



Mississippi Department of
Information Technology Services

2016 ANNUAL REPORT



Technology for Tomorrow, Delivered Today



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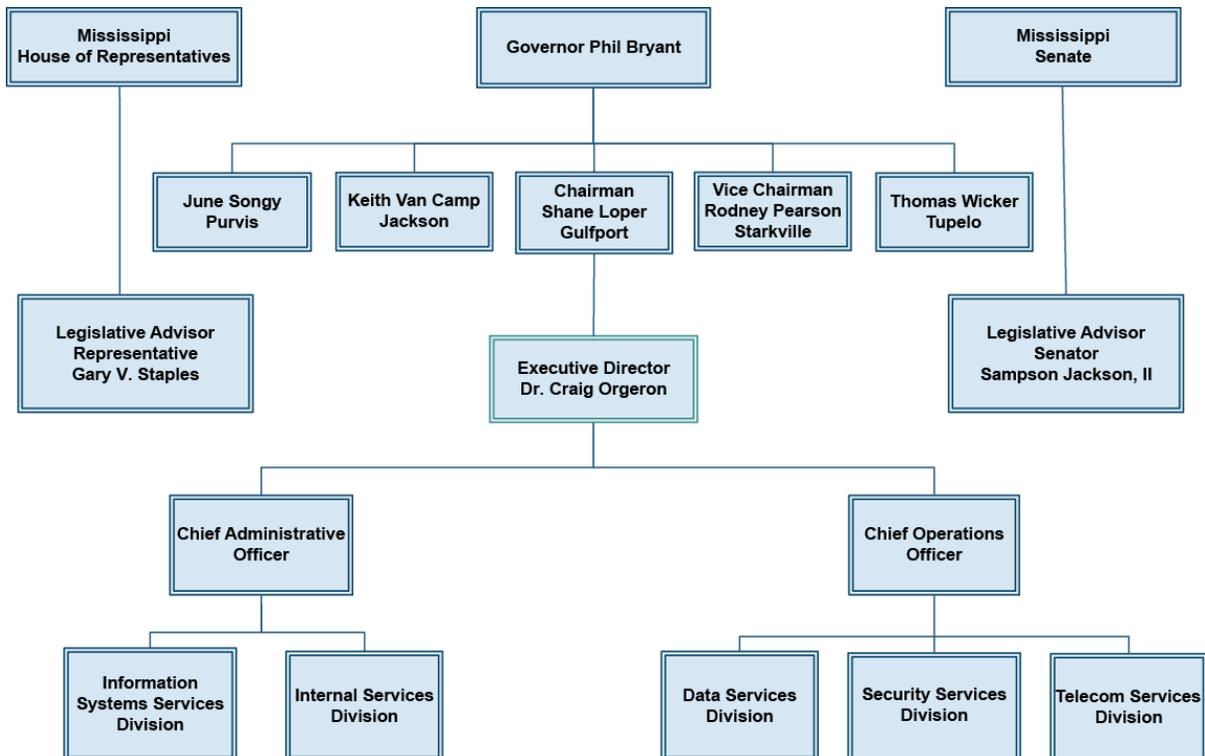
Introduction

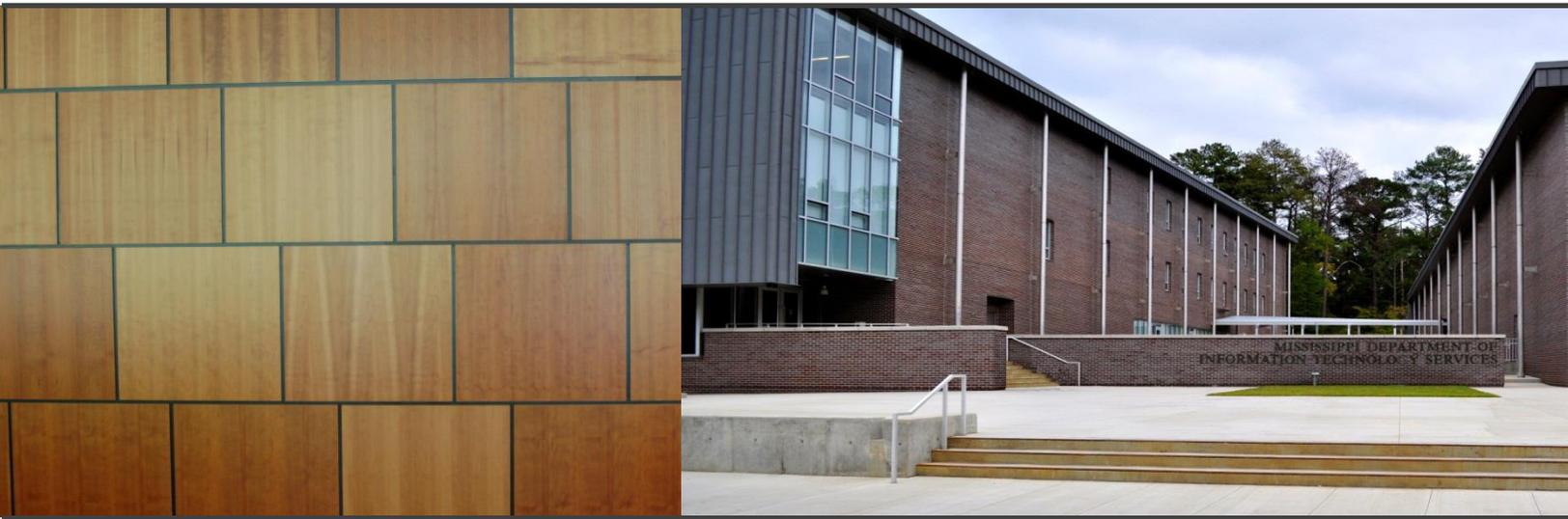
The Mississippi Department of Information Technology Services (ITS) is responsible for the establishment of information technology (IT) policy and planning, for IT procurement and contracts, and for providing the computing and telecommunications infrastructure for all information systems technologies within state government. For FY 2016, ITS operated as a cost-recovery agency and was funded by charging customer agencies, institutions, and governing authorities for IT services. These charges were established through an annual federal cost allocation plan.

