KANSAS

Department of Administration

Division of Information Systems and Communications (DISC)

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FY 2006 Annual Report**

Denise Moore, Director
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Director's Message

The Division of Information Systems and Communications, also known as DISC, continues to evolve as we strengthen and improve our services. Comprised of seven operational units, DISC employees work together to provide quality IT services and products to state and local government.

The staff accomplishments and achievements are numerous. We strive to enhance services to small and large customers while effectively managing costs and providing value.

DISC works hard to improve customer service through increased communications between and among DISC and state agencies, and seeks to include customers in decisions that improve, increase and enhance services and processes.

DISC provides essential services to the state of Kansas including, but not limited to, direct management of the State's vital applications from financial management, payroll, human resources, budget, debt recovery, and numerous web applications as well as managing the infrastructure to support agency mission critical information systems.

DISC assists state entities with significant projects such as the Secretary of State's Centralized Computer Voter Registration System, the Kansas Highway Patrol Video Surveillance System and the establishment of information technology Services for the new Kansas Health Policy Authority.

Significant progress has been made in the areas of enterprise security and disaster recovery, both of which are vital to providing reliable, quality services to our customers.

Furthermore, DISC addresses enterprise information technology projects through project management, web development services, geographical information systems, and enterprise architecture.

Together with our partner agencies, DISC strives to provide outstanding cost-effective services and products to our customers.

Respectfully submitted,

Denise Moore
Director, Department of Information Systems & Communications
Chief Information Technology Officer – Executive Branch

The DISC Organization

DISC is comprised of seven operational units that provide quality IT services and products to state and local government.

Bureau of Administrative Services — BAS
Bureau of the Department of Administrative Systems — BDAS
Bureau of Information Systems — BIS
Bureau of Customer Services — BOCS
Bureau of Telecommunications — BOT
Kansas Information Technology Office — KITO
Enterprise Services; Security and Technical Support — ES

Bureau of Administrative Services

As the business service unit of DISC, Administrative Services provides human resources, budgeting, rate setting, accounts payable and receivable, contract and service level agreement management, office support, enterprise business contingency planning and central mail services. Administrative Services facilitates the business within DISC, emphasizing a customer-centric philosophy by creating new pricing methods and improved business processes.

Bureau of the Department of Administration Systems

Administration Systems provides support for statewide applications including SHaRP (human resources and payroll), STARS (financial), Set-Off (debt recovery), BMS (budget), and KIRMS (workflow tracking and billing system). Administration Systems also supports web development services for both the Department and the enterprise. Enterprise Internet Services provides e-government services including web hosting and application development to the Department of Administration, Governor's Office, Kansas Health Policy Authority, and state agencies, boards, and commissions that do not have the resources to devote to web development.

Bureau of Information Systems

Information Systems provides support for the state's mainframe and mid-range computer platforms and manages the state's primary computer hosting centers 24 hours a day, seven days a week. The mid-range platforms support client/server and web-based applications including the statewide Human Resources and Payroll system (SHaRP) and Revenue tax applications. The mainframe platform provides vital computing services for the Departments of SRS, Labor, Transportation, Revenue and Administration. Consolidated data storage is provided for all computing platforms including personal computers and small servers.

The DISC Organization

Bureau of Customer Services

Customer Services provides support for the Department of Administration's server and desktop platform. The Small Agency Support section provides a full range of IT services for small agencies, commissions and licensing boards.

Bureau of Telecommunications

The Bureau of Telecommunications provides and manages voice, video and data telecommunication services for state agencies and local units of government. Support for all telecommunication services and products are managed through the Network Operations Center (NOC) 24 hours a day, seven days a week.

Kansas Information Technology Office

The current IT Governance structure in Kansas was created with Senate Bill 5 in 1998. The Kansas Information Technology Office (KITO) was established to support the resulting statute. KITO is comprised of three functional areas providing services to the enterprise: Project Management, Geographical Information Systems (GIS), and Enterprise IT Architecture. All three areas support the three branch Chief Information Technology Officers (Executive, Legislative and Judicial) and the Chief Information Technology Architect. A new function was added to focus on IT contract management efforts from an enterprise perspective and support a broader strategic sourcing process.

