



“Integrating Technology & Partnerships”

Information Technology Services
2009 - Annual Report

OFFICE OF THE CHIEF INFORMATION OFFICER - 501 S. 14th St. P.O. Box 95045 - Lincoln, NE 68509

| State of Nebraska | <http://cio.nebraska.gov> |

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MESSAGE FROM THE C.I.O.



Brenda L. Decker
Chief Information Officer
State of Nebraska

Bill Gates, the Microsoft Founder, is quoted as saying “Information technology and business are becoming inextricably interwoven. I don't think anybody can talk meaningfully about one without them talking about the other.” As we review our work over the past year, that statement comes through loud and clear. Whether we are talking about the work that we have done with our distance education partners to provide enhanced educational opportunities to our citizens, or the work that has been accomplished to provide resiliency of our state systems in the event of a disaster to ensure that our citizens can access emergency services, you can't talk about the technology without talking about the business. The business is the start of the conversation, and frankly that is the way it should be. Technology is a tool that supports the business and should not be the driver of the business.

With that premise in mind, one area that the Office of the CIO concentrated on this year was to identify the challenges we were trying to resolve and evaluating the products the State already owns that could assist with these challenges. By looking to use products already owned by the State, we have been able to take the opportunity to assess whether current products are meeting our challenges. If the current products are determined to be of value for the situation, we have had some nice successes in saving the State dollars. Our project management software is one example. The OCIO and Department of Roads have invested in using our Clarity product to manage some of the very complex projects in State government. Over the past year we have upgraded the software and found new uses for the product. The University of Nebraska was looking to replace their project management software and approached the State about what product we used. After a demonstration about how the State uses Clarity, the University came on board as an additional customer. The use of common tools within the State provides economies of scale for hardware and software purchases, training, and an ability to share resources across agency lines. This year's report continues with a section in the report that displays our savings over the past twelve months. Many of these savings are a direct result of using products and services we already own.

During the year that we are reviewing, Governor Heineman unveiled a new website for the State of Nebraska. The new site quickly caught the attention of many of our citizens, as well as several national news sources. The new site allowed for native mobile access, a text only version for page readers, a translation tool for the site, and most recently a version for our wired seniors that changes the coloring of the site for people that have trouble discerning the darker shading used. The site also highlights the State's use of Web 2.0 technologies such as RSS feeds, Twitter and Facebook.

FY 2010 will continue to bring us challenges in the areas related to technical advances, service delivery to our citizens and financial issues. Information technology has the potential to aid all of us in meeting these challenges. We have seen several examples already of how collaboration and aggregation of demand have allowed us to become more efficient and effective. The next year will present us with many opportunities to continue to work together in the best interests of our State and our citizens. We look forward to serving our State with each of you.



Office of the CIO Leadership Team: (Back row L/R) Steve Schafer, Tom Conroy (Retired), Steve Henderson and Beverlee Bornemeier; (Front row L/R) Jayne Scofield, Brenda Decker, and Tim Cao.

Brenda L. Decker
Chief Information Officer

NEBRASKA INFORMATION TECHNOLOGY COMMISSION

Vision Statement:

"Promote the use of information technology in education, health care, economic development, and all levels of government services to improve the quality of life of all Nebraskans."

Mission Statement:

"The mission of the Nebraska Information Technology Commission is to make the State of Nebraska's information technology infrastructure more accessible and responsive to the needs of its citizens, regardless of location, while making investments in government, education, health care and other services more efficient and cost effective."

CURRENT NITC MEMBERSHIP:

LIEUTENANT GOVERNOR RICK SHEEHY, Chair, State of Nebraska
LINDA AERNI, Chief Executive Officer, Community Internet Systems
PAT FLANAGAN, Information Services Manager, Mutual of Omaha
LANCE HEDQUIST, City Administrator, City of South Sioux City
DR. DANIEL J. HOESING, Superintendent, Alliance Public Schools
MIKE HUGGENBERGER, Director-Netlink, Great Plains Communications
DR. DOUG KRISTENSEN, Chancellor, University of Nebraska at Kearney
DR. JANIE PARK, President, Chadron State College
TREV E. PETERSON, Attorney, Knudsen, Berkheimer, Richardson, & Endacott, LLP
SENATOR TONY FULTON, State Legislature, Non-voting Liaison



**Lieutenant Governor
Rick Sheehy**
Chair, Nebraska Information
Technology Commission

The Nebraska Information Technology Commission (NITC) is an independent nine-member commission established by the Legislature and appointed by the Governor to provide advice, strategic direction, and accountability on information technology investments in the state, and to adopt technical standards, guidelines, and architectures. To achieve its mandate, the NITC relies on coordination and collaboration to influence a wide range of information technology issues. The NITC is assisted by six advisory groups:

- The Technical Panel provides analysis and recommendations to the NITC on technical issues.
- The Community Council is composed of representatives from business and economic development, work force development, public libraries and local government. It was formed to identify, prioritize, and coordinate user needs with respect to community information technology.
- The Education Council is a 16-member advisory committee composed of representatives from K-12 and postsecondary education that was formed to identify, prioritize, and coordinate user needs with respect to educational information technology.
- The State Government Council is a 25-member advisory committee composed of agency directors, state IT professionals, and two representatives of the private sector that was formed to provide direction and oversight for state government information technology vision, goals and policy.
- The eHealth Council is a 25-member advisory committee composed of representatives from public health, consumers, state and federal government, employers, other eHealth initiative groups, health care providers, and other resource providers that was formed to identify, prioritize and coordinate issues within the realm of healthcare and technology.
- The Geographic Information Systems (GIS) Council is a 19-member advisory committee composed of representatives from state and local government that was formed to provide statewide coordination of GIS initiatives and enhanced collaboration between municipal, county, state, and federal government entities.

Each of the NITC advisory groups establishes work groups to address specific tasks related to accomplishing the goals and action plans identified in the Statewide Technology Plan. In February of 2008, the NITC approved an updated version of the Statewide Technology Plan "Digital Nebraska: Envisioning Our Future". The NITC has identified eight strategic initiatives to achieve their vision and mission. By emphasizing selected strategic initiatives, the NITC exerts its influence to encourage funding of these initiatives and to encourage state agencies to work together to advance these initiatives. A brief description of each initiative follows:

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, Nebraska Department of Economic Development, Nebraska Public Power District, and the AIM Institute on a project to help 11 communities in Nebraska develop more effective websites.

eHealth. In 2007, the NITC 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 eHealth 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. When completed in 2010, the system will position Nebraska as a leader in public safety wireless.