ITS is composed of four customer facing service areas, an internal services division, and a governing board. The ITS Board is made up of two distinct components. First, there are five lay members who are appointed by the Governor and confirmed by the Senate to serve five-year, staggered terms. Second, there are two non-voting legislative advisors representing each house who are appointed by the Lieutenant Governor and the Speaker of the House.

This report reflects the continuing evolution of the ITS mission and the activities conducted by this organization for the Fiscal Year 2016 (July 2015 - June 2016).

Organizational Chart





ITS Vision

Technology for Tomorrow, Delivered Today

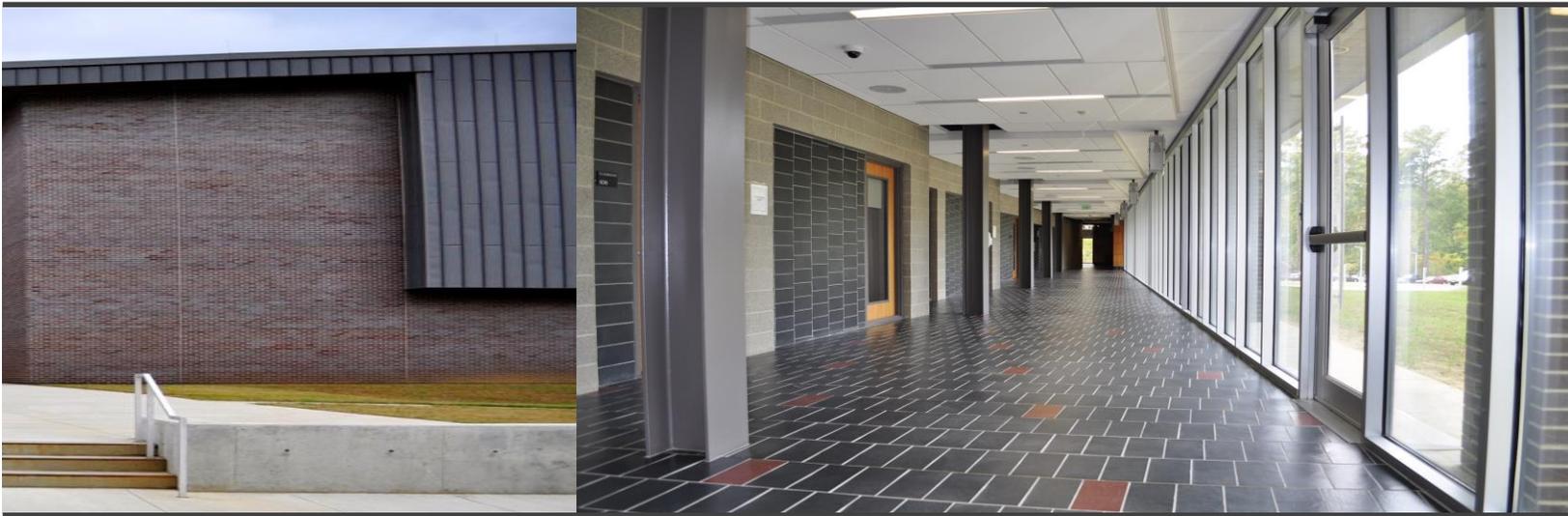
ITS Mission Statement

The mission of the Department of Information Technology Services (ITS) is to provide trusted information technology and telecommunications leadership and services that offer proven, cost-effective solutions to all stakeholders in Mississippi government.

ITS Core Values

FOCUSED LEADERSHIP

- ❖ We are unified in our purpose and vision for success: to collaborate with our partner-agencies to use information technology to achieve their business goals.
- ❖ Our goals and objectives are clearly defined organizationally and in concert with those of our partner-agencies. Moreover, our roles and responsibilities are clearly defined whether within and between work teams or with partner agencies.
- ❖ We select relevant metrics to monitor progress and ensure accountability. We communicate clearly and often with our partner agencies, all other stakeholders, and internally.
- ❖ We are disciplined, consistent, and progressive in maximizing and optimizing IT solutions that we provide or facilitate.
- ❖ We work with state agencies and institutions to explore emerging technologies and to set policies, standards, and guidelines.



VALUED RELATIONSHIPS

- ❖ We earn the confidence and trust of employees, customers, and government officials through the competent and timely delivery of IT services and solutions.
- ❖ We demonstrate respect for customers and each other through active listening and attentive follow-through.
- ❖ We communicate effectively on both an executive and technical level, to identify potential opportunities for information technology in the state.
- ❖ We collaborate as partners with customers, vendors, and each other to promote an environment that leads to continuous improvement of government services.
- ❖ We communicate decisions clearly and promptly, providing a rationale that reflects both the customer's business need and that of the state to ensure a robust and reliable IT infrastructure.