Enterprises Services – Security

The Enterprise IT Security Office is responsible for oversight and coordination for the state's telecommunications network, security training, and incident response and remediation. The office also plays an instrumental role in statewide security planning and development in association with the Kansas IT Security Council. Entrusted with the stewardship of data and maintenance of the state's mission-critical business operations, the IT Security Office works to protect state data assets while reducing the overall cost of state government operations on behalf of Kansas citizens.

Enterprises Services – Technical Support

The Enterprise Services Technical Team was created to facilitate effective analysis, troubleshooting and closure of particularly difficult problems that occur both within DISC and across multiple agencies. With the size and complexity of the KANWIN network, problems with the network often cross agency firewalls, switches, routers, wide area network links, local area networks, the Campus Network, and the Internet. When this occurs, the Technical Team may be called upon to assist with and coordinate the problem to affect a proper and timely solution. Additionally, the team performs planning, research and development of new and existing technologies within the State of Kansas, and assists DISC and state agencies with their implementation.

Initiatives

Wireless LAN Initiative: Beginning in the summer of 2005, DISC, The Department of Transportation (KDOT) and the Legislature initiated a project to enable wireless LAN (WLAN) communications in the State Capitol Building. Since then, DISC has installed wireless LAN controllers, Access Points (AP's), and piloted different authentication methods to be used by all state agencies. The system is currently expanding as multiple state agencies demonstrate their interest to examine and install WLAN technology.

Customers can choose from an entirely DISC-managed wireless system to one where DISC provides the basic infrastructure, offering customers greater flexibility in managing their wireless technology. The variable pricing structure is one way in which DISC is changing to meet customer needs.

KanWIN Network Move to KDOT Fiber System: Planning in earnest began in the summer of 2005 to allow the KanWIN network to utilize the KDOT Fiber Network as its backbone transport. KDOT has been installing equipment to transport 800MHz radio traffic for Public Safety applications and Intelligent Transportation Systems (ITS) data on the fiber network since 2003. With the recent clarifying language in place with the fiber provider, DISC is now able to utilize the fiber resources. As of the first of December, the KanWIN backbone began running over the KDOT Fiber Network in production mode. Because of the fiber network capabilities the KanWIN backbone capacity between Topeka, Wichita and Kansas City is significantly increased while saving taxpayers approximately $250,000 per year.

Strategic Sourcing: The reduction of costs by strategic processes is the hallmark of Vendor Management and furthers the efforts of the BEST initiative. Vendor management, overseen by a multi-agency Strategic Sourcing Group with assistance from topic-oriented Stakeholder Teams, uses techniques such as vendor consolidation, product standardization, industry best practices, procurement guidelines, and spending analysis to directly reduce costs, get more for the dollars we spend and reduce risk. Significant to this activity is the involvement and participation of local units of government and a wide variety of state agencies, including the Regents institutions. Working to serve a wider range of customers brings a new focus to many of the activities in this area.
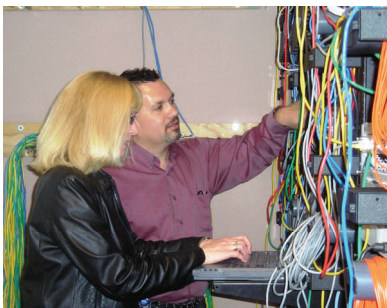
Future Technology Planning: To assist in researching and deploying future technologies, a group of DISC employees was charged with looking into future technologies DISC and the enterprise may want or need. In addition, the group analyzes the maximization of current technology tools.

Initiatives

Security: Without increasing the KanWIN rate or added funding, additional IT security functions were implemented in the KanWIN network in the form of an Enterprise Security Office. The Security Office collaborates with various units within DISC to develop and maintain an enterprise computer intrusion detection and prevention security system. This system provides protection from computer attacks and assists in identifying agency computers that have been compromised, preventing the spread of numerous viruses in the enterprise. An investment in enterprise security is primarily justified by cost avoidance for such things as lost productivity, computer and network downtime, and liability to customers for lost data when systems are compromised.

