

GOVERNOR HEINEMAN'S POLICY DIRECTIVES

Governor Heineman's Administration Priorities

1. Education
2. Economic Development
3. Efficiency in Government
4. Safe Communities

Governor Heineman's Enterprise Information Technology Principles

1. The state's IT policy and operational groups need to work in concert with one another. By naming Brenda Decker as CIO and leader of operational groups, Governor Heineman has taken steps to ensure that the state's IT policy and operational groups work together more closely.
2. There must be a unified technology strategy for the state government. The Nebraska Information Technology Commission annually prepares a statewide technology plan. The plan serves as a vehicle for identifying strategic technology initiatives of great importance to the state.
3. The State of Nebraska must eliminate duplication of IT expenditures and services; lower costs through enterprise purchases and agreements; and provide more efficient and effective ways for delivery of services to our citizens. The creation of Network Nebraska, the statewide backbone, is an example of how aggregation can result in cost savings and greater efficiencies.
4. IT must expand access to government by citizens, encouraging greater civic involvement. Services like the public meeting calendar and BillTracker make it easier for citizens to participate in public meetings and to follow the legislative process.



Office of the CIO CORE VALUES

Customer Service - Our customers are constantly at the forefront of our decisions and actions. Our primary priority is to give customers what they want, thereby building lasting partnerships.

Quality - We believe our customers expect products and services that have enduring quality. To paraphrase the old saying, "If it's worth doing, it's worth doing right - and at a high level of quality."

Professionalism - We believe our customers deserve the utmost in professionalism from our workforce. Our actions and behaviors should always be those of a true professional.

Integrity - Our customers expect integrity from our workforce. We are responsible and accountable for our actions.

Honesty - Our customers want the truth from our workforce. We believe in the power of transparency. We are transparent in our behaviors and actions - we "tell it like it is."

Leadership - Our organization is looked to by our customers as a source of information, advice, services and products that will provide leadership and guidance in technology for the state.

Competence - Our customers expect the members of our workforce to know they are doing it right. They have the appropriate experience, education and expertise to perform in a competent manner.

Office of the CIO NITC AND STATE TECHNOLOGY PLAN

The Nebraska Information Technology Commission (NITC) was established by the Legislature in 1998 to provide advice, strategic direction, and accountability on information technology investments in the state. In the 2007 version of the annual statewide technology plan, Digital Nebraska: Envisioning Our Future, the NITC has identified eight strategic initiatives.

Network Nebraska. The State of Nebraska and the University of Nebraska have engaged in a collaborative partnership that uses existing resources to aggregate disparate networks into a multipurpose core backbone. Benefits of Network Nebraska include lower network costs, greater efficiency, interoperability of systems providing video courses and conferencing, increased collaboration among educational entities, new educational opportunities, more affordable Internet access, and better use of public investments.

Community IT Planning and Development.

The NITC Community Council has partnered with the University of Nebraska Cooperative Extension and Rural Initiative to form the Technologies Across Nebraska partnership. Through the Podcasting Across Nebraska program, communities are creating podcasts to promote local attractions and events and to provide information to citizens. A quarterly newsletter reaches over 1,000 individuals with an interest in technology-related development.

eHealth. The NITC has formed an eHealth Council to address issues related to the adoption of electronic health records and health information exchange. The widespread adoption of electronic health records, health information exchange, and other Health applications is expected to reduce medical errors, improve quality of care, and reduce health care costs for payers.

Public Safety Communications System. The statewide telecommunications strategy integrates regional communications systems, the mutual aid frequency plan, and the state communications infrastructure. The Office of the CIO has developed a plan for a statewide interoperable communications network that consolidates a core of state agencies on a single system platform.

Office of the CIO VISION

Our organization helps realize the vision of Nebraska's government leaders - the vision that the vast majority of government services are available online, any day, any time. The organization's highly responsive, reliable portfolio of services helps nurture a stronger, more diverse and vibrant state economy where businesses and individuals alike acknowledge Nebraska's competitive advantage.

We develop, implement and support the underlying, virtually transparent technology implied in this government vision. We value integrity, trustworthiness, expertise, accountability, and hard work. We respect our ancestors and our future, and we seek to serve, and we know the importance of stewardship of public resources to make life better for each Nebraskan.