TECHNICAL EXCELLENCE

- ❖ We provide superior enterprise IT solutions to effectively support the state's business functions.
- ❖ We carefully evaluate, test, and implement cost-effective, state of the art solutions that meet or exceed our customers' expectations.
- ❖ We recruit and develop skilled technical professionals who work comfortably with our customers and across disciplines with their peers.
- ❖ We provide opportunities for continuous learning to our employees and support them in applying the knowledge gained.
- ❖ We create opportunities with customers and vendors to advance learning, improve performance, and promote collaboration in delivering IT to state government.

Strategic Master Plan Activities



Each year, ITS publishes the *State of Mississippi Strategic Master Plan for Information Technology* and the *State of Mississippi Technology Infrastructure and Architecture Plan*. Both documents are used by various state entities to assist in planning future technology endeavors. The *Master Plan* outlines technology initiatives and the three-year direction for the state, while the *Infrastructure and Architecture Plan*, outlines similar initiatives in a two-year timeframe from an enterprise technology asset perspective. These publications may be viewed online at (www.its.ms.gov/publications). The following FY 2016 divisional accomplishments, in combination with the *Master Plan* and the *Infrastructure and Architecture Plan*, empower ITS to better serve state agencies, institutions, and governing authorities.

Data Services

- Completed a proof of concept for vCloudAir Disaster Recovery as a Service (DRaaS).
- Completed a proof of concept for Dell Cloud Manager.
- Installed Dell Open Manage Essentials.
- Completed Active Directory upgrade.
- Completed a proof of concept for Dell PCIe-Flash.
- Completed a proof of concept for EMC's Reflexion hyper-converged infrastructure.
- Completed a proof of concept for AT&T log management.
- Completed the Cybersecurity Review.
- Installed VMware vRealize Operations Manager.
- Completed the Department of Revenue yearly tape process.
- Completed a proof of concept for Veeam One.
- Installed Veeam One.
- Upgraded Veeam to version 9.
- Installed LTO tape system.

- Created five new ITS policies – Data Breach, Encryption, HIPAA, Physical Access Review, and Server Virtualization.
- Completed 52 agency visits / planning sessions.
- Completed business continuity and resiliency services drill.
- Hosted weekly customer change management calls.
- Conducted customer service surveys and provided customer information packets.
- Coordinated project management activities with customers utilizing services of the State Data Centers.
- Conducted upgrades to all 60 of the Mississippi Accountability System for Government Information and Collaboration (MAGIC) DB2 to v11.
- Implemented SQL Server 2014 for selected applications.
- Decommissioned SQL Server versions older than SQL Server 2008 from the production environment.
- Migrated Teamsite and Worksite management from enterprise shared environment to agency production infrastructure.
- Installed first floor row 5 racks and second floor row 3 racks in the Primary Data Center.
- Rewired fire electrical system in the Co-Processing Data Center.
- Installed fuel polisher in the Primary Data Center.
- Completed necessary concrete rework and replacement at the Primary Data Center.
- Completed Building C power rewire Center for Metasys Building Automation System (BAS) and network switch in the Primary Data Center.
- Completed boiler maintenance, curtain wall lighting repairs, north campus steps to ring road, fuel probe, and annunciator.
- Coordinated with Mississippi Emergency Management Agency (MEMA) for the move of IT equipment into the Primary Data Center.
- Coordinated with the Office of the State Auditor for the move of IT equipment into the Primary Data Center.
- Upgraded Mississippi Department of Human Services (MDHS) logical partition (LPAR) to z/OS v1.13.
- Upgraded IBM virtual tape systems TS7740 & TS7720.
- Completed a disk study to replace legacy disk arrays.
- Completed a backup study for Mississippi Electronic Court's (MEC) Informix Database.
- Moved MEC's test server to a non-production logical partition LPAR.
- Completed contract revisions for the MAGIC Business Recovery Services.
- Converted the CA-Stack to IBM Stack.

- Completed the tape backup process for the Mississippi Department of Employment Security (MDES) mainframe.
- Completed the CA-7 upgrade on CPU1 LPAR.
- Completed the CPU1 LPAR operating system upgrade to z/OS v1.13.
- Completed the z/VM upgrade for the MEC & MAGIC LPARs from RSU 1401 to 1501.
- Completed the CA-TLMS conversion to RMM installed a new version of XPAF in Production on CPU1/CPU2 LPARs.
- Installed encryption TS7740 & TS7720 at the Primary Data Center and TS7720 at the Co-Processing Data Center.
- Completed upgrade for MAGIC MGV8, MGV4, MGV3 LPARs to z/VM RSU 1601.

Information Systems Services

- Provided the state with technology consultants possessing technical and project management skills to assist agencies and institutions in information technology projects.
- Filled key roles in multiple innovative and mission critical technology projects for state government. Examples include:
 - ◆ partnered with the Mississippi Department of Finance and Administration (DFA) to implement the next generation of eGovernment services;
 - ◆ maintained a procurement vehicle for temporary technology consulting services available for use by state agencies, public universities, and other governmental entities;
 - ◆ procured business continuity/disaster recovery services for availability to support mission critical systems in the event the State Data Centers were ever compromised; and
 - ◆ procured technology support for cabling, telecommunications, and computer equipment for over 50 construction projects under the coordination of the DFA's Bureau of Building Grounds and Real Property Management.
- Developed web enabled applications utilizing Microsoft.NET. Examples include: Mississippi Department of Human Services – Child Care Services Online Initial Application, Child Care Provider Online Renewal, Child Care Online Redetermination Application and Child Care Online Change In Provider Application; The Mississippi State Board of Public Accountancy – Online CPA Firm Renewal, Online Firm Reinstatement Application, Online Retired CPA Renewal, and Online CPA Firm Amendment.
- Supported web enabled and client applications in two primary environments: Microsoft.NET and JAVA. Examples include: Mississippi Board of Public Accountancy – Online and Backend Licensing Applications; Mississippi Real