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 addresses 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.

E-Government. Through the use of technology, state agencies can enhance information sharing, service delivery, and constituent and client participation. Benefits include improved services for citizens and businesses, and increased efficiency and effectiveness for agencies.

Security and Business Resumption. This initiative defines and clarifies policies, standards and guidelines, and responsibilities related to the security of the State's information technology resources. Benefits include lower costs by addressing security from an enterprise perspective, cost avoidance, and protecting the public trust.

During the past year, the NITC has adopted several new or amended standards and guidelines, all of which can be found at <http://www.nitc.ne.gov> – the Commission's website. By statute – primarily §86-516 – the NITC conducts project reviews and makes recommendations to the Governor and Legislature about those projects. The NITC uses portfolio management techniques to evaluate and depict the relative value of the projects. The NITC has also been active in general project oversight, including projects underway for implementing distance education technology and for the new solutions pertaining to Student Information Systems to be jointly implemented by the Nebraska State College System and the University of Nebraska.



Commissioner Dan Hoesing, Superintendent, (Center) and Doug Frerichs, Principal (left), discuss woodworking projects with Coleridge Public Schools upper classmen, whose class is being taught over Network Nebraska.

ENTERPRISE COMPUTING SERVICES



TOM CONROY
I.T. Administrator
Enterprise Computing Services
(Retired July 31, 2009)

Enterprise Computing Services (ECS) supports the large-scale development and processing requirements of State agencies. We build information systems, operate mainframe computers and maintain the high capacity data stores required to conduct State business. Each ECS group has staff on-call twenty-four hours per day to support State agency business operations.

CICS System Resources Support provides large scale interactive transaction processing environments for business applications. We support over 50,000,000 transactions per month in a highly available, resilient system with sub-second system response times. Our capabilities include support for both HTML (web browser) and 3270 presentation of CICS application data in a stable, well developed environment.

Database Management Services for the Mainframe provides installation and support for DB2 and IMS database structures. The service provides a database 'engine' that can be used by all front-end software tools (i.e. Web, TSO, CICS, AS400, Windows) to access the data our customers have entrusted to us for safe

and secure keeping. This service safeguards the information from loss, misuse, and corruption by unknown and unauthorized entities.

Mainframe Data Storage supports two storage media: magnetic tape and disk. Tape is used for high volume storage and for backup. Application tape data is stored in a virtual tape subsystem to improve responsiveness, media utilization and disaster recovery capabilities. Backup tapes are encrypted to maintain the security of client information. Disk is used for data that has on-line requirements, where responsiveness is a prerequisite. Disk data is automatically stored offsite within seconds of being written to primary storage.



CICS Group: (L/R) Bill Martin, Mike Berggren, Adam Cederlind, Janak Brahmbhatt, and Al Witt

Processing Support Services provides scheduling, report archiving and automation. Scheduling support involves setting up and maintaining processing schedules for the z/O S and distributed server platforms in addition to developing AFP forms overlays. This group also manages report archiving and bundling for distribution. Automation support develops the programmatic routines that enable complex manual operations to be performed in a reliable automated manner.



Processing Support Services Group: (L/R) Ronda Zarek, Craig Sievert, Sue Volkmer, Dale Fangmeier, Mary Hoffman, Sandra Boley, Becky Gesch

Production Application Support Services provides 24X7 support for business applications designed and implemented by IT Services. Our application portfolio includes about 400 applications and 10,000 programs developed for 35 State agencies. Applications Analysts are available during normal business hours and are on call after hours.

Software Application Design involves gathering and analyzing the customer business functions, then designing an application solution to meet the prioritized business requirements. Applications Solutions personnel also provide RFP preparation services, assist with the evaluation

of RFPs, provide technology planning support, and supply project management services to State Agencies.

Software Application Development includes programming, testing and/or implementation of the business requirements as defined in the Software Application Design phase. We also establish standard best practices for application coding and support.

z/OS (MVS) Computing Resources supports the zSeries (mainframe) hosting platform which provides computing resources for CICS, TSO, batch workload processing, high volume printing, remote print routing and web applications.

In May, the Office of the CIO in cooperation with the University of Nebraska completed the final steps in a multi-year effort to improve the resiliency of our mainframe computing environments. For over four years we've been working together to plan for disaster recovery facilities at a University data center in Omaha. With May's relocation of our mirrored disk storage to Omaha, we are now capable of quickly reestablishing all mainframe computing services if a disaster disables our Lincoln facility.



Operations Control Center Team (L/R): From left to right, Domingo Colon and Richard Fisher, Operations Supervisors, Bill Snyder, Shawn Schmid, and Phil Shirley, 2nd shift operators. 1st and 3rd shift operators not pictured are Vivian Feess, Linda Leland, Mike Schlachter, John Tenopir, and Sheri Gross.

Our efforts to improve resiliency were guided by Lt. Governor Sheehy's work with agency directors to identify critical business functions along with the recovery requirements for State applications. This work guided our investigation of various approaches, testing of different recovery scenarios and ultimately our selection of an Omaha facility for our equipment.

When we refreshed our disk storage technology in 2006, we implemented mirrored storage at a University site in Lincoln so that our disk data was never more than a few seconds old. We've now relocated the mirrored storage to Omaha and connected our two sites with a high speed optical fiber link. Data is written in Omaha just a few seconds after it is stored in Lincoln. Along with relocating our mirrored storage, we also traded our old z/800 for a new z/10 mainframe processor. The processor, specially configured for disaster recovery support, is also located in Omaha. In addition, we've located high capacity tape equipment at the same site. All the equipment is configured to support mainframe computing requirements in the event of a disaster.

Should our Lincoln facility become unusable, we can now reestablish processing in a matter of a few hours with disk data that was created just seconds before the disaster. Over the next few months, we'll be working to refine our operating procedures. Our new Omaha-based equipment gives us the capability to simulate a disaster (without disrupting production work) and practice our recovery processes. Our goal throughout this process has been to assure that we can deliver mainframe computing services to our clients even if our facilities in Lincoln are unusable.

It is worth noting that these major improvements in resiliency were accomplished not only within the existing budget but also while reducing the rates our clients pay for our services. This is a testament to the outstanding work of many ECS and University staff members.

