

2013 ANNUAL REPORT



mississippi department of
Information Technology Services



MISSISSIPPI

DEPARTMENT OF
INFORMATION TECHNOLOGY
SERVICES

This page is intentionally left blank.

CONTENTS

Introduction.....	1
Organizational Chart.....	1
ITS Vision.....	2
ITS Mission Statement.....	2
ITS Core Beliefs	2
Strategic Master Plan Activities	3
Data Services	3
Information Security	5
Information Systems Services	6
Strategic Services.....	8
Telecommunications Services	9
Education	11
e-Government	11
Summary Statistics	14
Data Services	14
Information Security	14
Information Systems Services	15
Strategic Services.....	15
Telecommunications Services	16
Education	17
e-Government	17
Organizations, Councils, Services, and Committees.....	18
Travel	25
ITS Contact Information.....	28

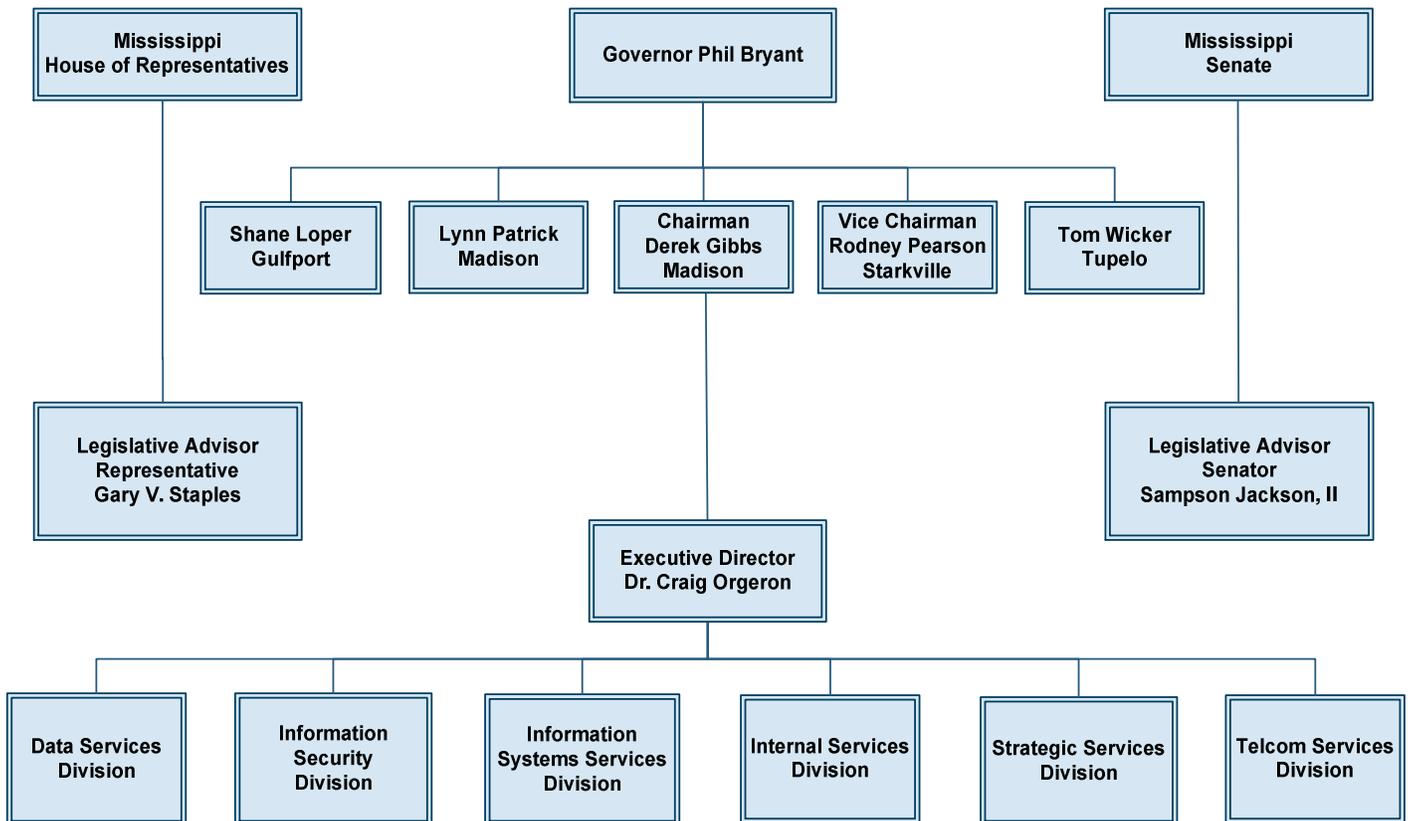
INTRODUCTION

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 2013 (July 2012 - June 2013).

ORGANIZATIONAL CHART



ITS Vision

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.

ITS Mission Statement

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

ITS Core Beliefs

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

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 (www.its.ms.gov/publications). The following fiscal year 2013 divisional accomplishments, in combination with those plans, empower ITS to better serve state agencies, institutions, and governing authorities.