Estate Appraisal Board - Online and Backend Licensing Applications; Mississippi Department of Agriculture and Commerce - Market Bulletin, Pesticide Permitting and Seeds Registration Online Applications; Mississippi Department of Banking & Consumer Finance - Banking & Credit Union Compliance Application, National Mortgage Licensing Application, and Consumer Licensing Application; Mississippi Board of Dental Examiners – Online and Backend Licensing Applications; Mississippi Board of Engineers and Surveyors - Online and Backend Licensing Applications; Mississippi Ethics Commission – Online Statement of Economic Interest; Mississippi Department of Education - Vocational Education and Workforce Application; Mississippi Home Inspector Board - Backend Licensing Application; Mississippi State Department of Health – Online Professional License Renewals; Mississippi Department of Human Services - Child Care Payment System; Mississippi Institutions of Higher Learning – Online Student Financial Aid Application; Mississippi Board of Massage Therapy - Online and Backend Licensing Application, Student Inquiry Application and Subscription Service; Mississippi Department of Public Safety - Driver's License Renewals, E-Citation, Kiosk Web Services, and Driver's License Verification Web Service; Mississippi Board of Social Workers and Marriage & Family Therapists – Online and Backend Licensing Application; Mississippi Real Estate Commission - Backend Licensing Application; and Mississippi Department of Wildlife, Fisheries, and Parks – Online Hunting & Fishing Application and Boating Registration.

- Developed, redesigned and/or supported the following websites: Mississippi Board of Licensed Professional Counselors; Mississippi Board of Tax Appeals; Mississippi Auctioneer Commission; Mississippi Real Estate Appraisal Board; Mississippi Real Estate Commission; Mississippi Home Inspector Board; Mississippi Board of Engineers and Surveyors; Mississippi Board of Chiropractic Examiners; Mississippi Board of Dental Examiners; Mississippi Ethics Commission; First Circuit Court of Mississippi; Mississippi Commission on Judicial Performance; Mississippi Joint Legislative Committee on Reapportionment; Mississippi Board of Massage Therapy; Mississippi Board of Medical Licensure; Mississippi Department of Public Safety - Homeland Security; Mississippi Board of Pharmacy; Mississippi Board of Psychology; Mississippi Board of Optometry; Mississippi Board of Social Workers and Marriage & Family Therapists; Mississippi Veterans' Affairs Board; and Mississippi Veterans' Home Purchase Board.
- Provided primary Local Area Network (LAN) and desktop support for ITS employees.
- Managed the Statewide Cellular Master Agreement for purchase of cellular devices and services by state agencies, public universities, and local governmental entities.
- Staffed the ISS Procurement Help Desk during business hours to respond to customer and vendor questions on the procurement process.
- Produced multi-use procurement instruments for routine technology acquisitions, with associated savings of time and money for both customers and technology vendors:

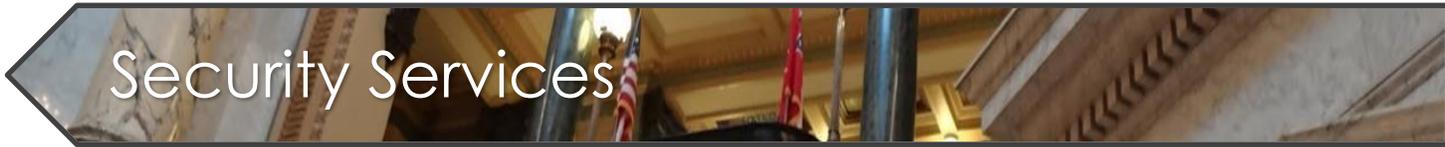
- ◆ Express Products Lists (EPLs) - The EPLs are published awards to multiple vendors compiled from evaluating responses received to Request for Proposals (RFPs). Information Systems Services (ISS) also works with major software companies to negotiate license agreements that provide access to best pricing by leveraging the total purchase volume for the state.

EPLs published in FY 16:

- Hardware
- 2-Way Radios
- Software: Adobe, Attachmate, Citrix, Computer Associates, Corel, EMC, IBM- Lotus Passport, Novell, McAfee, Symantec, Microsoft, and other manufacturer's software licenses, support, and training
- Apple Products
- E-911 PSAP Equipment
- Cabling Materials and Labor
- ESRI
- Intergraph
- MapInfo
- ◆ General RFPs - General RFPs are issued for frequently needed hardware, software, and services that cost more, are more complex, or are more specialized than those on the EPLs. Special RFPs are multi-use RFPs developed for a particular customer base and/or technology.

General RFPs for FY 16:

- Inside-Outside Cabling
- Computer Hardware and Software
- Telephone Equipment and Services
- IT Consulting Services
- Assisted agencies and institutions in technology planning activities.
- Enhanced the IT Planning System and provided training to state agencies.
- Developed and published business cases for information technology projects presented to the ITS Board.



- Maintained the *State of Mississippi Enterprise Security Policy (ESP)*. Continued work to align the ESP with the National Institute of Standards and Technology (NIST) Cybersecurity Framework, the security controls defined in the 800 series of publications by NIST, the recommendations in the National Governor's Association (NGA) Call to Action for Cybersecurity paper, and the

Center for Internet Security (CIS) Critical Security Controls for Effective Cyber Defense.

