

MISSISSIPPI

2011

State of Mississippi  
Department of Information  
Technology Services  
Annual Report

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**ITS** *Mississippi Department of  
Information Technology Services*

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# ITS 2011 ANNUAL REPORT

## **Introduction**

The Mississippi Department of Information Technology Services (ITS) is responsible for the establishment of information technology (IT) policy and planning, for IT procurement and contracts, and for providing the computing and telecommunications infrastructure for all information systems technologies within state government. Charges for related 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 customer facing 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 the ITS mission and the activities conducted by this organization for the Fiscal Year 2011 (July 2010 - June 2011).

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## *ITS Vision*

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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.

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## *ITS Mission Statement*

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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

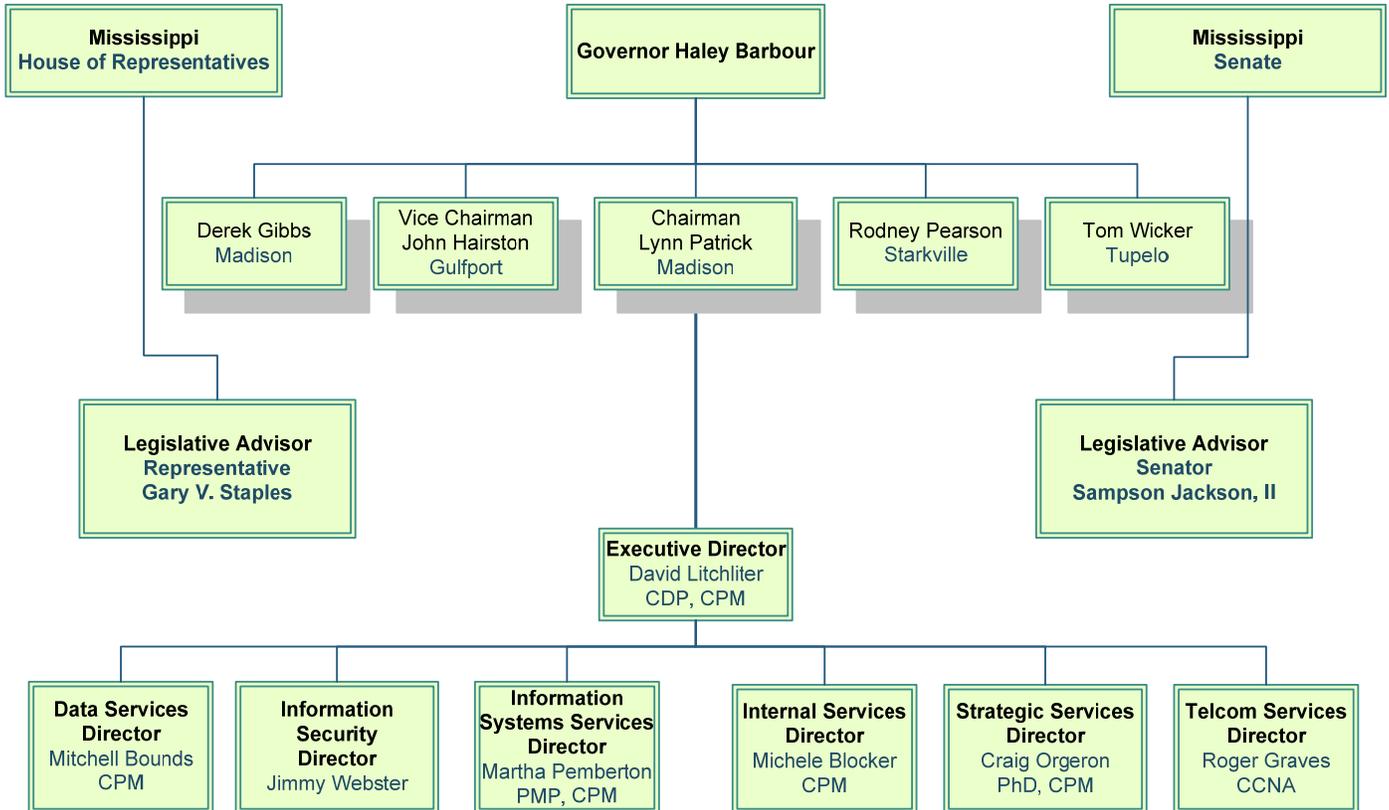
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## *ITS Core Beliefs*

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- ❖ 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 2011 divisional accomplishments, in combination with those plans, empower ITS to better serve state agencies, institutions, and governing authorities.