Statewide Email Directory: A multi-agency effort resulted in the development of a statewide email directory to increase ease of communication between and among state agencies. Efforts included reduction of the number of email systems and creation of a shared services email platform for smaller agencies. The Statewide E-mail Communications Directory is available on-line to all KanWIN customers. This system receives information from the SHaRP Personnel/Payroll system and is refreshed every pay period. The directory currently contains more than 17,000 entries. This statewide email application breaks down information silos within state government and allows the Governor's Office and all state employees to communicate and collaborate via email.

Financial Management System: The administration's philosophy and approach to execution of State administrative functions includes a more decentralized approach while fostering collaborative decision-making, placing an increased focus on analyzing data about the state's operations and pursuing efficiencies on an enterprise basis. As a result, managers have become acutely aware of deficiencies in the state's financial and procurement systems that make it difficult to obtain the information needed to adequately assess the efficiency of many aspects of operations.

The Department of Administration, led by a DISC project manager, engaged in a study to assess agency and central needs for a statewide financial management system (FMS). The goal of the study was to identify and evaluate the cost-benefit of various alternatives for meeting those needs, including the possibility of acquiring a new statewide FMS. The study has been completed and will be addressed by policymakers in coming months.

Redundancy and Disaster Recovery: A major upgrade of the Department's servers was completed, dividing redundant functions between the Capitol Complex and the Offsite Data Center. This enables the Department to maintain operational stability in the event one of the facilities experiences an outage. This configuration effectively improves end to end network reliability by more than 50 percent.

Initiatives

Expanded Telecommunications Services: To enable a greater focus on proactive network management and two tier problem resolution, telecommunication functions were reorganized and enhanced. Noteworthy efforts include completing the aggregation of KANWIN circuits generating considerable annual savings; the installation of a Topeka metropolitan area network (MAN) replacing several other types of circuits resulting in higher bandwidth at lower costs for many Topeka sites; and replacing the legacy telephone system in the Wichita State Office Building with a modern phone service, including replacing 450 phone sets.

The issuance of RFP's and contracts for additional campus fiber capacity and redundant fiber paths in the Capitol Complex; telecommunication parts reducing costs and shorter delivery times; statewide telecommunications services at reduced hourly rates and shorter service times for statewide installation services (especially in rural areas of Kansas); and increased audio conferencing services at lower costs.

Network Operations, Infrastructure & Operations Assessment: DISC strives to improve the quality and availability of service in support of the KanWIN network. A study was undertaken to provide an assessment of network operations, infrastructure and organization as the basis for recommending improvements in network availability, technical support and customer services.

The objective of the study was to identify requirements for the State's network infrastructure, operation and organization functions, analyze the state's current network capabilities, develop specific recommendations to bring the state network functions in line with industry best practices, and develop a roadmap for the growth and improvement of the KANWIN. The study was completed at year's end, with the implementation of the roadmap to begin this year.

State Services Directory: In March of 2006, DISC began working with Cabinet agencies to create a web based Services Directory application. The purpose of the application is to provide all citizens of Kansas with a central site for locating information about services and programs offered by state agencies. Using the application, citizens can determine which agency provides the service, who to contact by phone and/or email, and if there is a web site associated with the service for more information.

The application was designed with a clean, simple user interface and provides multiple options for locating services information. This application is a collaborative effort with agencies across state government providing information and vital input into the design and flow of the application. The services directory pilot (http://services.ks.gov) was launched in December and is now available to the public. The goal is to have all cabinet agencies participate with other state agencies added over time.

Initiatives

Technology Improvements: Because backup and restore services continue to grow, customers can now establish automated backups of the data on their servers and re-store lost or contaminated data through a simple and easy-to-use interface. Currently, over 15 Terabytes of data from 200+ servers are managed by this service.

