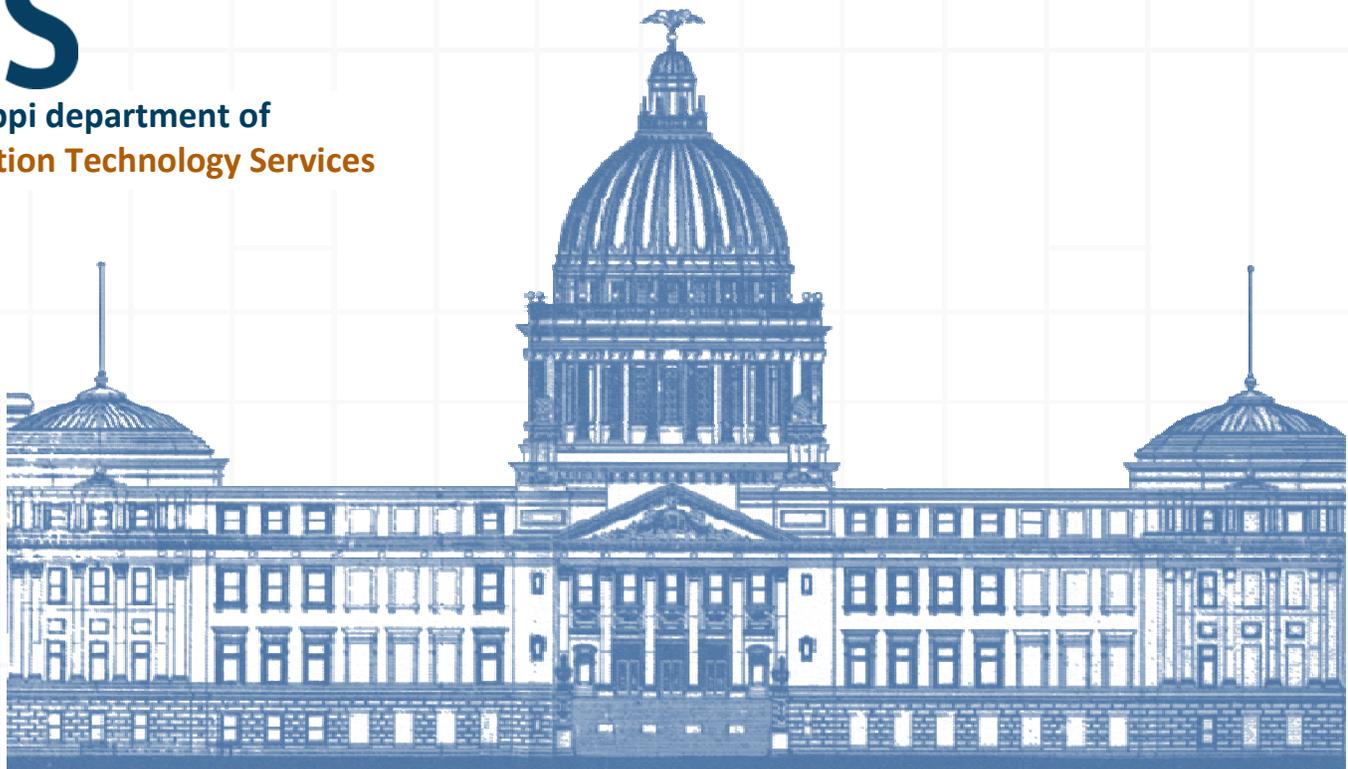


# 2012 ANNUAL REPORT



mississippi department of  
Information Technology Services



## MISSISSIPPI

DEPARTMENT OF  
INFORMATION TECHNOLOGY  
SERVICES

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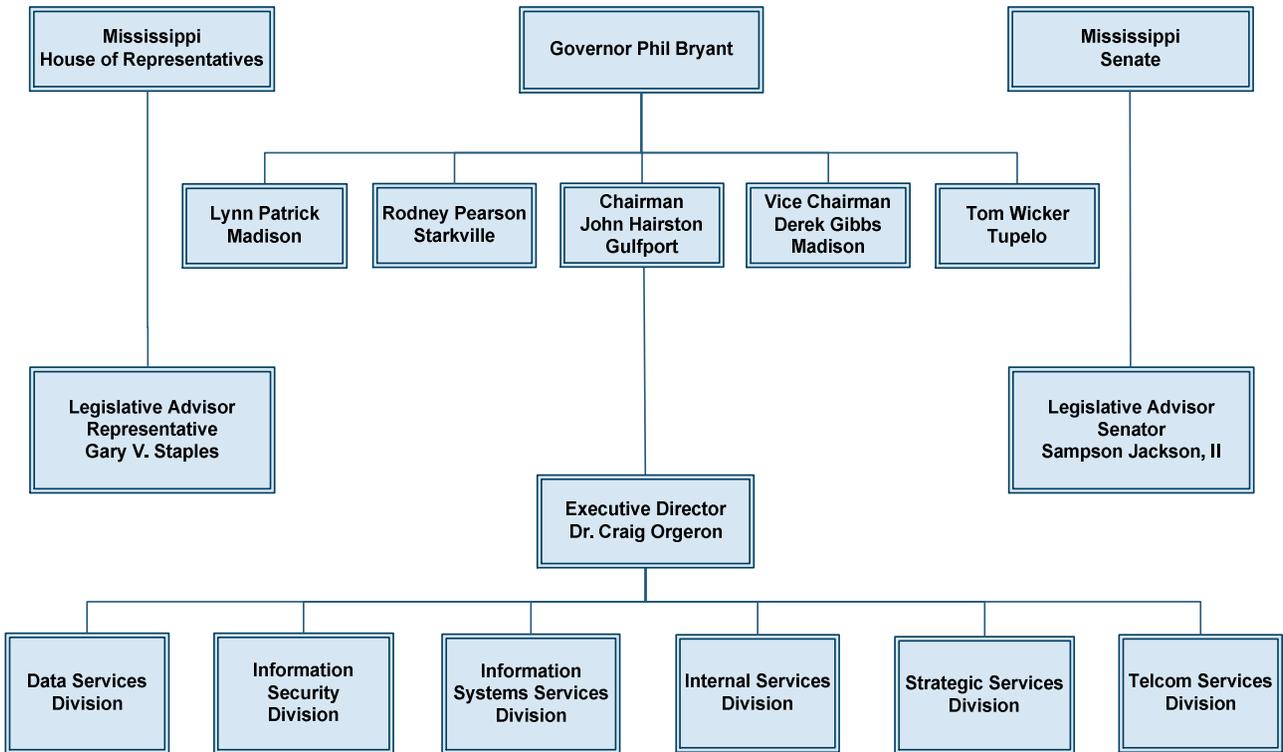
## INTRODUCTION

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 2012 (July 2011 - June 2012).

# ORGANIZATIONAL CHART



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## *ITS Vision*

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The Mississippi Department of Information Technology Services (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 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

## 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. These publications may be viewed online at <http://www.its.ms.gov/publications>. The following fiscal year 2012 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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- ❖ Upgraded the shared mainframe from an IBM z9 Mainframe to an IBM z114
- ❖ Built IBM z/OS platforms for version R1.13
- ❖ Continued to install and deploy advanced storage technology to enable storage virtualization and improved backup/recovery technology
- ❖ Continued to increase storage capacity for the mainframe and open systems
- ❖ Evaluated alternative lower cost component storage subsystems
- ❖ Completed surplus of older technology from the Robert E. Lee State Data Center
- ❖ Planned for the provisioning of the Robert E. Lee State Data Center as a co-processing, alternate data center location
- ❖ Renovated older UPS, power distribution and racks in the Robert E Lee State Data Center
- ❖ Installed and upgraded software, and performed a system health check on the IBM N6240 NAS
- ❖ Installed and performed a system health check on the IP F5 Proxy and Load Balancer
- ❖ Upgraded the VMware vSphere Hypervisor Esxi to Version 5.0
- ❖ Provided support for Statewide Electronic Court System for the Mississippi Supreme Court
- ❖ Decommissioned the Scalix mail server after the Microsoft Exchange migration
- ❖ Decommissioned NotifyLink mobile server after the Microsoft Exchange migration
- ❖ Extended the Email Archive System storage capacity
- ❖ Continued the implementation of Information Technology Infrastructure Library (ITIL) best practices of change management and server monitoring
- ❖ Upgraded the processing capacity and memory of the Mississippi Department of Finance and Administration (DFA) MAGIC IBM z196 Mainframe