Data Services

- ❖ Provided support for the Mississippi Department of Finance and Administration's (DFA) strategic project Mississippi's Accountability System for Government Information and Collaboration (MAGIC) in the procurement of the hardware and software infrastructure platform for implementation of the SAP ERP software.
- ❖ Continued provisioning for the DFA's MAGIC project with additional databases and application servers.
- ❖ Completed the DS8800 expansion of disk storage for the DFA MAGIC project.
- ❖ Increased the virtualization of physical servers into the VMware platform deploying additional virtualized servers and taking advantage of advanced server technology for improved cost effectiveness.
- ❖ Upgraded the VMware vSphere Hypervisor Esxi to Version 5.1.
- ❖ Installed and deployed advanced storage technology enabling storage virtualization and improving the backup and recovery technology.
- ❖ Increased storage capacity for the mainframe and open systems.
- ❖ Evaluated alternative lower cost component storage subsystems.
- ❖ Continued the planning and reorganization efforts to maximize available floor space for the provisioning of the Robert E. Lee (REL) Data Center as a co-processing, alternate data center location.
- ❖ Installed remote environmental sensing equipment for temperature, humidity, UPS, generator, and other critical support systems needing to be monitored or connected into the Eastwood Data Center monitors.
- ❖ Monitored and scheduled preventive maintenance for A/C, UPS, generators, lighting, water sensor system, and other critical support systems to ensure equipment is functioning and maintained correctly in the State Data Centers.
- ❖ Delivered, setup racks, and added power for new installations at the Robert E. Lee Data Center.
- ❖ Extended Email Archive System storage capacity.

- ❖ Initiated the process of rationalization and streamlining of Mainframe Software Products usage and ROI.
- ❖ Continued active decommissioning – sunsetting of old systems and hardware with appropriate legal destruction of data and media.
- ❖ Participated with user agencies to ensure consistent technology and architectural standards are used for new systems implementations.
- ❖ Created a Business Relationship Team dedicated to working with state agencies to ensure customer satisfaction and service levels are met by the State Data Centers.
- ❖ Assisted state agencies transitioning to High Availability (H/A) Systems utilizing the highly redundant and protective State Data Centers.
- ❖ Implemented advanced technical foundations to ensure the State of Mississippi is positioned to take advantage of new technology and operates more efficiently.
- ❖ Migrated the Exchange reverse proxy from WebSeal to the IP F5 Proxy and Load Balancer.
- ❖ Implemented F5 technology to improve security, proxy and load balancing of servers.
- ❖ Continued server security hardening through the remediation of security assessments.
- ❖ Participated in federal audits of agencies' computer systems to ensure infrastructure safeguards are in place.
- ❖ Continued improvements of data backup technologies.
- ❖ Optimized Mississippi Electronic Courts (MEC) systems in order to support multiple court instances.
- ❖ Participated in cyber and business recovery exercises to improve security and business recovery profiles.
- ❖ Continued the implementation of Information Technology Infrastructure Library (ITIL) best practices of change management and server monitoring in order to streamline and document the flow of service requests for servers, data circuits, telephone changes, etc. for faster and more accurate responses.
- ❖ Continued the expansion of data center co-location area at the Eastwood Data Center in order to accommodate: University Mississippi Medical Center (UMMC), Mississippi Department of Transportation (MDOT), Wireless Communication Commission (WCC), Mississippi Department of Mental Health (MDMH), Mississippi Department of Wildlife, Fisheries and Parks (MDWFP), and Mississippi Office of the State Treasurer.
- ❖ Added an In-Row Cooling Unit on second floor of the Eastwood Data Center.
- ❖ Maintained air units at the State Data Centers (Eastwood and REL).
- ❖ Maintained ITS facilities to include Eastwood Data Center and ITS Office Complex.

Information Security

- ❖ Revised the Enterprise Security Policy (ESP) after review and feedback from agency information security contacts. ESP changes were documented and approved by the Office of the Secretary of State (SOS) in October of 2013.
- ❖ Revised the Enterprise Security Plan. The Enterprise Security Plan was approved and published in August of 2013.
- ❖ 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, and producing awareness training materials for use by agencies.
- ❖ Participated in the National Cyber Security Awareness Month initiatives including a declaration by the Governor establishing October 2013 as Cyber Security Awareness Month,
- ❖ Partnered with the Department of Homeland Security (DHS), National Cyber Security Division (NCSA), Cyber Exercise Program (CEP) on the development of a cyber-exercise that included four agencies (Department of Revenue, Department of Finance and Administration, Department of Wildlife, Fisheries & Parks, and ITS) of the State of Mississippi. This exercise provided an opportunity for the state to assess current cyber incident response plans while preparing for future statewide participation in full scale cyber exercises. Additional State of Mississippi partners included the Mississippi Office of Homeland Security, the Mississippi Fusion Center, the Mississippi Emergency Management Agency, and the local office of the Federal Bureau of Investigation.
- ❖ Promoted the use of the ITS web page. The web page includes resources such as monthly cyber security newsletters, the State of MS Enterprise Security Plan, the State of MS Enterprise Security Policy, security procurement contracts, security alerts, and links to the latest security-related news. 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 Fusion Center, the Multi-State Information Sharing and Analysis Center (MS-ISAC), and the U.S. Department of Homeland Security.
- ❖ Coordinated two cyber security tabletop exercises for ITS staff.
- ❖ Leveraged ITS resources and support contracts for the identification and notification of potential security alerts within the Enterprise State Network.
- ❖ Coordinated vulnerability assessments and associated remediation plans for ITS-managed 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 security incident and event management.