Work continues to improve our services and the applications we support for State agencies. During fiscal year 2009 we successfully upgraded our entire CICS environment to version 3.1. We are also now running the most current version of the z/OS operating system – 1.10. We adopted a new capacity-based software model for our monthly licensed programs from IBM that saved over \$250,000 last year. At the same time, the DBM group has started the migration process for our DB2 regions from version 8 to version 9.



DBM Group: (Back Row L/R) Nagaraju Mudhelli, Dan Mortensen, and Steve Schmit; (Front) Arlan Walvoord

FINANCIAL AND CUSTOMER RELATIONS MANAGEMENT



Steve Schafer
I.T. Administrator
Financial & Customer Relations
Management

The purpose of the Financial and Customer Relations Management area is to align fiscal resources to achieve the strategies of the Office of the CIO (OCIO). Activities include cost recovery planning, rate setting, procurement, billing systems, asset management, contracts, enterprise licensing, and reviews of agency purchases of information technology goods and services. Assisting with customer service and business development are other vital responsibilities. The financial services group works closely with Administrative Services – Central Services for accounting and budgeting functions.

Several actions undertaken during FY2009 will result in reduced costs and better service for OCIO customers.

One initiative has been continuous review of rates. The OCIO reduces rates whenever circumstances change because of lower costs or greater usage and economies of scale. During FY2009, the OCIO reduced rates for the following services: Analytics Reporting Service (OBIEE/Siebel); CICS (mainframe); Efax; Kronos (Time Reporting and Scheduling System); Network Nebraska Participation Fee; Network Nebraska Interregional Transport Fee; SAN (Storage Area Network) Virtual Machines; Secure Email (mainframe); and z/OS Job Setup (mainframe).

The OCIO responds to new technology and customer needs by introducing new services. The OCIO developed rates for the following new services: Call Center/Interactive Voice Response Unit (Voice/Wireless Services); Clarity (Project Management); Core Transport Management Fee (Data Networks); Field Services Technical Support (Intergovernmental Data Services); Printer Leasing (Intergovernmental Data Services); Managed Anti-Virus Service (Open Systems); Managed Service Patch Service (Open Systems); Office Communicator System (Open Systems); Nebraska Voice Network (NVNET)/Private Branch Exchange (PBX) (Voice/Wireless Services); Secure Email (Enterprise Email Service); Voice Mail (Voice/Wireless Services); and Z/9 MVS Disaster Recovery Capacity Retainer (Enterprise Computing).

During FY2009, the Financial and Customer Relations Management group also began a new effort for developing service level agreements and agency service contracts. The new service level agreements are documents that describe a specific service and provide details on what each service encompasses and metrics on service hours, availability and reliability. Service level agreements (SLAs) are generic in the sense that each SLA applies to all customers. The agency service contract is tailored to the specific needs of each customer.

Another initiative underway is to provide electronic access to the billing detail that is the basis for monthly invoices to our customers. This will increase the type of information that is available, provide more and better reports, and allow the customer to develop customized views of their expenditures with the OCIO. Eventually, the OCIO hopes to reduce or eliminate printing and mailing costs associated with the monthly billing.

The financial services team continues to focus on enterprise agreements with major providers as a key cost saving strategy. This year we again coordinated purchases of IBM licenses and maintenance agreements, including the Enterprise License Agreement (ELA -- for new purchases of software and annual license renewals), Contract Handling International Solution (CHIS -- for hardware maintenance), and Software Maintenance Agreement (SWMA). The total discount to all participating entities for FY2006 was over \$500,000. The total savings for FY2007 was \$610,000; total savings in FY2008 were \$458,000; savings in FY2009 were \$214,000, and projected savings for FY2010 are \$236,264. Savings in recent years have dropped in part because the volume of new products being purchased has been less than previous years.

One more accomplishment during FY2009 was finalizing the work relating to the 2005 Microsoft settlement of a class action lawsuit that alleged violation of antitrust and unfair competition laws. Under the terms of the settlement, state agencies were eligible to file claims and receive vouchers based on purchases of certain software between 1994 and 2002. The OCIO coordinated the process of gathering documentation and submitted a comprehensive claim prior to the deadline of January 2006. Following a lengthy process, the OCIO collected a total of \$173,113 from the Microsoft Settlement Claims Administrator, which the OCIO distributed to eligible agencies and political subdivisions in May 2009.

The rest of this section summarizes the major responsibilities of the Financial and Customer Relations Management area.

Procurement (IT Procurement Reviews and Approval) – Section 81-1117 requires that "No state agency shall hire, purchase, lease, or rent any information management item listed in subsection (a) of this section without the written approval of the information management services administrator." This and similar statutes are the legal mandate for the IT procurement reviews. Legislative objectives include finding economies, avoiding unnecessary duplication of information management operations and applications, and complying with technical standards.

The OCIO is improving the review process. In 2008, the OCIO published a list of pre-approved items that can bypass the IT review process. The list identifies communications equipment and information management items that by their nature are low cost and pose little risk of violating the review criteria established by the Nebraska Information Technology Commission. Agencies have prior approval to purchase items on this list. A copy of the list of pre-approved items and the NITC policy (NITC #1-204) are available at: <http://www.nitc.ne.gov/standards/1-204.html>.

Currently, the OCIO is working with agencies to identify opportunities and priorities for shared services. IT procurement reviews will focus on reducing duplication of effort among agencies.

Procurement (Telecommunications Equipment and Services) – Sections 81-1120.01 through 81-1120.39 require that the Division of Communications coordinate the purchase, lease and use of all telecommunications equipment and services. Requirements identification, procurement, ownership, and day-to-day operational aspects of telecommunications equipment and services will be closely coordinated with your organization.



Financial and Customer Relations Management Team: (L/R): Rene' Botts, Heather Sullivan, Karen Sarnecki, Gloria Esquivel, and LaVetta Boucher

Enterprise Contracts and Vendor Agreements – The State Government Council has designated enterprise purchasing and maintenance agreements as a shared service that would benefit all agencies. The Office of the CIO will facilitate master agreements and will aggregate purchases with major vendors in order to provide access to better pricing.

Customer Accounts – The financial services area, in cooperation with AS – Central Services, will help agencies with setting up and managing their accounts, understanding invoices, getting detailed billing data, and resolving problems.

Rates and Fees – The Office of the CIO depends on revenues from services to pay more than 99% of its total budget. Only the cost of staff and expenses to support the Nebraska Information Technology Commission and its councils are covered by direct funding from the Legislature.