- ❖ Upgraded the DFA MAGIC mainframe from an IBM z196 Mainframe to an IBM z/EC12

- ❖ Continued to provide support for the DFA MAGIC project in the procurement of the hardware and software infrastructure platform for the implementation of the SAP ERP software
- ❖ Continued the provisioning of DFA's MAGIC project with additional databases and application servers
- ❖ Continued to increase the size of VMware platform by deploying additional virtualized servers in order to take advantage of advanced server technology for improved cost effectiveness
- ❖ Labeled and initialized 9840 tapes for the MAGIC Systems Z/OS & Z/VM backup requirements, additional tapes for Native and Virtual tape systems, and customer tapes
- ❖ Added Z/OS consoles to Command Center Bridge area for monitoring
- ❖ Added Galaxy Security System monitoring for security monitoring to Command Center Bridge area
- ❖ Installed and setup Seahawk Leak Detection Monitoring in Command Center Bridge area
- ❖ Installed and setup Johnson Controls Metasys Monitoring in Command Center Bridge area
- ❖ Added data storage cabinets on both Eastwood State Data Center floors
- ❖ Installed and setup the security camera systems in Eastwood State Data Center to monitor the Command Center Bridge Area
- ❖ Installed new power and assisted IBM in the move of the cabling for the Z/114 upgrade
- ❖ Applied standardized labeling on all racks on first floor of Eastwood State Data Center
- ❖ Installed new power for the DS8800 upgrade for DFA Magic project
- ❖ Installed power and antenna feed for the Mississippi Wireless Communications Committee equipment on second floor of Eastwood State Data Center
- ❖ Setup and installed power and racks for the Mississippi Department of Transportation on second floor of Eastwood State Data Center
- ❖ Added an In-Row Cooling Unit on second floor of Eastwood State Data Center
- ❖ Added a rack for network distribution on second floor of Eastwood State Data Center
- ❖ Replaced overhead cable trays in the co-location area of the second floor of Eastwood State Data Center
- ❖ Added a cable tray on first floor of Eastwood State Data Center over the IBM DS8300 IBM DS8800 for Open Systems utilization
- ❖ Delivered and setup racks and added power for new installations at Robert E. Lee State Data Center
- ❖ Added power and moved racks in the Robert E. Lee State Data Center for the Mississippi Veteran Affairs Board
- ❖ Maintained the air units at both State Data Centers
- ❖ Maintained the ITS and Eastwood State Data Center facility grounds
- ❖ Painted the floors in Eastwood State Data Center Building