- Developed a process for documenting agency compliance with the ESP Security Risk Assessment requirement that is used by the ITS Board for review and approval of an IT project presented by agencies at ITS Board Meetings.
- Created a Comprehensive Cybersecurity Risk Assessment Guidelines document to assist agencies with planning internal agency IT security risk assessments.
- Renewed a one-year subscription for a CIS Benchmark Membership that provides all state agencies access to vendor-agnostic, consensus-based best practices to help agencies assess and improve their security posture.
- Maintained a vulnerability management program that includes identifying and remediating security vulnerabilities on all ITS managed IT systems.
- Gathered and disseminated cybersecurity threat and vulnerability information to state agencies and other Mississippi government entities.
- Hosted two Security Council Meetings for staff from all state agencies in order to provide education and awareness, identify cybersecurity-related issues, set future direction for cybersecurity plans and policy, and offer a forum for inter-agency communication regarding cybersecurity.
- Managed and maintained core security operations components including perimeter firewall, State Data Center firewalls, perimeter IPS, State Data Center IPS, VPNs, authentication systems, and security incident and event management system.
- Researched enterprise perimeter defense solutions for enhancing the ability to protect state assets against attacks by detecting and filtering unwanted software, malicious code, and traffic to malicious sites from user-initiated Internet traffic.
- Maintained a security awareness program that included providing cyber awareness resources on the ITS website, coordinated awareness training for ITS staff, provided awareness training opportunities to state agencies, produced awareness training materials for use by agencies, and gave cybersecurity awareness presentations to state agencies, local governments, and educational institutions.
- Acquired a one-year subscription to a cybersecurity awareness and education training solution to be used by state agencies. The solution includes all the training, tools, guidance and support that state agencies need to simply and effectively improve the cybersecurity awareness of their employees.
- Promoted Cybersecurity Awareness Month throughout state government by working with the Governor's Office to sign a proclamation declaring October 2016 as National Cybersecurity Awareness Month, created a webpage on the ITS website containing security awareness information, and distributed cybersecurity-themed information and awareness materials to government and educational entities.

- Co-hosted a Cybersecurity Summit with Mississippi Office of Homeland Security and the Office of the State Auditor with the goal of raising awareness about cybersecurity. State agencies, local governments, and educational institutions were invited to attend.
- Coordinated and promoted a Cybersecurity Poster Contest for K-12 schools in Mississippi. The contest is designed to increase the cybersecurity awareness of children across the state. All public, private, and homeschooled students in Kindergarten - 12th grades in Mississippi were eligible to participate in the contest.
- Promoted the use of the ITS website. The web page includes resources such as monthly cybersecurity newsletters, the State of Mississippi Enterprise Security Plan, the State of Mississippi Enterprise Security Policy, security procurement contracts, security alerts, and links to the latest security-related news. The web page also contains security awareness information, security news articles, and educational opportunities.
- Maintained cybersecurity focused relationships with state and federal entities including Federal Bureau of Investigation, Mississippi Office of Homeland Security, Mississippi Fusion Center, Multi-State Information Sharing and Analysis Center (MS-ISAC), Mississippi Office of the State Auditor, Mississippi National Guard, National Association of Chief Information Officers (NASCIO), and U.S. Department of Homeland Security.
- Researched security incident and event management solutions for real-time analysis of security alerts generated by network hardware and applications.
- Coordinated state government participation in the U.S. Department of Homeland Security's Cyber Storm V cyber exercise. The Cyber Storm exercise provided an opportunity for Mississippi state government to assess and evaluate current processes for responding to a cyber-attack.

Telecommunications Services

Planned and implemented new phone systems with full integration into the state Avaya enterprise phone system at the following agency sites:

- ◆ Department of Human Services (DHS) Prentiss County
- ◆ Department of Public Safety (DPS) Crime Lab
- ◆ Department of Health (DOH) Acute Care
- ◆ DHS Warren County
- ◆ DHS Monroe County
- ◆ DOH Health Lab
- ◆ DHS Simpson County FCS
- ◆ DOH South Jackson WIC
- ◆ DHS Lauderdale County

- Planned and implemented the following co-location projects:
 - ◆ DHS – Planned and implemented a network environment for servers/storage deployment.
 - ◆ Department of Revenue (DOR) – Collaborated with DOR staff to co-locate their agency firewalls to the State Data Centers to allow DOR district offices access to equipment in the State Data Centers and the Internet in the event of a DOR HQ network failure.
 - ◆ Mississippi Emergency Management Agency (MEMA) – Implemented new network connectivity to facilitate a backup storage environment.
 - ◆ Department of Corrections (DOC) – Implemented new network connectivity for installation of new SAN storage in existing environment.
 - ◆ Office of the State Auditor – Implemented new network connectivity to create an environment for the installation of new servers and SAN storage.
- Performed upgrade and hardware refresh of Infoblox suite of products for DNS and DHCP support.
- Implemented nine new phone system cabinets to replace Avaya G350 end-of-life cabinets at agency locations.
- Migrated the state network management suite of products from Software AG Spectrum to SolarWinds.
- Implemented new network connectivity for the monitoring of the new electrical power equipment in the Primary Data Center.
- Designed and implemented a network redundancy solution for DOR Alcoholic Beverage Control (ABC).
- Planned and implemented a Google Cache Node to save dollars by minimizing the need for Internet bandwidth for state agencies, universities, and community colleges.
- Collaborated with Carousel for the implementation of the DHS Central Intake's call recording system.
- Planned and implemented voice and data network connectivity in support of the following agency relocations:
 - ◆ DPS Crime Lab
 - ◆ Mississippi Department of Education (MDE) emergency move to South Pointe
 - ◆ Division of Medicaid (DOM) Philadelphia
 - ◆ Child Protective Services migration from DHS as a separate agency
- Provided day-to-day management of the state's voice and data communications infrastructure to provide agencies in the Capitol Complex and across the state with high quality, reliable communications services.
- Provided local calling access and long distance services to state government and institutions in the Jackson-Metropolitan Area and across the state through PBX/KTS trunking, business lines, and Centrex services.