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### *Data Services*

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- ❖ Completed work with the Department of Finance and Administration's (DFA) Bureau of Building, Grounds and Real Property Management for the new State Data Center
- ❖ Completed move of data center equipment to the new State Data Center facility
- ❖ Completed installation of 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
- ❖ Increased storage capacity for the mainframe and open systems
- ❖ Converted hosted Scalix email to the deployed Exchange email subsystem
- ❖ Provided email service offering of the Exchange email subsystem to all state agencies wishing to use advanced consolidated email, directory and mobile devices
- ❖ Increased size of VMware platform by deploying additional virtualized servers in order to take advantage of advanced server technology for improved cost effectiveness
- ❖ Completed implementation of the Computer Associates (CA) Service Desk
- ❖ Continued implementation of Information Technology Infrastructure Library (ITIL) best practices of change management and server monitoring
- ❖ Expanded implementation of monitoring of environment with CA Spectrum/eHealth to include servers
- ❖ Expanded virtualized environment for z/VM and Linux on the mainframe for the State of MS: MEC – Mississippi Electronic Courts
- ❖ Implemented applications on the specialty engines of the mainframe
- ❖ Provided support for statewide electronic court system for the Mississippi Supreme Court
- ❖ Provided support to the Department of Finance and Administration MAGIC Project in the procurement of hardware and software infrastructure platform for the implementation of the SAP ERP software
- ❖ Completed infrastructure implementation for the Department of Revenue consolidated tax system implementation

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### *Information Security*

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- ❖ Revised the enterprise security policy (ESP) after review and feedback by agency information security contacts. ESP changes were documented and were approved by the SOS in August of 2011. ESP is available on the Information Security Division (ISD) web page for those with the appropriate credentials.
- ❖ Maintained a security awareness program that included placing access to resources on the website, conducting awareness training for ITS, providing awareness training to agencies, producing awareness training materials for use by agencies, and participating in the Nation Cyber-Security Awareness initiative including a declaration by the Governor establishing October 2010 as Cyber Security Awareness Month.
- ❖ Established security specific training opportunities based on customer feedback from the ISD agency survey. Specific classes were established as well as regular ongoing security-related classes.
- ❖ Promoted the use of security contracts to be used to assist agencies in improving their security posture. These contracts are multi-award contracts for security consulting services, security hardware/software, and security assessment services.
- ❖ Promoted the use of the ISD web page. The web page includes resources such as the monthly cyber security newsletter, the enterprise security plan, the enterprise security policy, security procurement contracts, security alerts, and links to security-related websites. The web page also contains security awareness information, security news articles, educational opportunities, as well as presentations given at quarterly Security Council Meetings.
- ❖ 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. The development of the application began in February of 2011.
- ❖ Hosted quarterly Security Council Meetings for agency security contacts. Meetings included guest speakers from the vendor community and Homeland Security.
- ❖ Developed and distributed an information security questionnaire to all agency security contacts. Used agency feedback to determine educational and awareness training needs, information communication preferences, and establish a baseline for what agencies were doing relative to their core security operations.
- ❖ Maintained 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 the Multi-State Information Sharing and Analysis Center (MS-ISAC).
- ❖ Coordinated the implementation of a security incident notification service for incidents identified in the enterprise network.
- ❖ Finalized policy and reporting criteria for agencies to submit their compliance letters and security plans. Worked with ITS Strategic Services on automating and simplifying the reporting process.
- ❖ Developed and maintained the enterprise security plan.
- ❖ Managed and maintained the core security operations components including firewalls, IPS, VPNs, authentication systems, and event correlation and management.