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## *Information Security*

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- ❖ Revised the Enterprise Security Policy (ESP) after review and feedback from agency information security contacts. ESP changes were documented and approved by the SOS in August of 2012.
- ❖ Revised the Enterprise Security Plan. The Enterprise Security Plan was approved and published in August of 2012.
- ❖ Maintained a security awareness program that included providing cyber awareness resources on the website, coordinating awareness training for ITS staff, providing awareness training opportunities to state agencies, producing awareness training materials for use by agencies, and participating in the National Cyber Security Awareness initiatives including a declaration by the Governor establishing October 2012 as Cyber Security Awareness Month.
- ❖ Partnered with the U.S. Department of Homeland Security, the Mississippi Office of Homeland Security, the Federal Bureau of Investigation Cyber Crimes Division, and the Mississippi Emergency Management Agency on hosting a Cyber Security Exercise Workshop for state agencies.
- ❖ Promoted the use of security contracts 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 ITS web page. The web page includes resources such as monthly cyber security newsletters, 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, and educational opportunities.
- ❖ Hosted quarterly Security Council Meetings for agency security contacts.
- ❖ Maintained relationships with state and federal information security entities including the Federal Bureau of Investigations Cyber Crimes Division, the Mississippi Office of Homeland Security, the Mississippi Attorney General Cyber Crimes Division, the Multi-State Information Sharing and Analysis Center (MS-ISAC), and the U.S. Department of Homeland Security.
- ❖ Developed a format for cyber security tabletop exercises and coordinated several exercises for ITS staff.
- ❖ Leveraged ITS resources and support contracts for the identification and notification of potential security alerts within the state network.
- ❖ Coordinated vulnerability assessments and associated remediation plans for ITS information technology assets.
- ❖ Managed and maintained core security operations components including perimeter firewall, State Data Center firewalls, perimeter IPS, State Data Center 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 Mississippi Department of Human Services (MDHS), Mississippi Department of Transportation (MDOT), and Mississippi Department of Public Safety (DPS)
  - ◆ Partnered with the Mississippi Department of Finance and Administration to implement the next generation of e-Government services and a new payment processing solution for state government
  - ◆ Established a procurement vehicle for temporary technology consulting services available for use by state agencies, public universities, and other governmental entities
  - ◆ Procurement of business continuity/disaster recovery services for availability to support mission critical systems in the event the State Data Center facilities were ever compromised
  - ◆ Procurement of a Clinical and Food Inventory Management System for use by the Mississippi Department of Health's WIC (Women, Infant and Children) Program
  - ◆ Procurement of a Driver License System for the Mississippi Department of Public Safety
  - ◆ Procurement of equipment, software, installation services, technical support, and tower leases for the implementation of a statewide broadband system for the Mississippi Wireless Communication Commission
  - ◆ Procurement of Electronic Benefit Services for the Mississippi Department of Human Services
  - ◆ Procurement of a centralized, standardized time, attendance, and scheduling system for use by multiple facilities of the Mississippi Department of Mental Health
  - ◆ Procurement and technology support for cabling, telecommunications, and computer equipment for over 50 construction projects under the coordination of the Mississippi Department of Finance and Administration's Bureau of Building Grounds and Real Property Management
- ❖ Developed web enabled and client applications in two primary environments: Microsoft.NET and JAVA. Examples include Mississippi Department of Agriculture and Commerce - Market Bulletin & Pesticide Permitting Application (Online); Mississippi Appraisal Board - Licensing Application (Online); Mississippi Department of Banking & Consumer Finance - Consumer Licensing Application & Banking Assessment Application (Online); Mississippi Home Inspector Board - Licensing Application (Online); Mississippi Department of Human Services - Child Care Payment Application (Online); Mississippi Real Estate Commission - Licensing Application (Online); and Office of the Mississippi Secretary of State Voter ID/HAVA Application.
- ❖ Supported web enabled and client applications in two primary environments: Microsoft.NET and JAVA. Examples include: Mississippi Board of Accountancy - Backend Licensing Application; Mississippi Board of Architecture - Licensing Application (Online and Backend Licensing); Mississippi Appraisal Board - Backend Licensing Application; Mississippi Department of Agriculture and Commerce - Market Bulletin Application & Pesticide Permitting Application (Online); Mississippi