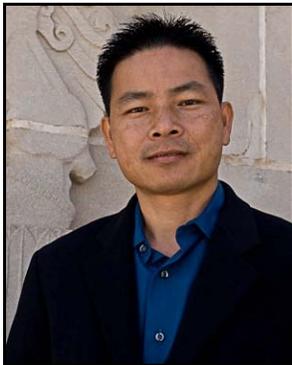
It is essential to set rates that recover all costs and are fair and equitable to the customer. The Office of the CIO must comply with federal accounting and audit standards governing cost recovery (OMB Circular A-87). Basically, this means that cost recovery plans (and rates) must not discriminate against federal programs. The rate structure cannot allow one service to subsidize another service, and any excess revenue must be returned to the rate payers through a reduction of rates in the future.

The Office of the CIO conducts a thorough review of cost recovery methods (budgets and rates) prior to the start of each fiscal year. Most rate changes are done in conjunction with the state's biennial budget process, but the Office of the CIO carefully monitors expenses and revenues throughout the year.

Service Catalog and Service Level Agreements – The Financial Services area is responsible for developing and maintaining the service catalog and service level agreements. These documents describe our services, define expectations, and provide metrics wherever feasible. All rates are now published with the service catalog on the website for the Office of the CIO (<http://its.ne.gov/sla/>).

Shared Services Business Case – Documenting the costs and benefits of shared services is part of the process of deciding whether to provide a shared service. It is also an integral part of the rate setting process.

INTERGOVERNMENTAL DATA SERVICES



TIM CAO
I.T. Administrator
Intergovernmental Data Services

The mission of Intergovernmental Data Services Program (IDSP) is to improve the service and efficiency of data exchange between State and local government. IDSP operates and manages a statewide network that connects counties to the state network infrastructure and resources. The IDSP integrated network is present in all 93 counties, mainly at county courthouses and county treasurer offices, consisting of personal computing devices (personal computers, terminals, printers, etc.), application servers (IBM AS/400 or iSeries), and the wide area network (WAN) infrastructure. The IDSP network infrastructure has grown and evolved drastically over the years. As of June 2009, IDSP now operates and maintains a network of more than 2,500 devices, including 108 AS/400 servers. IDSP staff and its network infrastructure continue to play a critical role in our customer's daily operation. Our main focus continues to be providing customers a reliable and efficient service.

It was another active and productive year for the Intergovernmental Data Services Program (IDSP). Several major projects were initiated and completed. Among them were projects that involved improving customer service, augmenting the network, deploying new technologies and capabilities, and performing a fixed asset inventory improvement.

Our field support service area had a tremendous year. IDSP field technicians were on the road nearly every day, keeping up with the daily repair and maintenance volume while completing several major projects, including equipment refresh and infrastructure upgrades. Due to the increasing demand for field support services particularly in the western part of the state, an additional field technician was hired and is located in a North Platte field office. Having a field technician located in the western part of the state enabled IDSP to respond to customer needs more quickly and efficiently, as compared to having technicians dispatched out of Lincoln. In an effort to promote shared services, IDSP made this resource available as a new field support service. Agencies and counties now have an alternative cost-effective solution to meet their IT field services needs.

Several major equipment refresh projects were either initiated or completed. First is the IBM "green screen" terminal replacement project. Terminals that were deployed in the early 1990s were outdated and needed to be replaced. In a joint effort between the Office of the CIO, the Department of Motor Vehicles and the Supreme Court, the task of replacing the old terminals with a new low cost thin client solution is almost complete. Thin clients not only replace the old terminals they offer users a new Windows environment, including several useful Windows applications that were not possible previously. In the last 12 months, we have removed more than 350 old IBM terminals from service and replaced most with the new thin clients in almost all county treasurer offices and county clerk offices.

IDSP worked with OCIO Network Services staff and key state agencies to ensure adequate network infrastructure and bandwidth capacity exists to accommodate current and future demand. A statewide project that upgraded the entire Wide Area Network (WAN) switches and routers was completed in late 2008. The latest technologies offer advanced remote monitoring and capabilities to diagnose, which can translate to more reliable services. Along with the switch and router upgrade project, the WAN bandwidth in 35 counties has also been upgraded to either dedicated high-speed T1 service or Digital Subscriber Line (DSL) service, providing connection speeds of 1.544 Mbps or faster to county courthouses.

IDSP has implemented a security enhancement project to have all personal computers report to a common management server in Lincoln for routine and critical antivirus and Windows updates. As of June 2009, over 85% of all our compatible PCs are now capable of reporting to the management server on a



Les Cable, Field Support Technician, unloads equipment switched out during the "refresh" project.

weekly basis for updates. It is our goal to have 100% of our PCs to report to the management server . PCs with regular software updates are proven to be less vulnerable to viruses, spyware and spam.

IDSP worked with the Nebraska Supreme Court (NSC) on a personal computer refresh project. Within the last 12 months we have replaced/installed a total of 145 PCs. We also have deployed 30 desktops/laptops for Courts' digital recording project.

In the past year, IDSP worked with DMV on completing their "one-stop shop" project which combines motor vehicle titling and registration services into one county office. As of June 30, 2009 we have augmented the network infrastructure of more than 50 counties and made it possible for the treasurer offices in these counties to convert to a "one-stop shop" operation. In addition, IDSP equipped all DMV examiners' offices throughout the state with new laser printers for use with the new driver's licensing issuance process. A total of 100 laser printers were installed.

In responding to customer's budgetary needs, IDSP established and offered a new flat rate pricing for third party applications residing on the state AS/400 servers (iSeries). Third party applications are those that are non-state applications being used by counties to conduct many of their daily business functions, including but not limited to accounts payable, budget, payroll, property registration, and taxes, etc. Customers now can leverage the unlimited use flat rate pricing as compared to the old usage and storage based pricing. Counties are encouraged to take advantage of the new cost-effective pricing and host all commonly used 3rd party applications on the state AS/400.

We also have spent time on improving our fixed asset (FA) inventory. We have completed a FA record standardization project. As a result, our entire FA inventory in the Nebraska Information System (NIS) is much improved and consistent across the board. We started implementing the new barcode and scanning for all FA. New equipment is tagged and scanned with the new bar codes prior to deployment. Existing equipment located across the state is being tagged and scanned by our field technicians.