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### *Information Systems Services*

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- ❖ 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 Human Services (MDHS), 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 award an RFP for next generation e-Government services and a new payment processing solution for state government
  - ◆ Procurement of equipment, software, installation services and technical support for the implementation of a statewide broadband system for the Wireless Communication Commission
  - ◆ Procurement of Electronic Benefit Services for the Department of Human Services
  - ◆ Procurement of ERP implementation services for the Department of Finance and Administration Enterprise Resource Planning (ERP) initiative
  - ◆ Procurement and technology support for cabling, telecommunications and computer equipment for over 50 construction projects under the coordination of the Department of Finance and Administration's (DFA) Bureau of Building, Grounds, and Real Property Management
- ❖ Developed web enabled applications to encompass two primary environments: Microsoft.NET and JAVA. Examples include: Department of Agriculture and Commerce Market Bulletin Application, Ethics Commission Statement of Economic Interest, Board of Massage Therapy Provider and Instructor License Renewals, Board of Nursing Student Inquiry Application, Department of Human Services Child Care Information Application, Mississippi Supreme Court P A M E C Billing Application, Department of Public Safety Kiosk Web Services, and Secretary of State Voter ID/HAVA Application.
- ❖ Developed the following client applications: Department of Banking & Consumer Finance Consumer Regulation Application and Department of Education Vocational Education and Workforce Application.
- ❖ Developed, redesigned and/or supported the following websites: Gaming Commission, Board of Architecture, Commission on Judicial Performance, Joint Legislative Committee on Reapportionment, Board of Medical Licensure, Department of Public Safety, Real Estate Commission, Licensed Professional Counselors, Engineers and Surveyors, Board of Social Workers, Board of Marriage and Family Counselors, Board of Physical Therapy, Board of Chiropractic Examiners, Board of Dental Examiners, Board of Nursing Home Administrators, Board of Psychology, Ethics Commission, Board of Cosmetology, Board of Pharmacy, and First Circuit Court.
- ❖ Began or continued development of the following applications: 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 Payment System, Mississippi Real Estate Commission Licensing and Renewal Application, Mississippi Home Inspector Licensing

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and Renewal Application, and Mississippi Appraisal Board Licensing and Renewal Application.

- ❖ Provided primary Local Area Network (LAN) and desktop support for ITS employees.
- ❖ Managed the *Statewide Cellular Master Agreement* for purchases of cellular devices and service by state agencies, IHLs, and local government.
- ❖ Procured and implemented new desktop, shared print, audio-visual, and other equipment for new ITS buildings.
- ❖ Staffed a full time help desk to respond to customer and vendor questions on the procurement process.
- ❖ Produced multi-use procurement instruments for 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). 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 published in FY11:

- Hardware, including GIS
- 2-way radios
- Bar code
- Software: Adobe, Attachmate, Citrix, Computer Associates, Corel, EMC, IBM-Lotus Passport, Microsoft, 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
- Security Consulting Services
- Security Hardware and Software
- ◆ 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. Special RFPs are multi-use RFPs developed for a particular customer base and/or technology.

### General RFPs for FY11:

- Telephone
- Computer hardware and software
- IT consulting services

### Special RFPs for FY11:

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

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### *Strategic Services*

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- ❖ 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
- ❖ Assisted with coordination of strategic projects generated by such initiatives as the Mississippi Health Information Network (MS-HIN) and Health Information Exchange (HIE), the State Longitudinal Data System (SLDS), and the Broadband Mapping and LTE implementations
- ❖ 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 request
- ❖ Managed agency-wide content management effort
- ❖ Coordinated and managed special projects website development and deployment for MS-HIN and the MS Broadband Connect Coalition (MBCC)
- ❖ Managed the Mississippi.gov Help Desk (email and phone) to ensure the highest possible quality of service for users of the state portal and related applications
- ❖ Assisted with the development of the MS Broadband Strategic Plan
- ❖ Coordinated and facilitated an internal working group tasked with re-design of the ITS website to create a better tool for delivering online services and providing information

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### *Telecommunications Services*

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- ❖ 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
- ❖ 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

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### *Education*

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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 2011 include:

