

Office of the Chief Information Officer (OCIO) 2006 Annual Report

Wyoming's Quality of Life Result:

The OCIO contributes toward the following two of Wyoming's Quality of Life Goals:

- Wyoming state government is a responsible steward of State assets and effectively responds to the needs of residents and guests.
- Advanced technologies and quality workforce allow Wyoming businesses and communities to adapt and thrive.

Basic Facts:

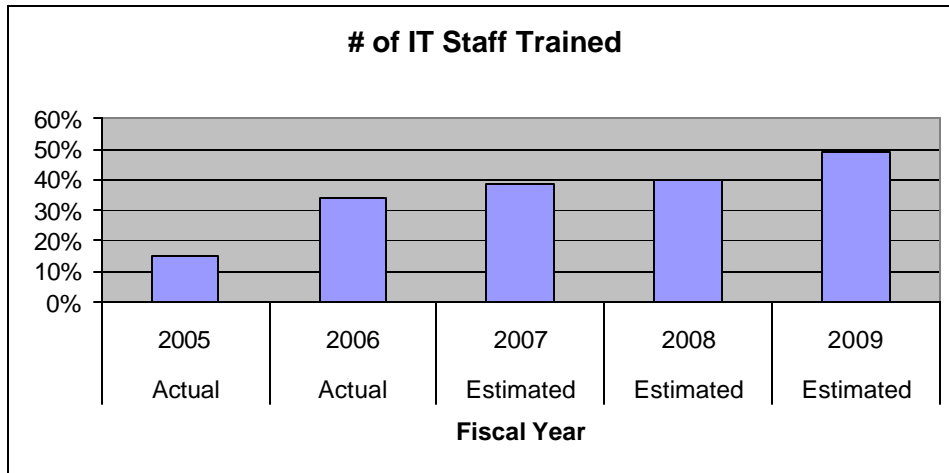
Total staff: 7

TOTAL OCIO BUDGET – 2005-2006:	\$ 3,615,895
GENERAL FUNDS – 2005-2006:	\$ 3,465,895

Five integral program areas exist within the OCIO:

1. Managing the Information Technology (IT) Governance Process for the Executive Branch.
2. IT Contract/expenditure/ budget approval.
3. Increasing the effective use of IT resources in the Executive Branch.
4. IT planning and direction setting.
5. Supporting the initiatives of the Wyoming Telecommunications Council (WTC).

Performance Measure # 1: Percentage of IT Staff Attending OCIO Training



Story Behind the Last Year of Performance

The OCIO has instituted a Business Case process to evaluate major IT projects and purchases. Agency IT and fiscal staff have been trained in Business Case methods as part of that review process. For the 2005-2006 biennium, the Governor requested recommendations from the OCIO on agency IT budget requests, and supported those recommendations.

The OCIO has provided training and assistance to numerous agencies in Requests for Proposals (RFP) development and response evaluation, personnel recruitment and selection, contract drafting and negotiation, increasing the business value of IT to the agency, and vendor performance measurement. This has pointed out a need for a Project Management Office to provide statewide training in all phases of contract preparation and management.

By law, the OCIO was required to develop an information technology plan for the Executive Branch of state government. That plan points to the need for additional training of IT staff in leadership, business, and technical skills.

Over the last year, the OCIO conducted the following activities:

- Contract Training – Last year, the OCIO provided a statewide training for 60 staff and a specific training for 5 Department of Health staff on IT contract development and management. This included the various phases of managing a project, to include development of a business case, drafting Requests for Proposal (RFP), negotiating an agreement, finalizing the Statement of Work, tracking the project through its various phases, and a final evaluation of the project.

- Business Case training – The OCIO provided an updated training on Business Case development for 110 staff last year. A business case provides the framework to allow consistency in development, evaluation, and setting expectations for every large IT expenditure request. The clear documentation from these objectives provides the ability to evaluate the request as well as monitor the on-going performance of approved projects.
- Business Value of IT – In January 2006, the OCIO conducted separate interactive sessions with both agency directors and agency IT staff to help them understand how to better achieve agency business objectives through the use of IT. These sessions were attended by 30 agency heads and 70 IT staff. As a result of the sessions, the agency heads directed the OCIO to prepare recommendations to move toward more collaboration and use of common services, and to better utilize our IT resources.
- Staff skills inventory - Last year, the OCIO completed a skills inventory for all state IT staff and IT AWEC employees. That inventory covered not only the skills of IT staff but also the competency levels in those skills.

What do you propose to improve performance in the next two years?