- ❖ Implemented a hosted firewall solution for customers seeking a cost-effective option for replacing their primary firewall.
- ❖ Implemented an incident tracking application for automating some of the process for tracking, reporting, and notifying ITS and state agency employees of information security incidents.

Information Systems Services

- ❖ Provided the state with technology consultants possessing technical and project management skills to assist agencies and institutions in information technology projects.
- ❖ Filled key roles in multiple innovative and mission critical technology projects for state government. Examples include:
 - ◆ Procurement liaison roles for the Mississippi Department of Human Services (MDHS) and Mississippi Department of Public Safety (DPS)
 - ◆ Partnered with the Mississippi Department of Finance and Administration (DFA) to implement the next generation of e-Government services
 - ◆ Maintained 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 comprehensive Patient Information Management System for use by the Mississippi Department of Health
 - ◆ Procurement of a Learning Management System on behalf of the Mississippi Community College Board for use by the community and junior colleges in Mississippi
 - ◆ 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 – Seeds Registration Application (Online); Mississippi Board of Architecture – Interior Designer Online and Backend Licensing; Mississippi Department of Banking & Consumer Finance - Consumer Licensing Online and Backend Licensing; Mississippi Board of Professional Engineers and Surveyors- Online and Backend Licensing.
- ❖ Supported web enabled and client applications in two primary environments: Microsoft.NET and JAVA. Examples include: Mississippi Board of Public Accountancy - Backend Licensing Application; Mississippi Board of Architecture - Licensing Applications (Online and Backend Licensing); Mississippi Real Estate Appraisal Board - Backend Licensing Application; Mississippi Department of Agriculture and Commerce - Market Bulletin, Pesticide Permitting and Seeds Registration Applications (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 - Licensing Applications (Online and Backend Licensing); Mississippi Board of Engineers and Surveyors - Licensing Applications (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 State Department of Health - Professional License Renewals (Online); Mississippi Department of Human Services - Child Care Payment System; 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; 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: Mississippi Board of Licensed Professional Counselors; Mississippi Board of Tax Appeals; Mississippi Auctioneer Commission; Mississippi Board of Architecture; Mississippi Real Estate Appraisal Board; 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 Commission on Judicial Performance; Mississippi Joint Legislative Committee on Reapportionment; Mississippi Board of Massage Therapy; Mississippi Motor Vehicle Commission; Mississippi Board of Nursing Home Administrators; Mississippi Department of Public Safety - Homeland Security; 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 FY13:

- Hardware, including GIS
- 2-Way Radios
- Bar Code Scanner Inventory Tool
- Software: Adobe, Attachmate, Citrix, Computer Associates, Corel, EMC, IBM- Lotus Passport, Microsoft, Novell, McAfee, Symantec, and other manufacturer's software licenses, support, and training
- 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 FY13:

- Telephone
- Computer Hardware and Software
- IT Consulting Services

Special RFPs for FY13:

- Security Risk Assessment
- Telephone Services
- Data/Video Network Services

Strategic Services

- ❖ Updated, published, and disseminated the *State of Mississippi Strategic Master Plan for Information Technology*.
- ❖ Updated, published, and disseminated the *ITS Annual Report*.
- ❖ Coordinated infrastructure planning in order to update, publish, and disseminate the *State of Mississippi Technology Infrastructure and Architecture Plan*.
- ❖ Assisted agencies and institutions in technology planning activities.
- ❖ Enhanced the IT Planning System and provided training, as needed, to state agencies.

- ❖ 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.
- ❖ Developed a comprehensive communications program to promote ITS services and better communicate with customers through the Strategic Communications Group.
- ❖ 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 Disaster Recovery and 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 including Government Technology's Digital States Survey. The Digital States Survey is conducted biannually in even years, is a comprehensive study that examines best practices, policies and progress made by state governments in their use of digital technologies to better serve their citizens and streamline operations.
- ❖ Managed the ITS web presence agency-wide to include training and supporting the website content editors.
- ❖ Coordinated and managed website development and deployment for MS-HIN and the MS Broadband Connect Coalition (MBCC).
- ❖ Managed content modifications for the following websites: ITS, Wireless Communications Commission (WCC), Mississippi Coordinating Council for Remote Sensing and Geographic Information Systems (MCCRSGIS).