- ❖ Trained 2,297\* state employees in various areas of information technology  
*\*(includes instructor led training and online training)*
- ❖ Added 60 courses to the Institute curriculum to keep pace with changing technology, including:
  - ◆ Adobe Acrobat 10.0
  - ◆ A+ Certification
  - ◆ Cisco
  - ◆ Dreamweaver
  - ◆ Microsoft Server 2008
  - ◆ Microsoft Exchange Server 2010
  - ◆ Microsoft SharePoint 2010
  - ◆ Macromedia
  - ◆ Office 2010
  - ◆ Oracle
  - ◆ Project Management
  - ◆ Security
  - ◆ Six Sigma
  - ◆ Social Networking
  - ◆ SQL
  - ◆ Visual Studio
  - ◆ VMware
  - ◆ Web Applications & Development
  - ◆ Windows 7
  - ◆ Windows PowerShell

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### *e-Government*

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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 2011 include:

- ❖ Migrated the following applications to the State's new payment provider Mississippi Interactive
  - ◆ Department of Agriculture and Commerce Market Bulletin Application
  - ◆ Department of Public Safety Drivers License Renewals
  - ◆ Department of Health Professional License Renewals
  - ◆ Mississippi Supreme Court P A M E C Billing Application
  - ◆ Department of Wildlife, Fisheries & Parks Boat Registration Application
  - ◆ Department of Wildlife, Fisheries & Parks Hunting & Fishing License Application
  - ◆ Board of Massage Therapy License Renewal Application
  - ◆ Board of Medical Licensure Physician Renewal Application
  - ◆ Department of Agriculture and Commerce Pesticide Permitting Application
  - ◆ Professional Engineers and Surveyors License Renewal Application
  - ◆ Board of Dental Examiners License Renewal Application
  - ◆ Board of Social Workers & Marriage and Family Therapy License Renewal Application
  - ◆ Board of Architecture License Renewal Application
  - ◆ Board of Nursing License Renewal Application
- ❖ Developed the following applications for Mississippi.gov:
  - Agriculture and Commerce Pesticide Permitting Application
  - Department of Human Services Child Care Information Application
  - Mississippi Supreme Court P A M E C Billing Application
- ❖ Applications currently being developed for Mississippi.gov:
  - ◆ 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 Payment System
  - ◆ Mississippi Real Estate Commission Licensing and Renewal Application
  - ◆ Mississippi Home Inspector Licensing and Renewal Application
  - ◆ Mississippi Appraisal Board Licensing and Renewal Application

In December 2010 following a successful response to RFP 3564, ITS and DFA entered into a public-private partnership with Mississippi Interactive (MSI), a subsidiary of NICUSA for the management of e-Government services in Mississippi. Outsourcing e-Government services with MSI provides access to services and applications with no initial investment by the State. In the months since the contract was signed, existing e-Government payment applications have been migrated to the MSI payment processing solution. MSI has established the infrastructure required to support the State's e-Government program long-term by installing equipment in the new State

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Data Center, further leveraging the State's investment in the facility. Several applications have been launched and approximately 30 additional opportunities have been identified for deployment within the next fiscal year.

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## Summary Statistics

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### *Data Services*

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- ❖ Provided computing services to approximately 160 state agencies and several private entities that access public records
- ❖ Processed approximately 4,500 batch jobs per day and 2.6 million online transactions per day
- ❖ Hosted approximately 60 websites, 50 Windows root-sites, 200 virtual VMware servers, and 30 e-Government applications
- ❖ Relayed approximately 120,000 emails per day and filtered 20,000 email accounts for viruses and SPAM
- ❖ Blocked approximately 15 million SPAM emails per day

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### *Information Security*

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- ❖ Published 12 monthly cyber-security newsletters
- ❖ Facilitated and coordinated quarterly Security Council Meetings with average attendance of 40 agency security staff
- ❖ Distributed 128 security advisories to agency security staff
- ❖ Distributed over 225 information security news articles
- ❖ Distributed over 500 security incident notifications to agencies on the enterprise network
- ❖ Processed over 400 VPN add, delete, or change request (*Telecommunication Services Division and ISD Operations Group*)
- ❖ Processed over 500 firewall add, delete, or change request (*Telecommunication Services Division and ISD Operations Group*)

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### *Information Systems Services*

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- ❖ Provided 35,898 hours of technical and project management services for customer projects
- ❖ Provided professional services to supplement agency information technology staff in the following roles:
  - ◆ Project Managers for application and web development projects, 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 and desktop support for ITS employees
  - ◆ Web-enabled application analysis, design, development, testing, and deployment, including key roles in e-Government initiatives
- ❖ Produced the following competitive procurements:
  - ◆ Developed and advertised 38 RFPs