Department of Banking & Consumer Finance - Banking & Credit Union Compliance Application, National Mortgage Licensing Application, and Consumer Licensing Application; Mississippi Board of Cosmetology - Backend Licensing Application; Mississippi Board of Dental Examiners - (Online and Backend Licensing); Mississippi Board of Engineers and Surveyors - (Online and Backend Licensing); Mississippi Ethics Commission Statement of Economic Interest (Online); Mississippi Department of Education - Vocational Education and Workforce Application; Mississippi Home Inspector Board - Backend Licensing Application; Mississippi Gaming Commission - Charitable Licensing, Casino Invoicing, Gaming Permits and Casino Case Management Application; Mississippi Department of Health - Professional License Renewals (Online); Mississippi Department of Human Services - Child Care Information Application; Mississippi Institutions of Higher Learning - Student Financial Aid Application (Online); Mississippi Board of Massage Therapy - Licensing Application (Online and Backend Licensing); Mississippi Department of Mental Health - Mental Health Data Repository; Mississippi Motor Vehicle Commission - Backend Licensing Application; Board of Mississippi Nursing Home Administrators - Backend Licensing Application; Mississippi Board of Nursing - Licensing Application (Online and Backend Licensing), Student Inquiry Application, and Subscription Service; Mississippi Board of Physical Therapy - Backend Licensing Application; Mississippi Department of Public Safety - Driver License Renewals, E-Citation, Kiosk Web Services, and Driver License Verification Web Service; Mississippi Board of Social Workers and Marriage & Family Therapist - Licensing Application (Online and Backend Licensing); Mississippi Real Estate Commission - Backend Licensing Application; Mississippi Supreme Court - Billing Application; and Mississippi Department of Wildlife Fisheries and Parks - Hunting & Fishing Application and Boating Registration (Online).

- ❖ Developed, redesigned and/or supported the following websites: Licensed Professional Counselors; Mississippi Board of Tax Appeals; Mississippi Auctioneer Commission; Mississippi Board of Accountancy; Mississippi Board of Architecture; Mississippi Appraisal Board; Mississippi Department of Banking & Consumer Finance; Mississippi Board of Cosmetology; Mississippi Board of Chiropractic Examiners; Mississippi Board of Dental Examiners; Mississippi Ethics Commission; First Circuit Court of Mississippi; Mississippi Home Inspector Board; Mississippi Gaming Commission; Mississippi Commission on Judicial Performance; Mississippi Joint Legislative Committee on Reapportionment; Mississippi License Professional Counselors; Mississippi Board of Massage Therapy; Mississippi Motor Vehicle Commission; Mississippi Board of Nursing Home Administrators; Mississippi Board of Pharmacy; Mississippi Board of Physical Therapy; Mississippi Board of Psychology; Mississippi Board of Social Workers and Marriage & Family Therapists; Mississippi Real Estate Commission; Mississippi Veterans' Affairs Board; and Mississippi Veterans' Home Purchase Board.
- ❖ 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, public universities, and local governmental entities.
- ❖ 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).

Information Systems Services (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 FY12:

- 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 manufacturer's 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 FY12:

- Telephone
- Computer hardware and software
- IT consulting services

Special RFPs for FY12:

- 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
- ❖ 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 implementations
- ❖ Managed the Policies, Standards, and Guidelines Program, ensuring that timely, technically-pertinent rules are drafted, edited, and disseminated
- ❖ Established a strategic communications group to develop a comprehensive communications program to promote ITS services and better communicate with customers
- ❖ 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 the 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 requests
- ❖ Managed agency-wide content management effort
- ❖ Coordinated and managed website development and deployment for MS-HIN and the MS Broadband Connect Coalition (MBCC)
- ❖ Coordinated and facilitated the 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
- ❖ Provided technical support and/or project management services for all Mississippi Department of Finance and Administration's 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
- ❖ Managed the installation of the Mississippi Research Network (MRN) core within the State Data Center
- ❖ Managed the installation and use of the state's new dedicated diversely-routed commodity Internet drain for state government and educational use
- ❖ 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 technical and communication skills of personnel within state government. The ITS Institute is managed through the Strategic Services Division of ITS. Activities for Fiscal Year 2012 include:

- ❖ Trained 1,921 \* state employees in various areas of information technology  
*\*(includes instructor led training and online training)*
- ❖ Added 42 courses to the Institute curriculum to keep pace with changing technology including:
  - ◆ Analysis & Design
  - ◆ Business Continuity
  - ◆ Cisco
  - ◆ Cloud Computing
  - ◆ HTML5
  - ◆ InfoPath
  - ◆ ITIL
  - ◆ IT Planning & Implementing Technology
  - ◆ JEE Web Applications
  - ◆ Linux
  - ◆ Microsoft Exchange Server 2010
  - ◆ Microsoft SQL 2012
  - ◆ Microsoft Lync Server 2010
  - ◆ Office 2010
  - ◆ Oracle
  - ◆ Project Management
  - ◆ Security
  - ◆ VMware
  - ◆ VMware View
  - ◆ Web Applications & Development
  - ◆ Windows Server 2012

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## *e-Government*

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Mississippi's official website, ms.gov, was created to help the State of Mississippi streamline and enhance the way citizens and businesses access government information. The portal provides a single, common gateway to Mississippi government, improving access to free information, while at the same time, offering value-added services for commercially viable information of interest to the business community. The ms.gov e-Government portal initiative reflects the vision of a state government that is attentive to the needs of constituents and businesses. The state's official website and e-Government portal, ms.gov, is the modern embodiment of everyday government. The e-Government program is managed by the Mississippi Department of Information Technology Services. Activities for Fiscal Year 2012 include:

- ❖ Mississippi Interactive (MSI) completed payment processing conversions of over thirty applications. The following agencies' applications were included in this conversion:
  - ◆ Mississippi Department of Agriculture & Commerce – Market Bulletin
  - ◆ Mississippi Department of Public Safety – License Renewals
  - ◆ Mississippi Department of Health – License Renewals and Clinic Payments
  - ◆ Mississippi Insurance Department – Tobacco Company Registration
  - ◆ Mississippi Supreme Court - PAMEC
  - ◆ Mississippi Department of Wildlife, Fisheries and Parks – Hunting & Fishing Licenses, Boating Registrations and Dove Permits
  - ◆ Mississippi Board of Funeral Service – License Renewals
  - ◆ Mississippi Board of Medical Licensure – License Renewals
  - ◆ Mississippi Professional Engineers and Land Surveyors – License Renewals
  - ◆ Mississippi Board of Dental Examiners – License Renewals
  - ◆ Mississippi Board of Social Workers, Marriage / Family Therapists (SWMFT) – License Renewals
  - ◆ Mississippi Board of Architecture – License Renewals
  - ◆ Mississippi Board of Nursing – License Renewals
  - ◆ Mississippi Board of Contractors – License Renewals
  - ◆ Mississippi Secretary of State – BFOCUS, Metals, SOSKB and Lobbyist Registration
  - ◆ Mississippi Department of Transportation – RFP Proposals
  - ◆ Mississippi Development Authority – MS Market
  - ◆ Mississippi State Fire Academy – Training Class Payments
  - ◆ Mississippi Board of Geologists – License Renewals
  - ◆ Mississippi Department of Education – Duplicate Certification Copy
  - ◆ Mississippi Department of Archives & History – Subscription Service
  - ◆ Mississippi Pharmacy Board – License Renewals
  - ◆ Mississippi Real Estate Commission – Real Estate, Home Inspectors and Appraisal License Renewals
  - ◆ Mississippi Banking and Consumer Finance – Consumer Loan Renewal and Banking Assessments

- ❖ The following custom applications and websites were developed in 2012:
  - ◆ Agency Website Templates including Governor's Job Fair and Mississippi Commission on Judicial Performance
  - ◆ Mississippi Secretary of State Election Night Reporting Application
  - ◆ Mississippi Secretary of State Fees and Fines Application
  - ◆ Mississippi Department of Public Safety Online Crash Reports
  - ◆ Mississippi Department of Wildlife, Fisheries & Parks Over-the-Counter Payments Solution
  - ◆ Mississippi Lieutenant Governor Website Redesign
  - ◆ Mississippi Department of Information Technology Services Website Redesign
  - ◆ Mississippi Department of Information Technology Services Donation Portal Application
  - ◆ Mobile Applications for Mississippi Department of Wildlife, Fisheries and Parks, Mississippi Department of Public Safety, and Mississippi Department of Transportation
  - ◆ Online Shopping Cart Solution for Mississippi Public Broadcasting
  - ◆ Online Shopping Cart Solution for Mississippi Fire Academy
  - ◆ Online Invoice Payments for Mississippi Fire Academy
  
- ❖ The ms.gov portal was redesigned completed utilizing the latest technology such as:
  - ◆ Social Networks
  - ◆ Live Chat
  - ◆ GeoIP Mapping
  - ◆ Interactive Search
  - ◆ Mobile Application for iOS users
  - ◆ Dynamic Directories
  
- ❖ The ms.gov website received the following awards in 2012:
  - ◆ Fifth place winner of 2012 Best of the Web sponsored by the Center for Digital Government
  - ◆ 2012 WebAward for Outstanding Website, Government
  - ◆ Awards of Distinction for Home Page, Structure and Navigation, and Visual Appeal in the 18th Annual Communicator Awards
  - ◆ Interactive Media Awards (IMA) "Best in Class" award in the Government category
  - ◆ 2012 NASCIO Recognition Award for mobile ms.gov