Telecommunications Services

- ❖ Managed the state's voice and data communications infrastructure to provide agencies in the Capitol Complex and across the state with reliable communications services.

- ❖ Provided local calling access and long distance services to state government and institutions in the Jackson-Metropolitan Area and across the state through PBX/KTS trunking, business lines, and Centrex services.
- ❖ 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.
- ❖ Completed a major statewide Avaya phone system upgraded to the latest version of CM6.3 operating system.
- ❖ Completed a migration of the statewide Avaya phone system dial plan to 10-digit dialing.
- ❖ 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 oversight and management of the Mississippi Research Network core within the State Data Center.
- ❖ Managed state's 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.
- ❖ Completed a major core routing and switching network upgrade for the Capitol Complex, State Data Centers, and Wide Area Networks.
- ❖ Provided dedicated wide area network access to statewide data resources running at the State Data Center to support agency-distributed applications.
- ❖ Managed the Capitol Complex Campus Area Network, providing agency-to-agency, Internet, and State Data Center connectivity to agencies in the Capitol Complex.
- ❖ Implemented and supported several agency high availability network solutions into the State Data Center.

Education

The ITS Institute offers an ongoing educational program consisting of instructor-led classes, online training, and customized training designed to enhance and improve the 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 2013 include:

- ❖ Trained 1,685* state employees in various areas of information technology
**(includes instructor led training and online training).*
- ❖ Added 37 courses to the Institute curriculum to keep pace with changing technology including:
 - ◆ ASP.NET
 - ◆ Cisco
 - ◆ Disaster Recovery
 - ◆ HTML5
 - ◆ IOS 5
 - ◆ ITIL
 - ◆ IT Planning & Implementing Technology
 - ◆ Macromedia
 - ◆ Microsoft Desktop Virtualization
 - ◆ Microsoft Exchange Server 2013
 - ◆ Microsoft SQL 2012
 - ◆ Networking
 - ◆ Programming
 - ◆ Project Management
 - ◆ Security
 - ◆ System Center 2012
 - ◆ VMware
 - ◆ Web Applications & Development
 - ◆ Windows Server 2012

e-Government

Mississippi's official website, ms.gov, (www.ms.gov) helps 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 a 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. Summary Statistics for Fiscal Year 2013 include:

- ❖ The following custom applications, mobile applications and websites were developed in FY 2013:
 - ◆ Online Shopping Cart Solutions for Mississippi Public Broadcasting & Mississippi Fire Academy

- ◆ ms.gov iOS Mobile Application
 - ◆ iOS and Android Mobile Application for Mississippi Department of Wildlife & Mississippi Department of Transportation
 - ◆ iOS Mobile Application for Mississippi Department of Public Safety
 - ◆ Mississippi Department of Employment Security Online Job Fair Registration
 - ◆ Mississippi Department of Transportation Online Payment Portal
 - ◆ Mississippi Fire Academy OTC Payments
 - ◆ Local Template websites for:
 - City of Leakesville
 - City of Diamondhead
 - City of Ripley
 - ◆ Agency Template Websites including:
 - Boswell Regional Center
 - Mississippi Board of Registered Professional Geologists
 - Mississippi Board of Nursing
 - Mississippi Board of Cosmetology
 - Mississippi Board of Psychology
 - ◆ Custom Websites including:
 - Mississippi Transparency
 - Mississippi Legislature
 - Mississippi Health Information Network
 - Mississippi Department of Information Technology Services
 - ◆ Mississippi Board of Registered Professional Geologists Board Election Application
 - ◆ Mississippi Board of Registered Professional Geologists Online Item Purchase
 - ◆ Mississippi Department of Information Technology Services General RFP Vendor Registration
 - ◆ Mississippi Athletic Commission Online Event Registration
 - ◆ Mississippi State Capitol Gift Shop OTC
 - ◆ Mississippi Department of Revenue Mobile Tax Collection
 - ◆ Online License Renewal Applications including:
 - Mississippi Board of Psychology
 - Mississippi Board of Registered Professional Geologists
 - Mississippi Athletic Commission
 - Mississippi Board of Accountancy
 - ◆ ms.gov 2.0 Redesign
- ❖ The following applications began using the ms.gov payment solution in FY2013:
- ◆ Mississippi Department of Transportation Online Course Registration
 - ◆ Mississippi Board of Physical Therapy License Renewal
 - ◆ Mississippi Public Broadcasting Online Courses
 - ◆ Mississippi Department of Revenue TAP Service
 - ◆ Mississippi Board of Contractor Walk In Payments
 - ◆ Mississippi Motor Vehicle Commission License Renewal

- ❖ The ms.gov website received the following awards in FY 2013:
 - ◆ Fifth place winner of 2012 Best of the Web sponsored by the Center for Digital Government
 - ◆ 2012 WebAward for Outstanding Website, Government
 - ◆ Interactive Media Awards (IMA) "Best in Class" award in the Government category
 - ◆ 2012 NASCIO Recognition Award for mobile ms.gov
 - ◆ 2013 Communicator Awards Home page and Structure and Navigation
 - ◆ 2013 Hermes Creative Award Android MDWFP Mobile Application

- ❖ ms.gov was redesigned using a mobile first strategy. The responsive design technology ensures that citizens will enjoy the same easy access to the state whether on their desktop, tablet, or phone. At the end of the fiscal year, Mississippi.gov was again listed as a finalist for the Center for Digital Government Outstanding Website Award.