- Provided technical support and/or project management services for all Mississippi Department of Finance and Administration (DFA)'s Bureau of Building, Grounds and Real Property Management renovation, and new construction projects.
- Developed policies, procedures, and long-range plans to ensure the compatibility of telecommunications systems and services within state government.
- Researched and evaluated convergence (integration of voice and data communication applications) technologies to ensure that the most efficient, technically sound, and economical telecommunications services are offered to the ITS customer base.
- Updated and produced the online *State Government Telephone Directory*, which includes a statewide listing of state employee extensions and state agency information.
- Analyzed telecommunications vendor bills outside of approved state contracts and migrated these services to ITS billing resulting in significant cost savings for the state.
- Continued the migration of the entire state network from BellSouth's legacy NetVPN MPLS network to the new AT&T AVPN MPLS network.
- Evaluated telecommunications services and expenses with local governments against the state contract and made recommendations toward reducing governing authority expenditures and improving service delivery.
- Performed billing reconciliation on invoices from state contract vendors for telecommunications services and saved the state \$1,005,311.
- Installed and supported voice and data cabling systems for state government users in the Capitol Complex and Jackson-Metropolitan area.
- Provided oversight and management of the Mississippi Research Network (MissiON) redundant cores within the State Data Centers.
- Managed the state's dedicated, redundant, and diversely-routed commodity Internet drains for state government and educational use. This included providing Internet connectivity to the MissiON network.
- Maintained contracts for telecommunications services and products to support voice and data communications, access to the statewide backbone, and the Internet.
- Provided dedicated and fully redundant wide area network (WAN) access to statewide data resources running at the State Data Centers to support agency-distributed applications.
- Managed the Capitol Complex campus area network to provide agencies on the network connectivity to the Internet and State Data Centers.
- Continued to implement and support several agency high availability network solutions moving into the State Data Centers.
- Completed RFP 4000 Price Redetermination and lowered cost of telecommunications services for the state.

- Planned and implemented a complete network environment in Boulder, Colorado for the purpose of disaster recovery testing.
- Completed nine cabling projects to provide additional copper and fiber cabling within agency buildings in the Capitol Complex.
- Completed cabling project within the Primary Data Center to support all components of the electrical power upgrade.



Education

The Eastwood Education Center offers an ongoing educational program consisting of instructor-led classes, online training, and customized training designed to enhance and improve the technical and communication skills of personnel within state government. Activities for FY 2016 include:

- Trained 1,071* state employees in various areas of information technology **(includes instructor led training and online training)*.
- Added 23 courses to the Eastwood Education Center's curriculum to keep pace with changing technology including:
 - ◆ Avaya
 - ◆ Cisco
 - ◆ Citrix
 - ◆ Data Center Professional
 - ◆ Dell Storage Center
 - ◆ Fiber Optics
 - ◆ Microsoft Project 2013
 - ◆ Office 2013
 - ◆ Project Management
 - ◆ SharePoint
 - ◆ Windows 10



eGovernment

Mississippi's official website, *ms.gov*, helps the State of Mississippi streamline and enhance the way citizens and businesses access government information. The portal provides a single, common gateway to Mississippi government, improving access to free information, while at the same time, offering value-added services for commercially viable information of interest to the business community. The *ms.gov*

eGovernment portal initiative reflects a vision of a state government that is attentive to the needs of constituents and businesses. The state's official website and eGovernment portal, *ms.gov*, is managed by ITS and is the modern embodiment of everyday government.

Statistics for FY 2016 include:

- The following custom applications, mobile applications, and websites were developed in FY 2016:
 - ◆ On-Line Applications:
 - City of Pearlington – Over-The-Counter Payments
 - Mississippi Department of Agriculture and Commerce (MDAC) – Promoter License Application
 - Mississippi State Board of Architecture (MSBOA) – Architect Exam Registration
 - MSBOA – Architect License
 - MSBOA – Architect License Reinstatement
 - MSBOA – Architect License Renewal
 - MSBOA – Interior Design License
 - MSBOA – Interior Design License Reinstatement
 - MSBOA – Interior Design License Renewal
 - MSBOA – Landscape Architect License
 - MSBOA – Landscape Architect License Reinstatement
 - MSBOA – Landscape Architect License Renewal
 - MSBOA – Roster Purchase
 - Department of Corrections (DOC) – Inmate/Parolee Search Mobile Optimized
 - Department of Health (DOH) – Environmental Health Fees & Fines
 - DOH – Environmental On-The-Go Payments
 - DOH – SNAP/TANF Application
 - DOH – Waste Water Invoice Payments
 - Mississippi Insurance Department (MID) – Elevator Inspection Payments
 - Mississippi State Board of Nursing (MSBN) – Payment Processing Module
 - Secretary of State (SOS) – Charities Online Payment Processing
 - Office of the State Treasurer – Holder ePayments
 - Mississippi Department of Wildlife, Fisheries, and Parks (MDWFP) – Agriculture Museum On-The-Go Payments