Over the next two years, the OCIO will continue to provide contract training and business case training.

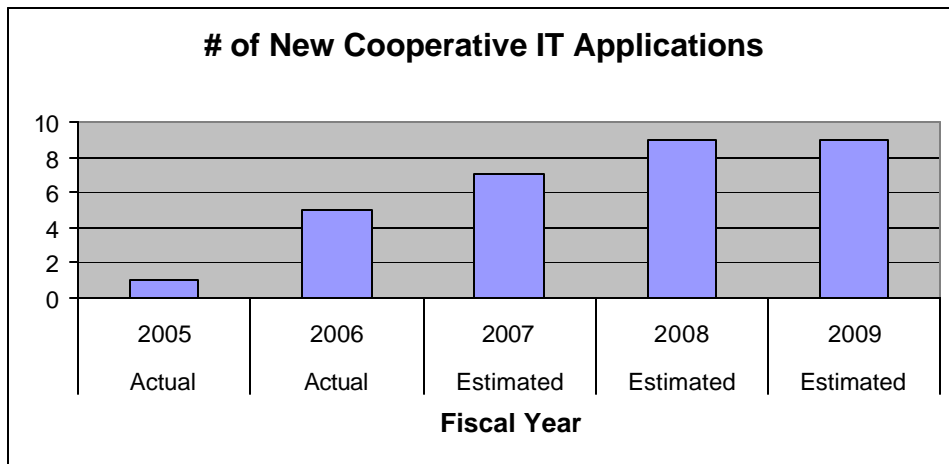
Additionally, we will develop templates for all the phases of contract management (RFP, Evaluation, Contract Negotiation, and Contract Performance). We will provide training in this area for those agencies that request it. The training course objective will be to improve the quality and consistency of the state IT contracts. Along with training, the OCIO, the AG's Office, and the Project and Contract Review Subcommittee of the Information Technology Coordinating Committee (ITCC) will establish contract templates for agency personnel to use when developing an IT-related contract. This will also improve the review and approval process currently in the OCIO by eliminating the need to return inconsistent contracts. The process of approving contracts starts with the creation of an approval and tracking form, which allows the OCIO to review and comment before any signatures are affixed.

The OCIO is currently conducting a review of third party IT services contractors to determine the types of skills provided to the Executive Branch. When completed, the data from the contractor and employee skills inventories will be used in the planning of current and future IT personnel re-tooling and training. Agency directors have identified workforce issues as a primary concern. Identifying and providing needed training will remain a priority.

Supplemental Budget Implications:

Ongoing training and work with agencies has pointed out the need for increased project management. As a result, the OCIO will submit a supplemental budget request for the initial stages of a Project Management Office (PMO).

Performance Measure #2: Number of New Cooperative IT Applications Implemented



Story behind the Last Year of Performance

Over the last year, a number of cooperative applications and efforts were initiated or continued. The Governor implemented a new Geographical Information Systems (GIS) Coordination Structure through Executive Order 2006-1. The OCIO, in conjunction with the ITCC, obtained funding to support a pilot electronic signatures project. Additionally, the e-mail consolidation project is well underway, led by staff at the Information Technology Division (ITD) of the Department of Administration and Information. The OCIO worked closely with the U.S. Bureau of Land Management, the Department of Environmental Quality, the State Engineer's Office, and the Oil and Gas Conservation Commission on water quality data sharing and a combined business process analysis for electronic permitting of Coal Bed Methane (CBM) wells. The Departments of Family Services and Health have continued their joint efforts for development of an integrated benefit eligibility determination system (IRIS), and continue to share a common program for the electronic delivery of benefits in the Women's, Infant's, and Children's and the Food Stamp programs.

For the last several years, the OCIO has conducted a series of interviews with agency directors to assess business needs and priorities of agencies, as well as perceptions of the value of IT to agency operations. Common themes among the directors have been used to build the IT vision for the Executive Branch and identify statewide IT initiatives to support agency business needs.

The Governor supports the goal of increasing data consolidation and resource sharing in the Executive Branch. Both the Governor and the legislature have supported specific projects to advance data consolidation and resource sharing.

What do you propose to improve performance in the next two years?

Last year, agency heads requested the OCIO to submit a plan for enhancing citizen focused services and improving the efficiency of IT services statewide. Under that plan, a number of specific initiatives were suggested, as follows:

- A service-oriented web site;
- Expansion of common services in the E-Portal;
- Project Management Office;
- E-mail system consolidation;
- IT Security;
- Enterprise software licensing;
- Records and document management;
- Server and server facilities consolidation.