- ❖ With 4 additional mobile applications planned for FY2014, Mississippi is being described as an emerging leader in mobile government offerings.

SUMMARY STATISTICS

Data Services

- ❖ Provided computing services to approximately 160 state agencies and several private entities that access public records
- ❖ Processed approximately 4,000 batch jobs per day and 2.75 million online transactions per day
- ❖ Hosted approximately 64 websites, 50 Windows root-sites, 650 virtual VMware servers, and 30 e-Government applications
- ❖ Relayed approximately 256,000 emails per day and filtered 24,000 email accounts for viruses and SPAM
- ❖ Blocked approximately 1.8 million SPAM emails per day
- ❖ 24x7x365 Service Center call center documented, managed and resolved 4,523 requests and 2,849 incidents

Information Security

- ❖ Published 12 monthly cyber security newsletters
- ❖ Facilitated and coordinated quarterly Security Council Meetings with average attendance of 40 agency security staff
- ❖ Facilitated and coordinated 5 customer meetings to promote the business case for information security
- ❖ Distributed over 150 security advisories to agency security staff
- ❖ Distributed over 350 information security news articles
- ❖ Distributed over 2,000 security incident notifications to agencies on the state network
- ❖ Processed over 600 firewall and VPN add, delete, or change requests
- ❖ Processed over 50 firewall and VPN incidents
- ❖ Coordinated 1 comprehensive vulnerability assessment for ITS-managed systems
- ❖ Coordinated 10 vulnerability assessments for ITS-managed Internet-facing systems
- ❖ Coordinated 2 cyber security tabletop exercises for ITS staff
- ❖ Coordinated and participated in a statewide cyber security tabletop exercise that included four state agencies (Department of Revenue, Department of Finance and Administration, Department of Wildlife, Fisheries & Parks, and ITS)
- ❖ Coordinated annual cyber security awareness training activities for ITS staff
- ❖ Coordinated and promoted a Cyber Security Poster Contest for K-12 schools in Mississippi, a Cyber Security Pledge Contest, and Data Privacy Day

Information Systems Services

- ❖ Provided 56,383 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
 - ◆ 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 9 RFPs
 - ◆ Developed and sent 31 Letters of Configuration (LOC) to General RFP and EPL vendors for the purchase of technology products and services
 - ◆ Produced 530 procurement approval documents (CP-1s) for the purchase of technology products and services, representing \$286,008,949 of purchase authority
- ❖ Produced and supported the following multi-use bids:
 - ◆ EPLs – Published 11 Express Products Lists, with purchases of approximately \$77,772,405
 - ◆ 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 206 technology vendors

Strategic Services

- ❖ Assisted 63 state agencies and other government entities with their technology plans
- ❖ Collaborated on design/functionality of the ms.gov portal refresh
- ❖ 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 *2012-2013 State of Mississippi Technology Infrastructure and Architecture Plan*. The *Infrastructure and Architecture Plan* may be downloaded from the ITS website at (www.its.ms.gov) by using the “Publications” channel.)
 - ◆ 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 48 states and 102 state E-Rate coordinators
- ◆ Assisted all Mississippi E-Rate eligible entities, including schools and libraries, in receiving approximately \$550,930,192.86 in E-Rate funding since 1998
- ❖ Managed the ongoing update and development of the Mississippi Geospatial Clearinghouse and assisted with initial development of 4 new GIS-based applications

Telecommunications Services

- ❖ Supported 27,746 telephone lines statewide
- ❖ Processed 16,779,284 minutes of long distance usage
- ❖ Supported 382 toll free numbers totaling 24,752,968 minutes of usage
- ❖ Supported 7,793 voice mail boxes for customers in the Capitol Complex and across the state
- ❖ Processed 4,429 work orders containing 27,191 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 1,657 state agency and local government data network sites
- ❖ Supported the Avaya phone system in the state buildings within the Capitol Complex as well as 86 agency sites around the state
- ❖ Supported 40 Gbps of backbone bandwidth in State Data Center network
- ❖ Supported up to 20 Gbps of backbone bandwidth per customer in Capitol Complex network
- ❖ Supported 804 10 Gbps Ethernet ports and 1,184 1 Gbps Ethernet ports in the State Data Center
- ❖ Supported 242 10 Gbps Ethernet ports, 1,832 1 Gbps Ethernet ports and 461 10/100 Megabit Ethernet ports in the Capitol Complex Network
- ❖ Supported 9 Gbps of Internet bandwidth
- ❖ Provided average network device uptime of 578 days
- ❖ Provided 99.99% of telecommunications system availability
- ❖ Provided 99.99% of Internet availability