Intergovernmental Data Services Team (L/R): Kevin Mattson, Mike Bittinger, Tim Cao, Les Cable, and Jake Molko

NETWORK SERVICES



Jayne Scofield
I.T. Administrator
Network Services

It is the mission of the Network Services Team to provide efficient, economical and reliable telecommunications services to our clients. The Network Services Team is responsible for end to end support from your desktop through the wide area network. This includes voice and wireless services, desktop, server, cabling, VPN's, firewalls, video conferencing, shipping & receiving, email and wide area network services. These services include the design, planning, coordination of installation, and support of those services.

In mid-2007, a decision was made to move State of Nebraska employees to one consolidated email system. A team of OCIO employees was formed and the migration process began in October 2007 with a goal of completion by April 2009. As of this writing, 98 out of 100 agencies have migrated. The agencies that have not migrated have had either justification for exemption or other time constraints that have prohibited them from migrating at this time, so we truly count this joint project a success for the State. Each employee converted has the standard email address of firstname.lastname@nebraska.gov which makes email navigation and correspondence within State Government easier and more efficient. In conjunction with this migration, we also updated our means of providing Secure Email and E-Fax capabilities, through the use of Exchange. We have seen extensive growth in the offering of both of these services.

In conjunction with the Exchange email, we have deployed Instant Messaging, Presence and Live Meeting. We are partnering with the Secretary of State to establish an archiving solution.

In March 2008, an RFP was released for a statewide public safety communications system (Nebraska Wireless Interoperable Network, N-WIN) for State agencies. Our initial focus was on the State's first responder agencies – Nebraska State Patrol, State Fire Marshal's Office and Game and Parks Commission. In October 2008, we successfully awarded a contract to Motorola for a Trunked IP Based VHF P25 Statewide Land Mobile Radio System. Equipment is currently being installed and system testing underway. The first phase of the "system of systems" will be implemented in Western Nebraska and will be operable in the Fall of 2009 with the system fully implemented by the end of calendar year 2010. This project has been an example of effective partnerships and efficient use of resources between multiple entities, such as the use of towers owned by NPPD, Nebraska State Patrol, Nebraska Educational Television, Nebraska Department of Roads, as well as locally owned towers and the sharing of the cost and ownership of the infrastructure with NPPD.

This past year we continued the deployment of upgraded Nortel PBX's and the networking of them together, and have implemented Unified Messaging to those customers. We have also begun implementing Unified Messaging to other sites within State Government. We have standardized on Nortel for IVR (Interactive Voice Response) equipment. During this next year, we will be continuing to work with the Department of Labor, Department of Revenue and Department of Health and Human Services to assist them with this technology to meet their business needs. Through the standardization and partnership of these agencies, we have not only made effective use of technology but have been able to share human resources to assist with the development of their applications.



Network Services Voice/Wireless Team: (Back row L/R) Bob Howard, Tina Seacrest, Lana Brox, Susan Dadds, Dave Schmeling, and Ivan Dimitrijevic; (Front row L/R) Ron TeBrink, Norma White, Zale Connell and Renee Bramhall

Our Data Center continues to be populated by a variety of customers and we are in the planning stages of expanding that area. Our customers have found the extra security, redundancy and technology to

meet their business needs. We currently have 56 cabinets in the Center and agencies have the option of either "leasing" an entire cabinet or sharing the expense of the cabinet with another Agency. Security measures are in place to track who enters each cabinet. We have also implemented documentation each customer must sign before moving their equipment that lays out the procedures for occupancy.

Prior to the 2009 Legislative session, the Office of the CIO partnered with the Supreme Court, Legislature and Nebraska Educational Television to upgrade the audio and video within the State Capitol. Due to this partnership, we are now able to offer streaming video of all legislative hearing rooms, the Supreme Court and the Governor's Hearing Room.

In order to keep up with the increasing number of services offered by our Desktop/Server Team, the team's name was changed to more closely align with those service offerings. In April 2009, they became the Open Systems Team. In addition to the leasing and maintenance of agency desktops and servers, this team also offers Citrix, Anti-Virus, VPN, domain, backup and storage services, as well as troubleshooting and consulting on a variety of technical issues. A focus has also been placed on energy conservation and we continue to build our virtual environment to assist with meeting the "green" initiatives. In late 2008, this team implemented an enterprise SAN solution which will provide redundant storage for our customers. This solution was chosen not only for its ability to meet the State's technical and business needs, but also due to the fact that other State agencies were also using this solution and the State would be able to share technical resources and staff expertise. We are performing full replication between our primary SAN and our redundant, off-site SAN.



The "Three Amigas Team" are the first point of contact for the Office of the CIO. (L/R) Tracy Colin, Vicki McElroy and Lori Lopez Urdiales

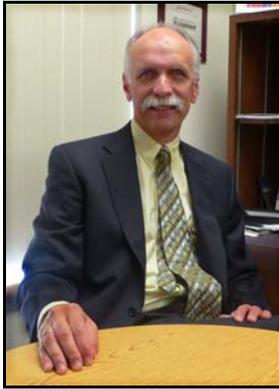
Our specialized services and wide area team continued to focus this year on standardization (switches, routers, firewalls, WAP's, DNS) and moving our core equipment into the new data center. This involved a lot of preparation and coordination to minimize outages. They have also spent a considerable amount of time on establishing redundant locations throughout the State and the associated redesign of the network that comes with that. Our focus is still on aggregation of circuits, where possible. This team has also been heavily involved in the bidding and implementation of the statewide distance education network. To date, three phases have been successfully bid out, awarded and installed. The Department of Roads has requested a dedicated member of this team to assist them with the deployment of their Intelligent Transportation System. To date, we have updated or added approximately 170 new locations for them.

We have also spent time this year working on improving our fixed asset and inventory processes. We have been working hard to implement a bar coding system for tagging and managing our fixed assets. We have collaborated internally and with agencies that use this equipment at their location to assist us with scanning those tags. As of August 2009, the majority of the OCIO equipment has been tagged and scanned under the new process.



"Tag You're I.T." events were held to sort through thousands of bar code tags in preparation for the 2009 Annual Auditor's Fixed Asset Report.

PLANNING AND PROJECT MANAGEMENT



Steve Henderson
I.T. Administrator, Planning and
Project Management

Planning and Project Management staff members contribute to the mission of the Office of the CIO by virtue of their work in a wide variety of assignments. Those assignments include strategic planning, supporting the Nebraska Information Technology Commission (NITC) and its related councils and workgroups, project management, enterprise solutions planning, disaster recovery, business continuity and security policy.