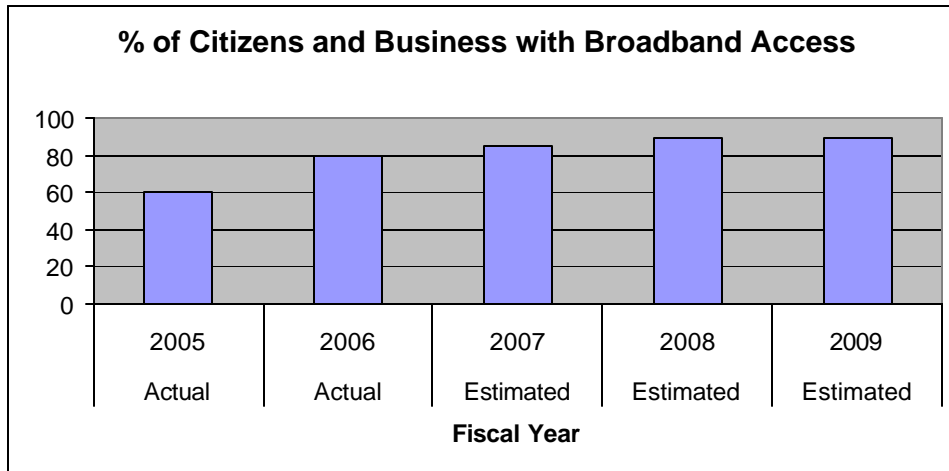
A number of those projects are currently underway or will begin in FY 07, including electronic signatures under the E-Portal services, an initial Project Management Office (PMO), IT security architecture, enterprise software licensing, and consolidation of E-mail. Many of the transactions individuals and business conduct with the state require an electronic signature. As agencies move to implement electronic means of doing business with constituents, the need for electronic signatures becomes critical. A single solution for the Executive Branch could be more economical than having each agency develop its own electronic signature capability.

To continue the work begun in the GIS coordination, the OCIO has committed the equivalent of a half-time position to support the new structure in FY 07. Additionally, a federal grant of \$50,000 was obtained to help support planning and implementation of GIS coordination in Wyoming. The OCIO will also submit a budget request to the legislature to support a statewide GIS coordination position.

Supplemental Budget Implications:

With his issuance of Executive Order 2006-1, the Governor authorized interim steps to implement the new statewide GIS coordination structure. The OCIO intends to submit a supplemental budget request for additional staff and funding to complete the plan for statewide GIS coordination.

Performance Measure #3: Percentage of Rural Wyoming Citizens and Businesses with Access to Broadband Communications



Story behind the last year of performance

Wyoming's ability to participate in the global economy depends on access to advanced technology. Broadband infrastructure – which delivers such services as high-speed Internet access and video conferencing – is an essential component of economic prosperity. Our ability to compete in the new century depends in large measure on the development of our telecommunications infrastructure. Economic, social, and educational problems will result if areas lacking adequate broadband access are “left out” of the communications revolution.

In its 2004 session the legislature approved funding to the Wyoming Telecommunications Council (WTC) for a broadband study to identify rural areas where broadband coverage is lacking, and develop models that address coverage costs to various locations. The inventory of telecommunication resources coupled with the coverage gap area identification promotes conversations and solutions between communities and service providers.

What do you propose to improve performance in the next two years?

The Council, through the OCIO, will support the continued operation and maintenance of the cost model which helps identify the lowest cost technology that might serve those areas where broadband coverage is lacking, reviewing costs for traditional fiber/copper service from telecommunications companies, fiber/coax from the cable providers, fixed wireless solutions, and satellite service.

The Council believes these tools will be effective in its continuing work, but also of significant value to statewide and local economic development activities.

The Council also believes implementation of the broadband study recommendations can engage the appropriate parties to determine how to expand broadband services and encourage economic growth. The Council and the OCIO will lead efforts to implement the recommendations and improve broadband access in Wyoming.

Current research on policies in other states that are also trying to foster universal broadband access suggests that measure to make access to public rights of way more available to broadband providers does extend broadband access and is an effective policy. The Council will consult with local leaders to identify these non-market barriers to increasing broadband access. Once identified, a contractor would be used to survey and gather data on the potential barriers, understand how state and local requirements impact entry into the broadband market, conduct facilitated workshops to develop solutions, and recommend proposals to address any needed statutory changes.

Supplemental Budget Implications:

None anticipated at this time.