All people in Nebraska - citizens, customers, employees...everyone - can point with pride at the accomplishments and national recognition that is frequently bestowed upon our organization and our employees. We truly are technology leaders for the State of Nebraska.

Digital Education. The primary objective of the Digital Education Initiative is to promote the effective and efficient integration of technology into the instructional, learning, and administrative processes and to utilize technology to deliver enhanced digital educational opportunities to students at all levels throughout Nebraska on an equitable and affordable basis.

State Government Efficiency. The State Government Council will address multiple items improving efficiency in state government, including implementing shared services and adopting standards and guidelines. Benefits of these activities include lower costs, easier interoperability among systems, greater data sharing, and improved services.

Office of the CIO MISSION

"To serve the citizens of Nebraska by providing premier information technology leadership, policy and operations which facilitate an effective, responsive, and efficient government."

Office of the CIO SERVICES

The Office of the CIO provides a wide range of technology services to state agencies, boards and commissions as well as political subdivisions. By providing affordable, high quality services, the Office of the CIO allows customers to focus on their core business. In order to more efficiently deliver services, Nebraska's IT operational and policy entities have now merged into the Office of the CIO. More information about the Office of the CIO Service Catalog and associated rates is available at: <http://cio.ne.gov>

Application Support - Production Support

- "24x7" support
- Problem documentation, troubleshooting and resolution for applications
- Staffing by Applications Analysts and the Shift Application Support Team
- "On call" assistance

Basic E-Mail

- Secure transmission between all users in the system
- Ability to send and receive attachments up to 10 Mb
- SPAM and virus blocking; blacklisting, whitelisting
- Common directory with addresses in Basic E-Mail and Business Class E-Mail
- Seamless browser access; basic calendaring and address book
- 200 Mb storage (Additional storage may be purchased)

Broadband High Speed Internet Services

- Offered in cooperation with available internet service providers (ISPs)
- ISP provides equipment to access internet and optional firewall or switch

Business Class E-mail

- Secure transmission between all users in the system
- Room and resource reservations; meeting scheduling
- Archiving capabilities for older mail
- Integration with applications and collaboration tools
- Enterprise SPAM and virus protection
- Failover and recoverability offer increased resiliency
- Support for wireless mobile devices
- "24x7" system support

CICS System Resources Support

- High volume transaction processing
- Support for interactive business applications

Closed Circuit Television (CCTV)

- Choice of 13" or 19" TV and coax cable connection
- Customers may choose to supply their own TV
- Auxiliary equipment like VCR, DVD, etc. allowed, but not part of service.

Computer Based Training (CBT)

- Wide variety of web-based course offerings - both technical and business.
- Selected federal perspectives, such as Homeland Security and FEMA
- Available "24x7" anywhere with web browser available

Conference calls (Conference Bridge)

- Up to 45 people may be included in a call
- Service offered in cooperation with the University of Nebraska
- Conference call operators set up and initiate the call
- Security options, toll-free numbers available

Data Encryption

- Secured transmission of data over the network

Database Management Services (DBMS) for the Mainframe

- Installation and support of relational and hierarchical databases
- Support for access from a variety of environments - Web, TSO, CICS, Windows, etc.
- Robust security and capacity
- High availability

Desktop Leasing Package

- Options for three year or four year lease
- Technical support and antivirus support
- "High-end" new computer with ample memory, disk space and 19" monitor
- Features latest operating system and office suite

Desktop Support

- Research, configuration and ongoing support of desktop hardware and software
- On-call support available on a "24x7" basis

E-Fax

- Faxes can be sent and received at your desk from your E-mail account
- A general fax server manages both inbound and outbound fax traffic

Facilitation Services

- Neutral facilitation for a single meeting or a series of meetings
- Especially useful in multi-agency meeting environments
- Can be helpful in strategic management discussions and decisions

Firewall Services

- Network level protection for web servers, mail servers, file servers, etc.
- Customized service based on customer requirements

Help Desk Support

- Central point of contact for all IT issues and questions
- Change and outage notifications via E-mail and web
- Formal tracking system
- Support software available for use by other agencies

Information Technology Procurement Services

- Formal statutory requirement for the Office of the CIO
- Process driven from within Nebraska Information System (NIS)
- Seeks to emphasize sharing, collaboration, and compliance with standards
- Upon request, advises DAS Materiel Division on sole source requests

(Continued on the other side)