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- ◆ Developed and sent 34 Letters of Configuration (LOC) to General RFP and EPL vendors for the purchase of technology products and services
- ◆ Produced 526 procurement approval documents (CP-1s) for the purchase of technology products and services, representing \$314,401,142 of purchase authority
- ❖ Produced and supported the following multi-use bids:
  - ◆ EPLs – Published 12 Express Products Lists, with purchases of approximately \$100,990,000
  - ◆ Administered the *Statewide Cellular Master Agreement* for purchases by state agencies, IHLs, and local governments
- ❖ Negotiated and executed approximately 350 technology contracts and contract amendments
- ❖ Approved purchases and awards to over 210 technology vendors

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### *Strategic Services*

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- ❖ Assisted 65 state agencies and other government entities with their 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 *2011-2012 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](http://www.its.ms.gov) by using the “Publications” channel.)
  - ◆ Applied for a 59% E-Rate discount on MPLS Connectivity
  - ◆ 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 \$477,348,248.44 in E-Rate funding since 1998
- ❖ Managed the ongoing update and development of the Mississippi Geospatial Clearinghouse and assisted with initial development of four new GIS-based applications

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### *Telecommunications Services*

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- ❖ Supported 20,195 telephone lines statewide
- ❖ Processed 21,500,860 minutes of long distance usage
- ❖ Supported 436 toll free numbers totaling 35,674,815 minutes of usage

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- ❖ Supported 5,850 voice mail boxes for customers in the Capitol Complex and across the state
- ❖ Processed 5,071 work orders containing 45,865 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 1031 state agency WAN sites
- ❖ Provided 99.99% of telecommunications system availability
- ❖ Provided 99.99% of Internet availability

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### *Education*

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- ❖ Offered 175 instructor-led classes to 1,415 students
- ❖ Trained students representing 52 state agencies, 4 universities, 3 community colleges, and 8 governing authorities
- ❖ Provided online training to 882 students

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### *e-Government*

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Mississippi.gov supported more than 270,500 electronic transactions in FY 2011. Some of the most note worthy include:

- ❖ Mississippi.gov averaged 6,000 visits per day
- ❖ More than 73,500 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 4,600 renewals each month
- ❖ More than 58,000 students applied for financial aid using the Institutions of Higher Learning's online application
- ❖ Over 36,815 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 13,000 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**

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

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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.

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### *Association of Information Technology Professionals (AITP)*

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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.

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### *Building Industry Consulting Services International (BICSI)*

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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.

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### *Gartner Group Services*

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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.

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

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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.

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### *EDNET Board*

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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.

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### *Mississippi Association of Governmental Purchasing and Property Agents (MAGPPA)*

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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.

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### *Mississippi Association of Personnel Administrators (MAPA)*

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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.

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### *Mississippi Broadband Connect Coalition (MBCC)*

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The Mississippi Broadband Connect Coalition (MBCC) was formed in 2010 to develop the state's first comprehensive plan for expanding the availability and use of broadband Internet. The 125-member public-private partnership met for almost 9 months to create "Mapping Mississippi's Digital Future," a long-term plan that makes specific recommendations on how to improve broadband usage across several policies including Education, Healthcare, Workforce Development, Government Performance and Public Safety. The plan also addresses barriers to

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further deployment of broadband in Mississippi as well as why broadband is not more widely used. Finally, the plan looks at ways to improve broadband access and adoption specifically within the Delta and the Tribal communities of the state. Multiple agency staff were assigned to various MBCC committees and presented to additional committees as subject matter experts.

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### *Mississippi Broadband Task Force*

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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.

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### *Mississippi Health Information Network (MS-HIN)*

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During the 2010 legislative session, House Bill 941 provided the initial structure and leadership rules for the statewide health information exchange called the Mississippi Health Information Network (MS-HIN). The MS-HIN is governed by a board of directors consisting of eleven (11) members, reflecting the public-private and diverse nature of the MS-HIN. The MS-HIN Board is responsible for coordinating, facilitating, and supporting the adoption the MS-HIN in order to reduce costs as well as improve medical outcomes and the overall health for all Mississippians. The ITS Executive Director appointed Dr. Craig Orgeron to sit on this Board.