NITC Staff - Staff support to the Nebraska Information Technology Commission and the subordinate councils, panel and workgroups. This annual report has detailed information about the NITC and its mission in the front of this document.

Geographic Information System Council – Efforts continue, under general NITC guidance, on a variety of major GIS initiatives including street-centerline-address data collection, high resolution aerial imagery for select portions of the state, and a GIS portal to streamline, simplify and enhance access to a wide range of GIS data pertaining to the state as a whole. Staff members also support the Shared Services effort on GIS.

Project Management – This group offers consultation about appropriate tools to use when conducting project management and general advice about defining and managing a project. On an "as available" basis, "real time" detailed project management services can be purchased on a billable basis.

Enterprise Solutions Planning – Staff work with other elements of the organization as well as state agencies to identify opportunities for shared services and products.

Disaster Recovery and Business Continuity – Leadership to continually improve the disaster recovery capabilities for the entire organization. We also lead the Shared Service effort to offer appropriate business continuity and disaster recovery services for all agencies, boards and commissions. We assist in the statewide effort to determine business priorities for recovery.

Security - Efforts related to an enterprise view of security, including the development of appropriate policies, better integration of operations and policy, and relationship-building with the University for more joint security efforts.

Staff members from the Project Management Office helped implement a number of technological improvements to Clarity (the state's enterprise project management software tool), including a major release implementation within the last few months. The NITC's declaration of "Enterprise Projects" will be the focus of continued efforts to further improve and expand the use of portfolio management techniques within Clarity. The Project Management Office continues to offer a variety of project management services and support to highly complex and visible projects within the state.

Disaster Recovery and Business Continuity once again experienced significant activity during this past year. The partnership efforts with the University to improve resiliency continues, with some significant milestones regarding greater physical dispersion, networking improvements, and increased computing flexibility having been met during the last 12 months. With the Lt. Governor's leadership, three business continuity priorities have been identified at this point – public safety, public health and institutional care. The Office of the CIO continues to encourage collaborative efforts with and among agencies to improve the state's ability to withstand disruptive events that can potentially impact technology services in some adverse manner.



Brad Weakly, Security Officer for the State of Nebraska, stands with Vinton G. Cerf, Vice President and Chief Internet Evangelist. Dr. Cerf was the keynote speaker for the 2009 Cyber Security Conference.

Efforts to improve security remained a high priority this year. The fourth annual Nebraska Cyber Security Conference was held this year on April 22nd at Southeast Community College – an organization that remains a vital partner in organizing the event. The Lt. Governor opened the conference by sharing his remarks regarding the importance of continued vigilance regarding cyber security. The keynote was delivered by Vint Cerf of Google. It's quite possible that many readers will recognize Dr. Cerf's name – he has been a prominent name in the IT industry for more than 30 years. He helped design some of the most fundamental elements of the internet as we know it today. Vint has received numerous awards and commendations in connection with his work on the internet, including the Presidential Medal of Freedom. He holds a Ph.D. in Computer Science from UCLA and more than a dozen honorary degrees. We were truly fortunate to have him join us to deliver his thought-provoking address.

In the realm of GIS, three collaborative, enterprise efforts continue to garner a great deal of attention. An intergovernmental advisory committee continues its efforts on the ongoing development, maintenance and distribution of a statewide street centerline address database. An other group continues the development of a collection of online geospatial data sharing and mapping services. Last, a project is underway to develop a 3-5 year statewide strategic plan for state, local and federal agencies as it relates to the geographic area of Nebraska.

The Planning and Project Management area within the Office of the CIO continues to operate in a very successful collaborative partnership both with the Department of Health and Human Services and the Nebraska Public Employees Retirement System to provide information technology management services to both organizations. Based on this same model, services are now being provided to the Department of Correctional Services. By providing this expertise to these agencies, the organizations are able to focus limited resources on crafting solutions to the business challenges faced by the two entities while allowing the Office of the CIO to play a role in providing appropriate technology services to support the overall mission of the three agencies.



Planning and Project Management Team: (Back row L/R) Bob Shanahan, Ryan Christensen, Larry Zink, Steve Henderson, Andy Weekly, Tom Rolfes, Steve Schock; (Front row L/R) Mark Robertson, Beth Boal, Fred Turner, Anne Byers, Jim Ohmberger, Rick Becker and Brad Weakly

TECHNOLOGY SUPPORT SERVICES



Beverlee Bornemeier
I.T. Administrator
Technology Support Services

Web Design and Development. The Office of the CIO Web Design and Development Team designed, developed, and implemented the new Budget Request and Reporting System for the Administrative Services Budget Office and the W3N E-Filing System for the Nebraska Department of Revenue, among others. In addition to the design and development of web applications and database driven web-based systems for many Nebraska State Agencies, Boards, and Commissions, the team also designs, develops, and hosts numerous State websites including sites for Governor Heineman and Lt. Governor Sheehy. The newest site, just recently unveiled, is the State of Nebraska's portal for providing citizens with information regarding the federal American Recovery and Reinvestment Act of 2009 (ARRA), Recovery.Nebraska.gov (<http://www.recovery.nebraska.gov/>).

The web design and development team also created a new .NET group to offer solutions using the Microsoft platform. The group has been working to convert Lotus Notes systems to .NET solutions. Some of the systems rewritten most recently are the Request for Leave (RFL) system, Employee Evaluations, Employee Agreements (Confidential Information Agreements, Acceptable Use, etc.) and the Change Management system.

The Directory Services staff that maintains the identity management protection for web applications moved into the Web Design and Development reporting structure during this past year.

Change Management. The Change Management process involves all teams in the Office of the CIO in coordinating, scheduling, monitoring and controlling changes in our environment. This system ensures that changes involving hardware, software, environment and infrastructure are carefully planned and coordinated with as minimal disruption to the client community as possible. During the calendar year 2008, 665 change entries were opened, reviewed and processed. The change management application was rewritten as a SharePoint application and implemented into production this Spring.



Nancy Richters (L) heads up the Office of the CIO's Change Management team. Judy Davidson-Whitehead (R) coordinates training for the Office of the CIO.