## SUMMARY STATISTICS

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### *Data Services*

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- ❖ Provided computing services to approximately 155 state agencies and several private entities that access public records
- ❖ Processed approximately 4,450 batch jobs per day and 2.85 million online transactions per day
- ❖ Hosted approximately 64 websites, 50 Windows root-sites, 470 virtual VMware servers, and 30 e-Government applications
- ❖ Relayed approximately 256,813 emails per day and filtered 24,766 email accounts for viruses and SPAM
- ❖ Blocked approximately 1.8 million SPAM emails per day

### *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
- ❖ Facilitated and coordinated 4 customer meetings to promote the business case for information security
- ❖ Distributed over 150 security advisories to agency security staff
- ❖ Distributed over 273 information security news articles
- ❖ Distributed over 1,300 security incident notifications to agencies on the state network
- ❖ Processed over 500 firewall and VPN add, delete, or change requests  
(*Telecommunication Services Division and ISD Operations Group*)
- ❖ Coordinated 2 comprehensive vulnerability assessments for ITS systems
- ❖ Coordinated 4 vulnerability assessments for ITS Internet-facing systems
- ❖ Coordinated 3 cyber security tabletop exercises for ITS staff
- ❖ Coordinated annual cyber security awareness training activities for ITS staff
- ❖ Coordinated and/or promoted a Cyber Security Poster Contest for K-12 schools in Mississippi, a Cyber Security Pledge Contest, and a Cyber Security Foundation Competition for high schools in Mississippi

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## Information Systems Services

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- ❖ Provided 34,954 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 on 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 15 RFPs
  - ◆ Developed and sent 19 Letters of Configuration (LOC) to General RFP and EPL vendors for the purchase of technology products and services
  - ◆ Produced 536 procurement approval documents (CP-1s) for the purchase of technology products and services, representing \$323,507,363 of purchase authority
- ❖ Produced and supported the following multi-use bids:
  - ◆ EPLs – Published 12 Express Products Lists, with purchases of approximately \$91,263,000
  - ◆ Administered the *Statewide Cellular Master Agreement* for purchases by state agencies, IHLs, and local governments
- ❖ Negotiated and executed over 300 technology contracts and contract amendments
- ❖ Approved purchases and awards to over 180 technology vendors

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## Strategic Services

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- ❖ Assisted 63 state agencies and other government entities with their technology plans
- ❖ Managed content modifications for the ms.gov portal
- ❖ Managed content modifications for the ITS website
- ❖ Coordinated the Mississippi response to 4 national IT awards opportunities
- ❖ 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 56% 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 approximately \$460,146,566 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 19,733 telephone lines statewide
- ❖ Processed 18,756,074 minutes of long distance usage
- ❖ Supported 435 toll free numbers totaling 25,354,913 minutes of usage
- ❖ Supported 5,923 voice mail boxes for customers in the Capitol Complex and across the state
- ❖ Processed 4,843 work orders containing 24,814 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 1,592 state agency and local government data sites
- ❖ Provided 99.99% of telecommunications system availability
- ❖ Provided 99.99% of Internet availability

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### *Education*

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- ❖ Offered 216 instructor-led classes to 1,059 students
- ❖ Trained students representing 62 state agencies, 6 universities, 1 community college, and 6 governing authorities
- ❖ Provided online training to 862 students

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## *e-Government*

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- ❖ Over 245,000 online transactions were supported by MSI equating to over \$14.8 million collected on behalf of the state
- ❖ The redesigned ms.gov averaged over 3,500 unique visitors a day
- ❖ Close to 1,000 individuals follow ms.gov's social networks
- ❖ The state's first mobile application was downloaded by iPhone users over 1,100 times
- ❖ Over 35,000 state businesses filed their annual report electronically through the Secretary of state's online service
- ❖ More than 70,000 outdoor enthusiasts purchased their hunting and fishing license or renewed their boat registration using the Mississippi Department of Wildlife, Fisheries and Parks convenient services
- ❖ 61,000 Mississippi residents avoided waiting in lines by using Mississippi Department of Public Safety's online driver's license renewal

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

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The ASPA is the largest and most prominent professional association for public administration. It is dedicated to advancing the art, science, teaching and practice of public and non-profit administration. ASPA's four core values are Accountability and Performance, Professionalism, Ethics and Social Equity. Membership is open to anyone working in, studying, researching, or interested in public service. ASPA also promotes the value of joining and elevating the public service profession, builds bridges among all who pursue public purposes at home and internationally, provides networking and a professional development opportunity to those committed to public service values, and achieves innovative solutions to the challenges of governance.

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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. 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. In 2012, Dr. Craig Orgeron, ITS Executive Director, was the recipient of the AITP Mississippian of the Year Award.

