXI, MS	\$239.08
LISA KUYRKENDALL	PICAYUNE / HATTIESBURG, MS	\$250.10
CHRISTOPHER NIX	JACKSON & SURROUNDING AREA	\$261.13
PAULA CONN	JACKSON & SURROUNDING AREA	\$248.67
GREG WILKINS	STARKVILLE, MS	\$142.00
LISA KUYRKENDALL	BILOXI, MS	\$556.24
CHERRY TUCKER	BRANDON, MS	\$31.00
VICKI HELFRICH	BILOXI, MS	\$291.24
VICKIE COGHLAN	JACKSON & SURROUNDING AREA	\$152.63
RENEE MURRAY	JACKSON & SURROUNDING AREA	\$47.30
PAULA CONN	JACKSON & SURROUNDING AREA	\$269.25
GALE TERRY	JACKSON & SURROUNDING AREA	\$70.83
MARILYN COX	BILOXI, MS	\$491.93
CHRISTOPHER NIX	JACKSON & SURROUNDING AREA	\$209.00
KENT TOLBERT	WAVELAND / GULFPORT / BILOXI, MS	\$138.30
RENEE MURRAY	JACKSON & SURROUNDING AREA	\$104.06
CHRISTOPHER NIX	JACKSON & SURROUNDING AREA	\$132.00
GLENN HINKLE	BOLTON, MS	\$352.08
PAULA CONN	JACKSON & SURROUNDING AREA	\$209.00
PAULA CONN	JACKSON & SURROUNDING AREA	\$272.65
CHRISTOPHER NIX	JACKSON & SURROUNDING AREA	\$271.89
CHERRY TUCKER	BILOXI, MS	\$491.60
CRAIG ORGERON	STARKVILLE, MS	\$120.00
RHONDA ALLEN	BILOXI, MS	\$135.68
CHRISTOPHER NIX	JACKSON & SURROUNDING AREA	\$71.25
VICKIE COGHLAN	JACKSON & SURROUNDING AREA	\$104.60
PAULA CONN	JACKSON & SURROUNDING AREA	\$254.19
CHRISTOPHER NIX	JACKSON & SURROUNDING AREA	\$228.78
DENNIS BLEDSOE	MERIDIAN, MS	\$328.05
CHRISTOPHER NIX	JACKSON & SURROUNDING AREA	\$188.53
CHRISTOPHER NIX	BILOXI, MS	\$322.78
ALICECLAIRE THOMPSON	ELLISVILLE / BILOXI, MS	\$130.98
PAULA CONN	JACKSON & SURROUNDING AREA	\$104.31
CRAIG ORGERON	STARKVILLE, MS	\$120.00

2010 In-State Travel (continued)

<i>Employee</i>	<i>Destination</i>	<i>Cost</i>
CHRISTOPHER NIX	JACKSON & SURROUNDING AREA	\$337.88
KENT TOLBERT	BILOXI, MS	\$130.20
JANE WOOSLEY	BILOXI, MS	\$360.98
VICKIE COGHLAN	JACKSON & SURROUNDING AREA	\$141.46
KENT TOLBERT	MERIDIAN, MS	\$342.75
LISA KUYRKENDALL	MERIDIAN, MS	\$656.69
LISA KUYRKENDALL	MERIDIAN, MS	\$476.20
CHRISTOPHER NIX	JACKSON & SURROUNDING AREA	\$309.58
CHRISTOPHER NIX	JACKSON & SURROUNDING AREA	\$317.63
PAULA CONN	JACKSON & SURROUNDING AREA	\$160.81
GALE TERRY	JACKSON & SURROUNDING AREA	\$433.83
LISA KUYRKENDALL	MERIDIAN / VICKSBURG, MS	\$113.00
KEVIN GRAY	TUPELO / OXFORD / BATESVILLE, MS	\$213.14
LISA KUYRKENDALL	BILOXI, MS	\$330.22
PAULA CONN	WAVELAND, MS	\$264.56
CHRISTOPHER NIX	WAVELAND, MS	\$380.99
GEORGE FOWLER	BOLTON, MS	\$161.26
CHRISTOPHER NIX	JACKSON & SURROUNDING AREA	\$362.85
CHRISTOPHER NIX	JACKSON & SURROUNDING AREA	\$303.58
CHRISTOPHER NIX	JACKSON & SURROUNDING AREA	\$773.49
CHRISTOPHER NIX	JACKSON & SURROUNDING AREA	\$378.40
KENT TOLBERT	BILOXI, MS	\$565.68
PAULA CONN	JACKSON & SURROUNDING AREA	\$293.17
ANTHONY HARDAWAY	TUNICA, MS	\$378.45
CRAIG ORGERON	CLEVELAND, MS	\$150.00
LISA KUYRKENDALL	GREENVILLE / GREENWOOD, MS	\$354.14
KEVIN GRAY	BILOXI, MS	\$211.46
GARY RAWSON	TUNICA, MS	\$210.95
RENEE MURRAY	JACKSON & SURROUNDING AREA	\$195.82
HEATH PREJEAN	BILOXI, MS	\$136.36
CHRISTOPHER NIX	JACKSON & SURROUNDING AREA	\$261.38
GALE TERRY	JACKSON & SURROUNDING AREA	\$189.20
PAULA CONN	JACKSON & SURROUNDING AREA	\$183.00
CHRISTOPHER NIX	JACKSON & SURROUNDING AREA	\$406.49
CHRISTOPHER NIX	JACKSON & SURROUNDING AREA	\$212.53
CHRISTOPHER NIX	JACKSON & SURROUNDING AREA	\$132.00
GARY RAWSON	BILOXI, MS	\$604.80
<i>Total In-State Travel</i>		\$27,648.84