- MDWFP – Hunter’s Education Duplicate Card Payment Processing
- Wireless Communications Commission (WCC) – Online Payments Application
- ◆ Website Launches for:
 - City of Pearlinton – website
 - City of Waveland – website redesign
 - Commission on the Status of Women – website
 - MSBOA – website redesign
 - Department of Corrections – website redesign
 - Department of Corrections - Intranet redesign
 - State Board of Optometry – website
 - Department of Revenue – website redesign
 - Secretary of State Mississippi Business One Stop (BOSS) development portal
 - Veteran’s Home Purchase Board – website
 - State of Mississippi - ms.gov 5.0
- The ms.gov eGovernment portal initiative received the following awards in FY 2016:
 - ◆ Best of the Web: 4th Place – ms.gov website
 - ◆ WebAward: Standard of Excellence – ms.gov
 - ◆ Hermes Creative Award, Gold – Mississippi Secretary of State (SOS) Business One Stop Shop (BOSS)
 - ◆ Communicator Award of Excellence: Government Website – ms.gov
 - ◆ Communicator Award of Excellence: Structure and Navigation – ms.gov
 - ◆ Communicator Award of Distinction: Visual Appeal – ms.gov
 - ◆ Communicator Award of Distinction: Home Page Design – ms.gov

Data Services

- Provided computing services to approximately 120 state agencies and multiple private entities that access public records.
- Processed approximately 4,600 batch jobs per day and 2.5 million online transactions per day.
- Hosted approximately 36 websites, 24 Windows root-sites, 916 virtual VMware servers, and 21 eGovernment applications.
- Relayed approximately 125,000 emails per day and filtered 24,000 email accounts for viruses and SPAM.
- Blocked approximately 1 million SPAM emails per day.
- Documented, managed, and resolved 4,382 requests and 2,699 incidents through the 24x7x365 Service Center.

Information Systems Services

- Provided 27,953 hours of technical and project management services for agency projects.
- Provided professional services to supplement agency information technology staff in the following roles:
 - ◆ Project Managers for application and web development projects for customer agencies
 - ◆ Project Managers for technology procurements
 - ◆ Technical Managers/Team Leaders for technology projects
 - ◆ Local Area Network (LAN) management and desktop support for ITS employees
 - ◆ Web-enabled application analysis, design, development, testing, and deployment, including key roles in eGovernment initiatives
- Produced the following competitive procurements:
 - ◆ Developed and advertised 39 RFPs
 - ◆ Developed and sent 35 Letters of Configuration (LOC) to General RFP and EPL vendors for the purchase of technology products and services
 - ◆ Produced 532 procurement approval documents (CP-1s) for the purchase of technology products and services, representing \$212,649,189 of purchase authority
- Published 10 Express Products Lists, with purchases of approximately \$66,600,000.
- Administered the Statewide Cellular Master Agreement for purchases by state agencies, institutions of higher learning, and local government entities.

- Negotiated and executed over 360 technology contracts and contract amendments.
- Approved purchases and awards to over 189 technology vendors.
- Collected and collaborated with 52 state agencies and 3 other governmental entities to develop their technology plans.
- Assisted 13 state agencies and other governmental entities with 91 business cases for technology projects presented to the ITS Board.

Security Services

- Published 12 monthly cybersecurity newsletters.
- Facilitated and coordinated two Security Council Meetings with an average of 29 agencies represented.
- Distributed 195 security advisories, 541 cybersecurity news articles, and 1,599 cybersecurity incident notifications.
- Processed 263 firewall, 3 intrusion prevention system (IPS), and 225 VPN requests.
- Processed 22 firewall, 43 VPN, and 37 IPS incidents.
- Supported 583 remote access VPN tunnels and 95 site-to-site VPN tunnels.
- Prevented over 9 billion network packets from entering the Enterprise State Network based on firewall policies and rules.
- Dropped over 200,000 malicious connections on the Enterprise State Network by the botnet filter.
- Prevented over 7 million intrusions to and from the Enterprise State Network based on IPS policies, rules, and signatures.
- Dropped over 15 million malicious connections on the Enterprise State Network by the IPS security intelligence feed.
- Prevented over 190,000 malicious files to and from the Enterprise State Network by the advanced malware protection service.
- Prevented over 40 million intrusions to and from the State Data Centers based on IPS policies, rules, and signatures.
- Coordinated a comprehensive cybersecurity assessment for ITS managed systems.
- Performed weekly vulnerability scans on all ITS-managed systems.

Telecommunications Services

- Supported 25,250 telephone lines statewide.
- Processed 17,212,889 minutes of long distance usage.
- Supported 391 toll free numbers totaling 14,588,063 minutes of usage.
- Supported 6,478 voicemail boxes for customers in the Capitol Complex.