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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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### *e-Government Oversight Committee (EOC)*

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The EOC oversees the implementation of e-Government and related technology initiatives. The committee is responsible for: 1) prioritizing and making recommendations for all electronic government services, in order to cut across state and local governmental organizational structures; 2) addressing policy issues such as privacy, security, costs and accessibility; 3) reviewing ongoing fiscal and operational management and support of Mississippi's e-Government portal; 4) providing a mechanism for gathering input from citizens, businesses and government entities; 5) encouraging self-service models for citizens through state websites and other electronic services; and 6) promoting economic development and efficient delivery of government services by encouraging governmental and private sector entities to conduct their business and transactions using electronic media. The ITS Executive Director serves as the current Chairman of this committee. ITS staff further provides administrative support for the committee.

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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. Dr. Craig Orgeron, ITS Executive Director, serves as the current Vice-Chairman of this council.

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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 Mississippi Board for Community and Junior Colleges, the Board of Trustees of

the Institutions of Higher Learning, Mississippi Public Broadcasting, the Mississippi 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 serves as 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 the 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 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 U.S. 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 Electronic Recording Commission (MERC)*

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The MERC was established under House Bill 599 of the 2011 Regular Legislative Session authorizing electronic recording of documents in the land records, and makes conforming amendments to the recording statutes to permit electronic recording. The bill establishes the MERC with eleven appointed members to establish standards and practices. The membership of the commission is comprised of: 1) an appointment by the Governor, 2) an appointment by the Lieutenant Governor, 3) an appointment by the Speaker of the House of Representatives, 4) three members of the Chancery Clerks' Association, 5) an appointment from the Mississippi Association of Supervisors, 6) the executive director of the Mississippi Department of Information Technology Services or his designee, and 7) three persons appointed by the Mississippi Secretary of State. The purpose of the MERC is to establish standards and practices of chancery clerks in Mississippi for electronic record filing and the technology used to implement electronic recording.

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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. Dr. Craig Orgeron, ITS Executive Director, serves as the current Vice-Chairman of this council

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

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### *Multi-State Information Sharing and Analysis Center (MS-ISAC)*

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The MS-ISAC is a voluntary and collaborative effort based on a strong partnership with the National Cyber Security Division within the U.S. Department of Homeland Security (DHS). The MS-ISAC has been designated by DHS as the key resource for cyber threat prevention, protection, response and recovery for the nation's state, local, territorial, and tribal (SLTT) governments. Through its state-of-the-art 24/7 Security Operations Center, the MS-ISAC serves as a central resource for situational awareness and incident response for SLTT governments.

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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. Dr. Craig Orgeron, ITS Executive Director, currently serves NASCIO as Treasurer. He also serves on the Executive Committee, the Public Safety Broadband Committee, and the Programs Committee.

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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 on 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)® 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 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 of the 2009 Regular Legislative Session 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.

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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. Dr. Craig Orgeron, ITS Executive Director, serves as a member of the WCC.

## TRAVEL

### 2012 Board Meeting Expenses

<i>Board Member</i>	<i>Destination</i>	<i>Travel Expenses</i>
Derek Gibbs	ITS Board/Special Meetings	\$79.98
John Hairston	ITS Board/Special Meetings	\$1,177.56
Lynn C. Patrick	ITS Board/Special Meetings	\$131.76
Rodney Pearson	ITS Board/Special Meetings	\$1,151.34
Thomas Wicker	ITS Board/Special Meetings	\$2,683.53
In-State Sub-Total – (Board)		\$5,224.17

### 2012 In-State Travel

<i>Employee</i>	<i>Destination</i>	<i>Travel Expenses</i>
Homer Rogers	Jackson, MS	\$700.11
Christopher Nix	Statewide - MS	\$6,012.40
Michele Blocker	Starkville, MS	\$135.15
Jimmy Webster	Biloxi, MS	\$371.20
Gary LeBlanc	Statewide - MS	\$385.49
Foster Fowler	Biloxi, MS	\$294.15
Gary Rawson	Biloxi, MS	\$851.60
Lisa Brennan	Jackson, MS	\$56.10
Glenn Hinkle	Biloxi, MS	\$369.51
Gale Terry	Statewide - MS	\$996.21
Gary Rawson	Hattiesburg, MS	\$183.82
Gary LeBlanc	Biloxi, MS	\$102.78
Michele Blocker	Tupelo, MS	\$183.60
Deborah Britt	Biloxi, MS	\$66.88
Paula Conn	Statewide - MS	\$1,410.17
Marilyn Cox	Natchez, MS	\$110.90
Jimmy Webster	Hattiesburg, MS	\$98.94
Gary Rawson	Tunica, MS	\$294.54
Debra Spell	Biloxi, MS	\$460.58
Lisa Kuyrkendall	Statewide - MS	\$363.55
Gina Sullivan	Natchez, MS	\$110.90
Craig Orgeron	Oxford, MS	\$190.15

2012 In-State Travel continued

Jimmy Webster	Biloxi, MS	\$398.72
Timika Franklin	Statewide - MS	\$68.78
Michele Blocker	Statewide - MS	\$31.92
Kevin Gray	Meridian, MS	\$99.96
Michele Blocker	Gulfport, MS	\$187.59
Jimmy Webster	Starkville, MS	\$277.50
Craig Orgeron	Starkville, MS	\$55.20
Hillary Gagliano	Jackson, MS	\$19.98
Renee Murray	Biloxi, MS	\$449.77
Caren Brister	Biloxi, MS	\$269.22
Total In-State Travel		\$15,607.37