Midrange Group (L/R): Kevin Smith, Donna Ruhl, and Mike Whisler

Midrange. During this past year, the Midrange Systems group that provides system/software support for iSeries (AS/400) machines performed hardware upgrades on 28 county machines and four system machines to increase disk capacity. This Team also upgraded 31 county machines and five system machines to the latest operating system software level V6R1.

In close coordination with the Network Services Team, 104 county and system AS/400s and associated network connections were upgraded to Enterprise Extender. This change provided the solution needed for SNA (System Network Architecture) applications to run over an IP network.

The Midrange group continues to provide support for the NIS system, performing upgrades to the operating system and maintaining the iTera replication software.

Training. During the 2008/09 period Training coordinated upgrades to the training room with the installation of a ceiling mounted projector and the purchase of new chairs. The internal newsletter, IT Now, was moved to a SharePoint site. OCIO personnel located outside of the 501 Building migrated to the SharePoint annual review process. A retirement checklist for employees and supervisors was created and posted on our SharePoint site.

SharePoint. During the 2008/2009 period the Office of the CIO implemented SharePoint for use by state agencies. Currently, 52 sites have been set up by agencies and many clients have become proficient at using a multitude of available features. Document sharing and storage, which includes versioning and check-out continues to be one of the most popular features of SharePoint, collaboration between Team members and group calendars are also very useful features.

Help Desk. During the past year the OCIO Help Desk staff has grown to meet new needs and provide quicker response time for our customers. The business volume processed by our system exceeded 59,000 tickets in 2008, up from about 48,000 in 2007; yet callers' average wait time was cut by almost 50% during that time period. The Help Desk posted to its website over 200 notices for various system upgrades and downtimes. They helped customers with over 25,000 password resets for various systems. Overall, more than 80% of requests and reported incidents now get resolved in less than an hour by the Help Desk or another OCIO team.



Help Desk Group: (back row L/R) Bill Dale, Dave Rasmussen, Marcia Stewart, and Tim Arroyo; (front row L/R) Randy Sowards and Sue Ferguson.

Among the main projects the OCIO Help Desk worked on in 2008, was the planning phase to replace the current Help Desk system. The new system will be more "service desk"-oriented and is centered on the standards promoted by the ITIL (Information Technology Infrastructure Library) model. ITIL provides a process-based business model for managing IT infrastructure, development, and operations. The ITIL Service Desk model handles more than incidents, questions, and problems – it also provides for management of the entire business cycle from change requests and configuration management to service levels, contract tracking, planned maintenance, and support issues. The c.Support upgrade also will unify and streamline more of our OCIO financial processes to help us to operate more effectively and efficiently in the future. We look forward to integrating more OCIO functions.



Web Team: (Front Row L/R) Jaga Deepak, Ambica, Pasham, Kay Reznicek, Keo, Herbig, Teegala Sridhar, Pat Engelhard, and Rich Burns. Second Row (L/R): Patel Vishwa, Juli Jurgens; Hussain Ashruf, Rose Linnertz, Kevin Cueto, and Shrestha Bishal. Third Row (L/R): Tod Wyrick, Doug Hahn, Jim Buehler, Matt Kuta, Ram Rotte and Brad Menninger. Fourth Row: Amir Himanshu.

OFFICE OF THE CIO COMMUNITY PARTNERSHIPS

2008 OCIO Toyland for Kids Holiday Project



Matthew Losee (Marcia Stewart's son) and Barb Sieradzki begin loading boxes of toys and food out of the 501 Building for families.

The Office of the CIO holiday project was a big success that generated a lot of good holiday memories. We collected nearly ninety pretty cool toys, almost \$80 in cash (which was used to buy even more toys), some terrific gently-used clothes, an armful of wonderful homemade blankets, and two very generous checks written to the Center for People in Need. The Center sent a **BIG THANKS** for the donations. There are also a handful of people who helped with project details and deserve our thanks - Zale Connell, Dotty Smith, Gloria Esquivel, Barb Sieradzki, Candace Cruickshank, the Help Desk staff, and some anonymous individuals who helped Santa unload multiple bag loads of toys.

Where did all those toys go? The Center for People in Need opens up a toy shop just before Christmas. Families who come to the Center are allowed to shop and pick out a toy for each of their children. Their

shelves are sometimes bare or often very much picked over by the time the last shopping day rolls around. Things were starting to look a little bleak for them in 2008 because of the economic downturn. But we did our part to help change that! I think they were surprised by how much we unloaded...things just kept coming in the door. There are a lot of very generous folks in the Office of the CIO who helped brighten the holidays for some less fortunate Lincoln families.



Barb Sieradzki and Marcia Stewart prepare to load the van with sacks of toys.



Barb Sieradzki, Dotty Smith, and Marcia Stewart have a van full of toys ready to be delivered to families.

UNITED WAY COMBINED CAMPAIGN

For this year's 2009 United Way Combined Campaign, Governor Dave Heineman challenged the members of his Cabinet to a friendly competitive game of baseball - Charitable Giving Style. Charitable Giving Challenge, agencies were divided into teams based on employee numbers, and each team was assigned a coach. Together, Team Coaches and Agency Directors were encouraged to facilitate the campaign's message to their agencies, be creative with their campaigns, and have fun.

The Office of the CIO teamed up with the Department of Health and Human Services, the Department of Veteran's Affairs, Department of Banking, and the Department of Revenue to form Team 5 for the Charitable Giving Challenge. Together, Team 5 raised approximately \$50,000 for contributions to agencies providing community services to families and children.

UNITED WAY FOOD CAMPAIGN

Judy Davidson-Whitehead, Office of the CIO Training Coordinator, organized the volunteers for the 2009 food drive within the Office of the CIO. In the friendly Administrative Services competition, the Office of the CIO won four out of six of the daily categories for specific products.



The Office of the CIO received award certificates from Mike Carroll, AS-Personnel Administrator. (L/R) Brenda Decker, Lori Lopez Urdiales, Vicki Mc Elroy, Judy Davidson-Whitehead, Gloria Esquivel, Linda McKinney-Leonard, and Mike Carroll

At the end of the food drive, the Office of the CIO hosts an annual Food Drive Breakfast. Gloria Esquivel and Linda McKinney-Leonard organized the event this year. Several staff generously volunteer to bring a breakfast food and employees donate cans of food or money to eat breakfast.



This event could not have happened without everyone's willingness to help and participation! The breakfast event alone brought in 59 pounds of food and \$367.00 in cash contributions to the food drive effort.