Education

- ❖ Offered 236 instructor-led classes to 1,125 students
- ❖ Trained students representing 56 state agencies, 8 universities, 1 community college, and 4 governing authorities
- ❖ Provided online training to 560 students

e-Government

- ❖ Thirty-eight Mississippi government entities use the State's Enterprise Payment Portal.
- ❖ Online transactions processed through the payment portal increased over 35% from the previous fiscal year to more than 334,000 totaling \$21.8 million collected by the solution on behalf of government entities.
- ❖ Ms.gov averaged over 65,337 unique visits each month of the fiscal year.
- ❖ By the end of the fiscal year, the mobile MDOTtraffic application was available for the iOS and Android platforms and had been downloaded over 5,400 times.
- ❖ In September of FY 2013, the Mississippi Department of Public Safety launched their driver's practice text iPhone and iPad application. The application was downloaded over 2,600 times in the first few weeks of availability.
- ❖ In November of FY 2013, the Mississippi Department of Wildlife, Fisheries and Parks launched redesigned On-Line Licensing applications. In the first month of use, over 15,000 citizens utilized the redesigned applications.
- ❖ In FY 2013, the State's e-Government program was expanded to benefit local government entities with the launch of three local government websites for the cities of Leakesville, Diamondhead, and Ripley.
- ❖ Over 2,100 individuals follow ms.gov's social networks
- ❖ In April of FY 2013, the Mississippi Department of Revenue launched Phase 1 of a Mobile Tax Payment Application designed to allow agents to collect tax payments in the field using an iPad or other mobile device. Over \$98,000 in tax revenue was processed in the last two months of FY 2013. Phase II will feature a card-swipe device and other enhancements to make revenue collections even easier.

ORGANIZATIONS, COUNCILS, SERVICES, AND COMMITTEES

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

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

American Society for Public Administration (ASPA)

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.

Association of Information Technology Professionals (AITP)

The Jackson AITP Chapter, active since the 1950s, consists of over fifty members with varied backgrounds, from college professors to attorneys. The purpose of the Jackson chapter is to contribute to the professional benefit of the members and their employers and to benefit the information technology industry, both business and educational, in our local community. 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.

Building Industry Consulting Services International (BICSI)

BICSI is a professional association supporting the information transport systems industry with information, education, and knowledge assessment for individuals and companies. BICSI serves more than 24,000 information transport systems professionals, including designers, installers, and technicians. These individuals provide the fundamental infrastructure for telecommunications, audio/video, life safety,

and automation systems. Through courses, conferences, publications, and professional registration programs, BICSI staff and volunteers assist information transport systems professionals in delivering critical products and services, as well as offer opportunities for continual improvement and enhanced professional stature.

e-Government Oversight Committee (EOC)

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.

Gartner Group Services

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

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

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

EDNET Board

The Mississippi EDNET Board 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.

Mississippi Association of Governmental Purchasing and Property Agents (MAGPPA)

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

Mississippi Association of Personnel Administrators (MAPA)

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

Mississippi Broadband Connect Coalition (MBCC)

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.

Mississippi Broadband Task Force

As a means for effectively planning the most effective use of federal funding made available via the American Recovery and Reinvestment Act (ARRA) of 2009, the Mississippi Broadband Taskforce (MBTF) was established by Governor Haley Barbour and charged with developing a comprehensive strategy to expand the use of broadband across the state. Specifically, the MBTF, with ITS serving as a member, has focused

on the five goals identified by the Commerce Department's National Telecommunications and Information Administration (NTIA) and the 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.

Mississippi Electronic Recording Commission (MERC)

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.

Mississippi Health Information Network (MS-HIN)

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 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 of 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 board.

Mississippi Management and Reporting System Steering Committee

Mississippi Management and Reporting System (MMRS) was established during the 1993 legislative session for the purpose of creating and maintaining a central repository of current, accurate, and relevant management information (Section 7-703, Mississippi Code of 1972, Annotated). MMRS is responsible for the development, enhancement, maintenance, and support of several statewide applications that combine to form this central repository of management information. These applications include the Access Channel for Employees (ACE), Building and Real Estate Information Collaborative Knowledge Solution (BRICKS), E-payment Services, FMVIEW, Mississippi Enterprise Learning Management Systems (MELMS), the Mississippi Executive Resource Library and Information Network (MERLIN), NeoGov, Paymode, Protégé Asset Management System, Statewide Automated Accounting System (SAAS), the Statewide Payroll and Human Resource System (SPAHRs), Mississippi Accountability and Transparency Act

of 2008 (MATA), and WebProcure. For more information, visit (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.

Mississippi Telecommunications Management Association (MTMA)

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

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

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.