The partnership and combined purchasing power of the Department of Revenue and SRS achieved a new statewide contract for disk storage to serve the needs of the most demanding applications. The new contract was leveraged to acquire new disk storage that can be shared by servers in both the primary Landon State Office Building (LSOB) data center and the Offsite Data Center (ODC). This new environment greatly enhances disaster recovery capabilities.

To satisfy the demand for additional mainframe capacity, an upgrade was negotiated and implemented that provides considerably more processing power, reduces the rates DISC mainframe charges by achieving software upgrade charges that were $650,000 less than anticipated (three year analysis figures), and saves an estimated $10,000 per month by negotiating for sub-capacity licenses.

Laser Print services offered by DISC continue to grow, including simplification of the printing of warrants and reduction of the risk of mailing erroneous warrants by printing the MICR line on warrants rather than buy pre-printed warrant stock. Furthermore, DISC worked with the State Treasurer's office to implement print changes that reduce the forgery of STARS warrants, which was recognized by the Governor's office.

Working with several agencies that utilize Laser Print services, DISC introduced a new address processing product that cleanses addresses and sorts mail into bundles that are subsequently eligible for postage savings. This effort also eliminates the need for other software, resulting in additional savings.

Centralized Voter Registration: As part of the Help America Vote Act, DISC supported the Secretary of State's undertaking to implement a Centralized Voter Registration System, creating server environments that house redundant hardware components providing the application very robust, disaster recovery capabilities. Additionally, with considerable assistance from the Department of Revenue, approximately 80 KanWIN site circuits and routers were upgraded to support the effort.

Service Catalog: DISC is developing a catalog of the services provided, pricing, cost drivers, expectations, and cost savings tips to can maximize services. The goal is to provide a clear, customer-centered publication of services to help customers understand what we do.
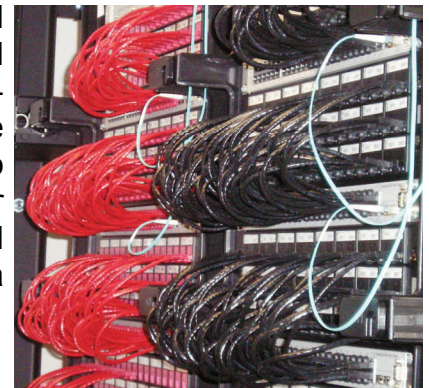
Initiatives

Kansas Information Resources Management System: At the beginning of FY06 an automated workflow tracking and billing system known as the Kansas Information Resources Management System (KIRMS) began operation. The new system offers many benefits, including automating critical processes across DISC bureaus and state agencies by replacing numerous manual and home-grown systems. KIRMS also improves cost allocation and time reporting systems by analyzing workflow and staffing needs. KIRMS continues to be improved and enhanced as needs are identified.

Statewide Human Resources and Payroll Systems (SHaRP): The Department of Administration officially started the third major SHaRP upgrade project in February 2006. The implementation of the SHaRP system upgrade from PeopleSoft version 8.0 to 8.9 is scheduled for the summer of 2007. The upgrade project is a cooperative effort between the Division of Accounts and Reports, Division of Information Systems and Communications, Division of Personnel Services, and state agencies. The Department is committed to providing a smooth transition to the new software with as little disruption as possible.

Small Agency Support: This group provides much needed technical assistance to smaller agencies, boards and commissions that do not have IT staff or lack sufficient training for IT staff. Examples of services offered include total infrastructure replacement including workstations, servers, operating systems, application software and conversion of databases to current releases; offering low-cost, reliable email services to over 200 small agency users that can not afford to maintain email systems; and providing database development services enabling the replacement of numerous antiquated and unsupported IT applications with state of the art software.