The Office of the CIO totals included the donation from our annual food campaign breakfast, as well as monetary and food item donations. Our totals for 2009 were \$2,661.00 in cash donations plus 176.97 pounds of food.

OFFICE OF THE CIO – STATISTICAL INFORMATION



SAVINGS

During fiscal year 2009, the Office of the CIO implemented several measures that will produce direct savings for our customers. These include:

- **Data Network Circuit Costs:** The Office of the CIO constantly looks for most cost effective options for connecting state offices across the state. In addition to circuit transitions from Frame ATM DS3 services to Ethernet services, the state has now added a new Wide Area Network transport feature to include: Host to Remote Quality of Service, Multicasting, Optimal Routing, and shorter response time for trouble shooting issues. Total network upgrade savings for FY 2010 will be \$8,104.14 per month or \$97,249.60 per year.
- **Data Network Maintenance Contracts:** During FY 2009, the Data Networks team terminated contracts for maintenance of remote equipment (routers and switches) and began supporting the equipment with state staff. Net savings to agencies will exceed \$54,600 per year.
- **IBM License and Maintenance Renewal:** By aggregating purchases of new licenses, license renewals, software maintenance and hardware maintenance, 14 state agencies and 5 political subdivisions will save \$236,000 in FY 2010.
- **Intergovernmental Data Services Network:** The total retainer to support the Intergovernmental Data Services Network dropped by \$70,080 in FY 2010, while still upgrading the system and expanding capacity to support Douglas County District Court.
- **Internet Access:** By aggregating demand for Internet access for state government, higher education and political subdivisions, the cost dropped from \$58.00 per MB to \$5 per MB in Lincoln and \$26 per MB to \$15 per MB in Omaha (which includes the 308 and 402 area codes). Estimated savings in FY 2010 is \$384,000.
- **Microsoft Class Action Lawsuit:** Following a lengthy process, the OCIO collected a total of \$ 173,113 from the Microsoft Settlement Claims Administrator, which the OCIO distributed to eligible agencies and political subdivisions in May 2009.
- **Vendor Management Services:** Following a competitive request for proposals, the OCIO selected a single provider to manage subcontracts for supplemental technical staff. Based on the first six months, 4 agencies will save a total of \$275,000 per year compared to previous rates.
- **Rate Reductions:** The Office of the CIO reduces rates whenever circumstances change because of lower costs or higher usage that allows us to achieve greater economies of scale. Rate changes during FY 2009 will generate on-going savings for many customers:

SERVICE	OLD RATE	NEW RATE	AGENCIES	PROJECTED ANNUAL SAVINGS
Analytics Reporting Service	\$31 per user per month	\$27 per user per month	5	\$41,568
CICS (mainframe)	\$.30 per CPU Sec	\$.255 per CPU Sec	21	\$850,000
Internet FAX	\$.095 per page	\$.08 per page	5	\$10,000
Kronos (Time Reporting/Scheduling)	\$1.62 per user	\$.87 per user	2	\$50,000
Network Nebraska Participation Fee	\$197.80 per district per mo	\$192.47 per district per mo	232	\$15,000
SAN Virtual Machines	\$205 per month	\$150 per month	OCIO	
Secure Email	\$5.00 per user per month	\$1.20 per user per month	9	\$270,000
zIIP Processor (mainframe)	\$.075 per CPU Sec	\$.070 per CPU Sec	16	\$350,000
z/OS Job Setup (mainframe)	\$1.35 per job	\$1.32 per job	15	\$15,000
			TOTAL	\$1,602,000



STATISTICS

OCIO Help Desk Business					
OCIO Service Requests			OCIO Service Desk Request Source		
Year	Tickets Opened	Tickets Closed	Year	Total Tickets	Tickets via Phone
2005	38,060	34,561	2005	38,060	30,890
2006	45,317	42,632	2006	45,317	27,794
2007	47,985	46,166	2007	47,985	24,467
2008	53,355	55,140	2008	53,355	27,252

- ✓ **Help Desk Tickets:** The table above displays our Help Desk tickets over the past 5 years. If each 2008 service request was given a seat on a Boeing 747-400, it would have taken 127 aircraft to fly them somewhere. Luckily it doesn't take that many Help Desk coordinators to handle the tickets!
- ✓ **Terminal Replacement:** 350 green screen terminals were removed from service in FY 2009 and replaced with energy efficient equipment. If we saved 50 watts of power per day on each terminal, this single project saves over 17,500 watts per day! That is the equivalent of running a 25" color TV for over 116 hours.
- ✓ **Miles Traveled:** The Intergovernmental Data Services field technicians traveled 57,112 miles in the last year providing services to our county partners. This team could have driven from Lincoln to Daytona Beach, Florida and back twice for the same mileage!
- ✓ **Applications Developed:** The Applications Development team provided approximately 250,000 hours of development and support services to our clients in the past fiscal year. (enough hours to walk to the Great Wall of China 3 times!)
- ✓ **County Coordination:** Twelve county courthouses were wired or rewired, five county data centers were moved, remodeled or newly constructed, and 50 counties were converted to one-stop shops for Motor Vehicles.
- ✓ **Email By the Numbers:** In 2008, the Office of the CIO, with assistance from agencies migrated 14,843 mailboxes to the Enterprise Exchange System. 54.4 million emails went through Exchange with 1.5 TB of user data stored/replicated by Exchange, and 0 unscheduled downtimes were experienced.
- ✓ **Hours and Minutes:** In 2008, the State of Nebraska employees talked 423,083 hours (25,384,980 minutes) to conduct state business, as well as to address agency and citizen concerns. This includes 800, outbound toll, and billable wireless minutes.
- ✓ **Ironport:** In 2008, 310 million attempts to send email from the Internet were blocked because the sender reputation for SPAM was very high. 2.7 million emails were rejected because they were intended for an invalid recipient and 6,300 emails were blocked because they contained viruses. 35.8 million emails were processed and delivered.
- ✓ **Securemail:** In November of 2008, the Office of the CIO went live with Securemail services. This service has 6,000 internal users and 3,600 external users. Over 64,000 emails went through the new Securemail service with 0 unscheduled downtime.
- ✓ **Electronic Access to Billing Detail:** In 2008 we began to offer our clients electronic access to the billing detail that accompanies our bills for service. This has eliminated the need to print thousands of pieces of paper, and provided our customers with the ability to do some analysis on their billing detail.