National Association of State Chief Information Officers (NASCIO)

Agency staff actively participates in NASCIO, which represents information resource executives and managers from the 50 states, the United States territories, and the District of Columbia. Representatives from federal, municipal, and foreign governments participate in the organization as associate members. Corporate members representing the top hardware, software, and consulting firms are also a vital part of NASCIO. Opportunities provided for sharing information through NASCIO membership are significant. The state has benefited from researching information systems developed by other states that are available for transfer to Mississippi at little or no cost. Dr. Craig Orgeron, ITS Executive Director, has served NASCIO as Treasurer and Vice-President as well as on the Executive Committee, the Public Safety Broadband Committee, the Programs Committee, and others. Currently, Dr. Orgeron is serving as President of NASCIO.

National Association of State Technology Directors (NASTD)

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

Project Management Institute (PMI)

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.

SHARE Inc.

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

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

Uniformity in Real Property Recordings Task Force

House Bill 489 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.

Wireless Communication Commission (WCC)

Interoperability in wireless communications is generally defined as the ability to communicate on demand and in real time, across multiple agencies and local jurisdictions, exchanging voice and/or data when needed and as authorized. Mississippi is dedicated to establishing this type of communication on a statewide basis.

Lack of interoperable communication hampers response time and is a nationwide problem highlighted by the tragedies of recent years, from the events of September 11th to the disasters of Hurricanes Katrina and Rita. Senate Bill 2514, passed during the 2005 Legislative Session, created the Mississippi Wireless Communication Commission (WCC) and Legislative Advisory Board. The WCC, comprised of representatives of state and local governmental entities, is charged with making recommendations and developing strategies for achieving interoperability to ensure effective communications services are available in emergencies. The legislation states that the WCC, in conjunction with ITS, shall have sole responsibility to promulgate rules and regulations governing the operations of wireless communications systems. Dr. Craig Orgeron, ITS Executive Director, serves as a member of the WCC.

TRAVEL

2013 Board Meeting Expenses

<i>Board Member</i>	<i>Destination</i>	<i>Travel Expenses</i>
Derek Gibbs	ITS Board/Special Meetings	\$143.36
John Hairston	ITS Board/Special Meetings	\$364.08
Shane Loper	ITS Board Special Meetings	\$593.25
Lynn C Patrick	ITS Board/Special Meetings	\$107.52
Rodney Pearson	ITS Board/Special Meetings	\$1,363.96
Thomas Wicker	ITS Board/Special Meetings	\$2,351.21
In-State Sub-Total – (Board)		\$4,923.38

2013 In-State Travel

<i>Employee</i>	<i>Destination</i>	<i>Travel Expenses</i>
Homer Rogers	Jackson, MS	\$935.54
Christopher Nix	Statewide - MS	\$10,410.09
Michele Blocker	Jackson, MS	\$60.00
Jimmy Webster	Biloxi, MS	\$555.47
Gary LeBlanc	Statewide - MS	\$198.09
Lynn Ainsworth	Biloxi, MS	\$247.27
Gary Rawson	Biloxi, MS	\$733.73
Jeanette Crawford	Vicksburg, MS	\$121.90
Anthony Hardaway	Vicksburg, MS	\$49.44
Gale Terry	Statewide - MS	\$717.39
Gary Rawson	Tunica, MS	\$145.00
Gary LeBlanc	Biloxi, MS	\$101.00
Lisa Kuyrkendall	Statewide - MS	\$2,368.16
Kent Tolbert	Statewide - MS	\$567.00
Paula Conn	Statewide - MS	\$2,033.78
Justin Webster	Jackson, MS	\$17.05
Gary Rawson	Tupelo, MS	\$165.22
Timika Franklin	Statewide - MS	\$685.38
Craig Orgeron	Starkville, MS	\$58.88
Hillary Gagliano	Jackson, MS	\$28.44
Brian Norwood	Starkville, MS	\$183.50
Homer Rogers	Starkville, MS	\$354.27
Total In-State Travel		\$20,736.60