2010 Out-of-State Travel

<i>Employee</i>	<i>Destination</i>	<i>Cost</i>
JIMMY WEBSTER	NASTD CONFERENCE	\$956.65
RICHARD MCLENDON	BUSINESS RECOVERY TESTING	\$1,229.46
CHRISTOPHER NIX	BICSI CONFERENCE	\$2,882.36
ROGER GRAVES	NASTD CONFERENCE	\$846.41
JEREMY PARSONS	MICROSOFT TECH CONFERENCE	\$1,324.21
GARY RAWSON	SECA MEETING	\$1,900.60
BRIAN MASON	ESRI CONFERENCE	\$1,302.75
GARY RAWSON	NASTD BUDGET DISCUSSIONS NASTD PEER STATES	\$479.25
LAWRENCE MCCALED	BUSINESS RECOVERY TESTING	\$1,144.95
VICKI HELFRICH	DISCUSS NATIONAL BROADBAND STRATEGY	\$91.70
GARY LEBLANC	PASS-ID PROJECT MEETINGS	\$86.00
GARY RAWSON	ROUND 2 BTOP WORKSHOP	\$82.49
GLENN HINKLE	IMPLEMENTATION OF CISCO QOS TRAINING	\$1,866.52
GARY RAWSON	NASTD BUDGET DISCUSSIONS NASTD PEER STATES	\$700.48
DEBORAH BRITT	COMPCO CONFERENCE	\$710.73
VICKIE COUGHLAN	COMPCO CONFERENCE	\$689.57
CRAIG ORGERON	NASTD CONFERENCE	\$1,104.37
CHRISTOPHER NIX	RCDD EXAM	\$993.06
MICHELE BLOCKER	NASCIO CONFERENCE	\$28.00
JEFFREY JENNINGS	BICSI CONFERENCE	\$1,419.96
DEBORAH BREAZEALE	ESRI CONFERENCE	\$1,010.25
VICKI HELFRICH	NAT'L ASSOC OF REGULATORY UTIL COMM MEETNG	\$1,159.61
JUANITA DENNIS	AACPM PROFESSIONAL DEVELOPMENT CONF.	\$292.51
LORI RUTLAND	NASTD BUDGET DISCUSSIONS NASTD PEER STATES	\$574.75
LAURA PENTECOST	IT FINANCIAL MANAGEMENT CONFERENCE	\$1,097.04
ROGER GRAVES	NASTD SUMMER CONFERENCE	\$688.83
VICKI HELFRICH	TELECOM ASSOC OF SE SUMMER SYMPOSIUM	\$1,246.13
STEVEN PHELPS	BUSINESS RECOVERY TESTING	\$1,159.90
LORI RUTLAND	NASTD SUMMER CONFERENCE	\$815.23
GARY RAWSON	USAC FALL TRAINING	\$1,266.17
KELLY CATCHOT	BUSINESS RECOVERY TESTING	\$1,764.69
JEREMY PARSONS	BUSINESS RECOVERY TESTING	\$1,201.99
VICKI HELFRICH	NTIA/RUS BTOP WORKSHOP	\$82.49
CRAIG ORGERON	HIE LEADERSHIP FORUM	\$1,015.19
GARY RAWSON	SECA MEETING	\$1,128.53
ROGER GRAVES	NASTD BUDGET DISCUSSIONS NASTD PEER STATES	\$540.19
JEFFERY WHITE	GARTNER SECURITY SUMMIT	\$1,622.70

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Department of Information Technology Services

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