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### *Mississippi Management and Reporting System Steering Committee*

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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](http://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.

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### *Mississippi Telecommunications Management Association (MTMA)*

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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

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telecommunications technology or entities that are predominantly engaged in the production, sale, or rental of telecommunications equipment and consulting services.

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### *National Association of State Chief Information Officers (NASCIO)*

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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.

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### *National Association of State Technology Directors (NASTD)*

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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.

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### *Project Management Institute (PMI)*

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In an effort to ensure that state resources are managed as effectively as possible, several agency staff members carry the credential of Project Management Professional (PMP)<sup>®</sup> administered by the Project Management Institute (PMI). PMI is a not-for-profit professional organization for the project management profession with the purpose of advancing project management through the development of standards, research, education, publication, and networking-opportunities in local chapters. ITS employees have served as officers and board members and were actively involved in creating the first local chapter in Mississippi.

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### *SHARE Inc.*

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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

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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.

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### *Uniformity in Real Property Recordings Task Force*

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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.

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### *Wireless Communication Commission (WCC)*

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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.

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**Travel**

**2011 Board Meeting Expenses**

| <i>Board Member</i>               | <i>Per Diem</i>   | <i>Travel Expenses</i> |
|-----------------------------------|-------------------|------------------------|
| DEREK GIBBS                       | \$280.00          | \$151.20               |
| JOHN HAIRSTON                     | \$200.00          | \$981.72               |
| LYNN C PATRICK                    | \$400.00          | \$141.68               |
| RODNEY PEARSON                    | \$400.00          | \$1,275.12             |
| THOMAS WICKER                     | \$480.00          | \$2,656.81             |
|                                   |                   |                        |
| <i>In-State Sub-Total (Board)</i> | <b>\$1,760.00</b> | <b>\$5,206.53</b>      |

**2011 In-State Travel**

| <i>Employee</i>                     | <i>Destination</i>            | <i>Cost</i>        |
|-------------------------------------|-------------------------------|--------------------|
| CRAIG ORGERON                       | BILOXI, MS                    | \$180.00           |
| LISA BRENNAN                        | JACKSON, MS                   | \$16.83            |
| PAULA CONN                          | STATEWIDE - MS                | \$1,185.26         |
| BRIAN MASON                         | JACKSON AND SURROUNDING AREAS | \$68.64            |
| GALE TERRY                          | STATEWIDE - MS                | \$898.08           |
| JANE WOOSLEY                        | BILOXI, MS                    | \$202.07           |
| CRAIG ORGERON                       | GULFPORT, MS                  | \$84.48            |
| JEFFREY JENNINGS                    | CHOCTAW, MS                   | \$45.60            |
| LYNN AINSWORTH                      | CLINTON, MS                   | \$71.82            |
| LISA KUYRKENDALL                    | STATEWIDE - MS                | \$2,507.33         |
| TAYLOR LEWING                       | STARKVILLE, MS                | \$48.83            |
| JOHN MARTIN                         | JACKSON, MS                   | \$122.76           |
| ANTHONY HARDAWAY                    | TUNICA, MS                    | \$257.42           |
| RENEE MURRAY                        | STATEWIDE - MS                | \$182.33           |
| GARY LEBLANC                        | JACKSON AND SURROUNDING AREAS | \$82.82            |
| CRAIG ORGERON                       | STONEVILLE, MS                | \$114.00           |
| GERRY DICKERSON                     | JACKSON AND SURROUNDING AREAS | \$53.20            |
| CHRISTOPHER NIX                     | STATEWIDE - MS                | \$2,938.64         |
| GARY RAWSON                         | BILOXI, MS                    | \$1,005.65         |
| KENT TOLBERT                        | STATEWIDE - MS                | \$126.08           |
| JIMMY WEBSTER                       | BILOXI, MS                    | \$557.89           |
| CRAIG ORGERON                       | TUPELO, MS                    | \$83.16            |
| HOMER ROGERS                        | JACKSON AND SURROUNDING AREAS | \$348.17           |
| CHERYL YELVERTON                    | BILOXI, MS                    | \$95.19            |
| CRAIG ORGERON                       | STARKVILLE, MS                | \$302.40           |
| <b><i>Total In-State Travel</i></b> |                               | <b>\$11,578.65</b> |