2013 Out-of-State Travel

<i>Employee</i>	<i>Purpose</i>	<i>Travel Expenses</i>
Craig Orgeron	ESRI International User Conference	\$1,432.25
Jimmy Webster	Digital States Performance Seminar	\$74.00
Jeanette Crawford	SAP Projects 2012	\$1,237.00
Billy Riels	CISCO Firewall Training	\$150.00
Bo Dickerson	MS-ISAC Conference	\$541.22
Craig Orgeron	CISCO/Citrix Executive Briefing	\$1,081.30
Jeremy Parsons	VMWorld Conference	\$2,032.08
Roger Graves	NASTD National Conference	\$1,332.17
Tina Wilkins	SAP Projects 2012	\$1,284.11
Jimmy Webster	CISCO/Citrix Executive Briefing	\$1,297.63
Steven Walker	Gartner Symposium	\$1,523.10
Andrew Westerfield	SUSECon 2012	\$1,089.61
Craig Orgeron	NASCIO 2012 Conference	\$45.15
Debbie Britt	2012 Pinnacle Users Conference	\$780.14
Caren Brister	Best of The Web	\$1,473.20
Dennis Bledsoe	NASTD National Conference	\$1,437.92
Roger Graves	CISCO/Citrix Executive Briefing	\$1,177.93
Craig Orgeron	CIO Academy	\$1,151.71
Ravaughn Robinson	Gartner Symposium	\$872.72
Foster Fowler	IBM BCRC Drill	\$1,206.22
Richie McLendon	F5 Configuring BIG-IP Class	\$584.60
Gary Rawson	USAC Fall Training and Meetings	\$1,471.97
Gary LeBlanc	DIVS & Pass-ID Project Meeting	\$740.06
Renee' Murray	Best of The Web	\$1,518.44
Jesse Cheeks	2012 Pinnacle Users Conference	\$929.98
Mike Hatch	Gartner Data Center Conference	\$1,501.06
Jimmy Webster	NASTD Southern Region Conference	\$188.56
Steven Walker	IAUG 2013 International Conference	\$641.65
Laura Pentecost	NASTD National Conference	\$1,525.10
Jimmy Webster	NASCIO 2012 Conference	\$242.86
Vickie Coghlan	2012 Pinnacle Users Conference	\$192.47
Gary Rawson	NASTD National Conference	\$1,698.80
Jimmy Webster	Best of The Web	\$1,428.44
Stacy Walker	2012 Pinnacle Users Conference	\$763.62
Billy Riels	Global Knowledge CISCO Class	\$532.26
Landry Prestwood	F5 Configuring BIG-IP Class	\$562.28

2012 Out-of-State Travel Continued

Tara King	2012 Pinnacle Users Conference	\$522.68
Jerry Guillory	IBM BCRS Drill	\$1,043.98
Foster Fowler	CISCO CCNA Bootcamp	\$1,049.00
Bruce Lightsey	IBM BCRS Drill	\$1,687.87
Kevin Gray	2012 ONC Annual Meeting	\$876.68
Lawrence McCaleb	IBM BCRS Drill	\$1,185.28
Jeff Jennings	BICSI DCD & 2013 Winter Conference	\$3,755.60
Richie McLendon	IBM BCRS Drill	\$1,662.72
David Johnson	ITFMA Conference	\$524.54
Edward Moore	IBM BCRS Drill	\$1,248.43
Laura Pentecost	NASTD Southern Region Conference	\$1,002.39
Jeremy Parsons	IBM BCRS Drill	\$1,128.73
Andrew Westerfield	IBM BCRS Drill	\$1,013.64
Craig Orgeron	NASCIO 2013 Mid-Year Conference	\$506.97
Brian Norwood	DevNexus 2013	\$596.73
Billy Rials	CISCO ACS Training	\$1,372.29
Roger Graves	NASTD Southern Region Conference	\$555.00
Elizabeth Ward	DevNexus 2013	\$773.78
Dennis Bledsoe	NASTD Southern Region Conference	\$553.80
Jimmy Webster	NASCIO 2013 Mid-Year Conference	\$490.57
Dennis Bledsoe	IAUG 2013 International Conference	\$433.80
Mike Lang	zSAP Customer Training	\$1,127.10
Spencer Ringer	z/VM & Linux on System z Workshop	\$1,111.80
Bruce Lightsey	zSAP Customer Training	\$1,178.30
Renee' Murray	GTD Mastering Workflow	\$496.23
Andrew Westerfield	z/VM & Linux on System z Workshop	\$963.21
Gary Rawson	SHLB Coalition Annual Conference	\$1,760.22
Debra Spell	NAC Requirements Meeting	\$834.44
Craig Orgeron	FirstNet Regional Meeting	\$236.17
Gary Rawson	SECA Spring Meeting	\$1,908.20
Total Out-Of-State Travel		\$67,341.06

ITS CONTACT INFORMATION

<i>Executive Director</i>	Dr. Craig P. Orgeron (601) 432-8000 craig.orgeron@its.ms.gov
<i>Chief Administrative Officer</i>	Michele Blocker (601) 432-8111 michele.blocker@its.ms.gov
<i>Chief Operations Officer</i>	Roger Graves (601) 432-8092 roger.graves@its.ms.gov
<i>Data Services</i>	Laura Pentecost (601) 432-8191 laura.pentecost@its.ms.gov
<i>Information Security</i>	Jay White (601) 432-8180 jay.white@its.ms.gov
<i>Information Systems Services</i>	Lynn Ainsworth (601) 432-8150 lynn.ainsworth@its.ms.gov
<i>Internal Services</i>	David Johnson (601) 432-8126 david.johnson@its.ms.gov
<i>Telecom Services</i>	Steven Walker (601) 432-8004 steven.walker@its.ms.gov
<i>Mississippi Department of Information Technology Services</i>	3771 Eastwood Drive Jackson, Mississippi 39211 (601) 432-8000 www.its.ms.gov www.ms.gov



Dr. Craig P. Orgeron, Executive Director

3771 Eastwood Drive
Jackson, Mississippi 39211
Telephone (601) 432-8000
Fax (601) 713-6380
Web site: www.its.ms.gov
State Portal: www.ms.gov