Kansas Highway Patrol Video Surveillance System: In July 2005, the Kansas Highway Patrol attempted to implement a security surveillance video system to monitor state buildings in the capitol complex and in remote offices. The implementers experienced many technical problems such as freezing or choppy video, loss of connection, poor performance, hardware failures, and a variety of other symptoms. In December of 2005, DISC began to assist with troubleshooting and problem resolution. Over the following months KHP and DISC worked cooperatively to address many of the problems experienced. As a result of this collaboration, the amount of monitored cameras went from a handful to over 100. Though challenges still remain, security for state employees and state property has been increased dramatically with real time video monitoring 24 hours a day, seven days a week.

Initiatives

Customer Relationships: To improve customer experience and satisfaction, DISC initiated a project to study the ways DISC employees communicate with both internal and external customers. The purpose of this effort is to identify opportunities to improve service and customer satisfaction by communicating in a more effective and thorough manner.

Project Management: Emphasis on proactive IT project management resulted in 100 percent of agencies with active IT projects complying with project reporting guidelines. As a result, resources previously spent obtaining project status reports are now redirected toward working with agencies to identify and address issues of concern, leading to a minimal number of projects on hold or cancelled and more successful IT projects.

In addition to Project Management certification, the curriculum of project management training classes includes Risk Management, Contract Management, Requirements Management, Aspects of Project Control, Vendor Management and Communication Techniques resulting in better trained project managers that effectively manage and ensure the state's IT projects are delivered on time and on budget.

Geographic Information Systems: GIS is a system of hardware and software used for storage, retrieval, mapping, and analysis of geospatial data. The State GIS office develops and maintains geospatial data and web services for the state, local governments and citizens through the Kansas Data Access and Support Center at KU, and works with Federal and State partners as well as local government to more effectively utilize GIS technology. The analysis provided by GIS aids in better decision making, increased efficiencies and cost reductions.

Flexible Staffing: DISC introduced a flexible staffing program initiated to address short term staffing needs. If one area experiences a staffing need, suitable staff from other areas of the organization can volunteer to help meet that need on a temporary basis, reducing the need for additional full-time staff.

Training: The DISC Training Program was introduced to help employees keep up to date with the latest technologies and improve individual staff skill sets. Training includes technical courses as well as Diversity, Supervision, DISC Orientation, Leadership, and Customer Relationship courses.

Numerous IT technical training classes are also sponsored at no cost to the user's agency, strengthening statewide IT skills by developing more educated and skilled IT staff in other agencies.

Initiatives

Enterprise Architecture and Information Technology Planning: Enterprise architecture is a comprehensive framework used to manage and align an organization's business processes, information technology software and hardware, local and wide area networks, staffing, operations, and projects with the organization's overall strategy. A strong Enterprise Architecture process helps to answer basic questions such as: What are the organization's business processes and how is IT supporting those processes?

The State's IT Enterprise Architecture function has been enhanced with a clear vision of mission and includes long range IT planning, creating and managing IT standards, and communicating and managing a consistent IT direction for all state agencies.

IT Enterprise Architecture progressed in the areas of IT business and strategic planning, fostering better communications and planning for IT projects across the enterprise. This effort results in better utilization of state resources through initiatives such as the pilot business modeling programs underway at the Kansas Water Office and the criminal justice community, and will eventually be used throughout state government.

Kansas Health Policy and Finance: On July 1, 2005 the Kansas Health Policy Authority (KHPA) was established as a new State agency within the executive branch of Kansas state government. The responsibilities of the KHPA are wide ranging but primarily revolve around consolidation and coordination of health care services, programs and benefits within the state. These responsibilities were previously held by divisions within SRS and the Department of Administration.

To better support their newly created responsibilities, KHPA entered into an agreement with DISC to create and support a separate networked environment. This process involved the collection of detailed data and planning. Obsolete network hardware was identified and replaced and a new network and server environment was created and configured for the new agency. Challenges such as HIPAA requirements, encrypted email, cross agency intranet access, state contractor access, file sharing, agency to agency security requirements, email conversion, and staff training were addressed.

As we look ahead to future collaborations and business process improvements, technology can and will provide the tools to facilitate more effective and efficient government services for the citizens of Kansas.

We'll do our best everyday!