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**2011 Out-of-State Travel**

| <i>Employee</i>  | <i>Destination</i>                        | <i>Cost</i> |
|------------------|-------------------------------------------|-------------|
| DAWON RHODES     | IBM HARDWARE & SOFTWARE WORKSHOP          | \$361.31    |
| CRAIG ORGERON    | MEDICITY CLIENT SUMMIT                    | \$1,456.12  |
| MALCOLM LIGHTSEY | VELOCITY SOFTWARE CLASS                   | \$426.65    |
| GARY RAWSON      | NASTD CONFERENCE                          | \$2,111.00  |
| MICHAEL HATCH    | GARTNER CONFERENCE                        | \$1,165.68  |
| VICKI HELFRICH   | NARUC CONFERENCE                          | \$2,069.19  |
| LAURA PENTECOST  | GARTNER CATALYST CONFERENCE               | \$677.50    |
| MICHELE BLOCKER  | NASCIO CONFERENCE                         | \$624.63    |
| ROGER GRAVES     | NASTD NATIONAL CONFERENCE                 | \$1,581.60  |
| CRAIG ORGERON    | NATIONAL HEALTHCARE IT SUMMIT             | \$1,029.20  |
| GARY RAWSON      | BROADBAND SUMMIT                          | \$936.28    |
| KEVIN GRAY       | ARRA HIE COOPERATIVE AGREEMENT CONFERENCE | \$505.83    |
| VICKI HELFRICH   | BROADBAND SUMMIT                          | \$893.44    |
| HEATH PREJEAN    | MS ELECTRONIC COURT SYSTEM TRAINING       | \$1,277.19  |
| MICHAEL CHANDLER | COMPCO TRAINING                           | \$406.63    |
| JIMMY WEBSTER    | NASTD SOUTHERN REGION MEETING             | \$916.65    |
| GARY RAWSON      | CALET CONFERENCE                          | \$368.30    |
| GARY LEBLANC     | MDPS PASS-ID PROJECT                      | \$106.70    |
| CRAIG ORGERON    | SLDS ANNUAL CONFERENCE                    | \$969.53    |
| DEBORAH BRITT    | MYSOFT 2011 USERS FORUM                   | \$1,214.26  |
| DENNIS BLEDSOE   | IAUG CONFERENCE 2011                      | \$2,454.94  |
| GEORGE FOWLER    | CISCO 7600 ESSENTIALS V2                  | \$1,158.83  |
| JEFFREY JENNINGS | BICSI CONFERENCE                          | \$1,428.43  |
| JESSIE CHEEKS    | MySoft 2011 USERS FORUM                   | \$546.41    |
| VICKI HELFRICH   | WGA CONFERENCE                            | \$159.79    |
| JUANITA DENNIS   | AACPM CONFERENCE                          | \$179.70    |
| LISA KUYRKENDALL | IAUG CONFERENCE 2011                      | \$1,176.70  |
| LORI RUTLAND     | NASTD SOUTHERN REGION MEETING             | \$406.84    |
| MICHAEL CHANDLER | MySoft 2011 USERS FORUM                   | \$542.46    |
| CRAIG ORGERON    | NAT'L FORUM-HEALTH INFORMATION EXCHANGE   | \$995.88    |
| GARY RAWSON      | USAC FALL TRAINING                        | \$896.79    |
| ROGER GRAVES     | NASTD SOUTHERN REGION MEETING             | \$406.05    |
| STEVEN WALKER    | GARTNER CONFERENCE                        | \$1,453.82  |
| GLENN HINKLE     | CISCO 7600 ESSENTIALS V2                  | \$568.80    |
| VICKI HELFRICH   | BTOP WORKSHOP                             | \$842.81    |
| DAVID LITHLITER  | NASCIO CONFERENCE                         | \$25.00     |
| MICHELE BLOCKER  | NASCIO MID-YEAR CONFERENCE                | \$729.60    |



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