2012 Out-of-State Travel

<i>Employee</i>	<i>Purpose</i>	<i>Travel Expenses</i>
Timika Franklin	Avaya Class	\$576.03
Vicki Helfrich	NARUC Summer Conference	\$1,217.89
Kevin Gray	NGA/ONC Reg Health IT Conference	\$572.52
Gary Rawson	2011 USAC Fall Training	\$1,699.20
Gary LeBlanc	DIVS Meeting	\$89.06
Craig Orgeron	NASCIO Conference	\$313.69
Mike Hatch	Gartner Catalyst Conference	\$2,363.74
Jimmy Webster	NASCIO Conference	\$98.45
Vicki Helfrich	Commerce Comm Staff/FCC Staff	\$1,174.65
Charles Wade Grant	CISCO BGP Training	\$1,332.24
Roger Graves	NASTD Annual Conference	\$1,133.54
Bruce Lightsey	SAP Netweaver Database Admin Class	\$696.60
Gary Rawson	NASTD Annual Conference	\$1,294.11
Kent Tolbert	Microsoft MTC	\$346.12
Jeremy Parsons	Vmworld 2011 Conference	\$1,927.65
Daniel McKnatt	Microsoft MTC	\$324.10
Michele Blocker	NASCIO Conference	\$1,253.99
Lisa Kuyrkendall	Microsoft MTC	\$346.35
Michele Patrick	SAP Netweaver Database Admin Class	\$626.84
Steven Patterson	Microsoft MTC	\$352.75
Juanita Dennis	AACPM 2011 Conference	\$1,180.78
Craig Orgeron	Gartner Symposium	\$1,001.04
Vicki Helfrich	NECA Annual Expo - Panelist	\$57.82
Jeff Jennings	BICSI Conference	\$1,523.19
Foster Fowler	MPLS Training	\$1,133.39
Vicki Helfrich	TASE Annual Conference	\$824.08
Vicki Helfrich	NARUC Annual Conference	\$1,578.04
Steven Patterson	CA World Conference	\$1,515.24
Kevin Gray	2011 ONC Annual Meeting	\$1,277.28
Gary LeBlanc	DIVS Meeting	\$81.40
Craig Orgeron	Bower Foundation Presentation	\$183.60
Jimmy Webster	Public CIO Summit	\$83.25
Roger Graves	NASTD Conference	\$480.53
Laura Pentecost	CA World Conference	\$1,483.32
Vicki Helfrich	Public Safety Conference	\$1,285.33
Gary Rawson	SLDS Conference	\$1,668.38

## 2012 Out-of-State Travel Continued

Jeanette Crawford	ASUG Annual Conference	\$1,667.87
Lisa Kuyrkendall	ICND 1 Training	\$1,550.44
Tina Wilkins	ASUG Annual Conference	\$1,611.71
Tammie Johnson	CA World Conference	\$1,494.96
Paula Conn	ASUG Annual Conference	\$1,438.84
Brian Norwood	IBM Impact 2012	\$1,447.62
Donna Hamilton	Gartner Summit 2012	\$1,349.37
Gary Rawson	Colorado Education Conference	\$877.20
Craig Orgeron	FOSE 2012	\$202.91
Anthony Hardaway	ASUG Annual Conference	\$1,646.34
Jimmy Webster	NASTD Conference	\$424.03
Gary LeBlanc	DPS project site visit	\$8.24
Steven Walker	NASTD Conference	\$895.87
Craig Orgeron	NASCIO Conference	\$33.70
Gary LeBlanc	DPS DL RFP Project	\$944.73
Craig Orgeron	NASTD Conference	\$726.37
Foster Fowler	CISCO QOS Class	\$1,076.97
Debra Spell	DPS DL RFP Project	\$918.12
Gary Rawson	NASTD Southern Region Conference	\$457.98
Craig Orgeron	NGA Conference	\$623.39
Mike Hatch	DRJ Spring World 2012	\$1,305.54
Gerald Richard Grant	Impact 2012 Conference	\$1,320.66
Jimmy Webster	NASCIO Conference	\$67.54
Dennis Bledsoe	IAUG Global Education Conference	\$1,307.35
Gary Rawson	SHLB/NTIA Conference	\$2,733.75
Debbie Britt	NASTD Conference	\$747.46
Timika Franklin	CISCO Training	\$1,142.30
Gary Rawson	SECA Conference	\$1,976.70
Laura Pentecost	2012 IBM Sys Storage Tech & Winning Edge	\$2,219.58
Glenn Hinkle	CISCO Live 2012	\$2,437.25
Craig Orgeron	Nat'l Forum-Public Safety Broadband	\$404.59
Total Out-Of-State Travel		\$68,155.57

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