- Processed 4,211 work orders containing 31,558 unique work order items.
- Maintained an industry standard P.01 grade of service or one call block for every 100 call attempts for each telephone switch and centrex facility managed by ITS.
- Supported 2,759 state agency and local government data network sites.
- Supported the Avaya phone system in the state buildings within the Capitol Complex, as well as 99 agency sites around the state.
- Supported 400 audio/web conference accounts for use within the Capitol Complex and around the state with 45,612 audio/web conference calls and 1,639,038 audio/web conferencing minutes of usage.
- Supported 800 Gbps of fully redundant MPLS bandwidth for wide area network (WAN) traffic for agencies located around the state.
- Supported 1,288 10 Gbps Ethernet ports, 414 1 Gbps Ethernet ports, 1,488 10/100 Mbps Ethernet ports, 216 10/100/1000 Mbps Ethernet ports in the State Data Centers.
- Supported 404 10 Gbps Ethernet ports, 548 1 Gbps Ethernet ports and 2,424 10/100 Mbps Ethernet ports in the Capitol Complex network.
- Provided average network device uptime of: 586 days for Capitol Complex, 424 for data center and 472 days for overall.
- Provided telecommunications system availability of 99.99%.
- Provided 99.99% availability of 40 Gbps backbone bandwidth for the State Data Center network.
- Provided 99.99% availability of 20 Gbps backbone bandwidth per agency with average latency of <2ms for the Capitol Complex network.
- Provided 99.99% availability with average latency of 37ms for the wide area network.
- Provided 99.99% availability of 18 Gbps for Internet connectivity.
- Performed 175 locates/markings for our underground cabling infrastructure in the Capitol Complex.
- Completed 10 cabling projects (including copper and fiber) at agency sites in the Capitol Complex.
- Completed a large cabling project in the Primary Data Center to support the new electrical power infrastructure.
- Performed 390 cable/telephone troubleshoots at agency sites around the Capitol Complex.
- Performed 3,239 new telephone installs, moves, upgrade/downgrades, and cabling drops for voice communication in the Capitol Complex.

Education

- Offered 156 instructor-led classes to 741 students.
- Trained students representing 52 state agencies, 5 universities, 3 community colleges, and 4 governing authorities.
- Provided online training to 330 students.

eGovernment

- Processed electronic payments for 46 Mississippi government entities using the state's Enterprise Payment Portal delivering 144 services.
- Launched 35 digital government services.
- Interacted with citizens via social media over 447,000 times.
- Enhanced the protection of citizen and government data. The state's eGovernment partner, MSI received a certificate of compliance from Verizon's Security Management Program which addresses threats across six categories of risk, including:
 - ◆ Electronic threats and vulnerabilities
 - ◆ Malicious code
 - ◆ Privacy issues
 - ◆ Human factors
 - ◆ Physical environment, and
 - ◆ Downtime issues
- Enhanced the protection to citizen's personal information with powerful privacy and security safeguards during online transactions through the following technologies:
 - ◆ Disaster recovery procedures
 - ◆ Uninterrupted power supply
 - ◆ Multi-tiered environments
 - ◆ Intrusion detection hardware
 - ◆ Secure Socket Layer (SSL) 256-bit encryption
 - ◆ Application firewalls and traffic monitoring
 - ◆ CyberTrust certified
 - ◆ Annual audits for compliance with Verizon
 - ◆ PCI DSS certification downtime issues
- Mobile usage for ms.gov sites increased during FY 16 with downloads of over 49,900. More than 30% of the visitors to the ms.gov website visited via a mobile device.
- In FY 16 ms.gov processed almost \$55,000 in 800 transactions for four local government entities.
- The latest iteration of ms.gov featured Amazon Alexa integration. Amazon Echo users and myMS subscribers can take advantage of the voice command technology to connect, hands free, with Mississippi government. Alexa users have asked over 1,000 questions to Ask Mississippi.

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

ITS is committed to both our employees and our partner agencies to provide continuing education to our staff. This commitment is pertinent to both the managerial requirements and the technical aspects of the responsibilities of ITS. ITS is a strong supporter and participant in the state's Certified Public Manager (CPM) program in order to provide and encourage continued managerial development of staff members who are in supervisory or managerial roles.

Participants and graduates of the CPM Program are encouraged to join the MSCPM, which is the state society arm of the AACPM. ITS has a strong representation in the MSCPM and utilizes the society's programs to provide additional continuing managerial education.

The AACPM is a national organization that holds an annual conference for additional training and educational programs as well as providing opportunities to share governmental experiences with members from other states.

American Society for Public Administration (ASPA)

The ASPA is the largest and most prominent professional association for public administration. It is dedicated to advancing the art, science, teaching, and practice of public and non-profit administration. ASPA's four core values are Accountability and Performance, Professionalism, Ethics, and Social Equity. Membership is open to anyone working in, studying, researching, or interested in public service. ASPA also promotes the value of joining and elevating the public service profession, builds bridges among all who pursue public purposes at home and internationally, provides networking and a professional development opportunity to those committed to public service values, and achieves innovative solutions to the challenges of governance.

Association of Information Technology Professionals (AITP)

The Jackson AITP Chapter, active since the 1950's, consists of over fifty members with varied backgrounds, from college professors to attorneys. The purpose of the Jackson chapter is to contribute to the professional benefit of the members and their employers and to benefit the information technology industry, both business and educational, in our local community. The Jackson AITP Chapter has been awarded the Chapter Outstanding Performance Award (COPA) many times and has claimed

the Most Outstanding Chapter Award in Region 3. Dr. Craig Orgeron, ITS Executive Director, has been honored as the recipient of the AITP Mississippian of the Year Award. Dr. Orgeron serves as a member of the Advisory Governing Board.

Building Industry Consulting Services International (BICSI)

BICSI is a professional association supporting the information transport systems industry with information, education, and knowledge assessment for individuals and companies. BICSI serves more than 24,000 information transport systems professionals, including designers, installers, and technicians. These individuals provide the fundamental infrastructure for telecommunications, audio/video, life safety, and automation systems. Through courses, conferences, publications, and professional registration programs, BICSI staff and volunteers assist information transport systems professionals in delivering critical products and services, as well as offering opportunities for continual improvement and enhanced professional stature.

Connect Mississippi

Innovation through broadband is changing the landscape of our culture, improving our lives and our livelihoods from global impacts to our own backyards. Connect Mississippi is committed to fostering broadband adoption and promoting innovative broadband solutions across Mississippi. In 2010, Mississippi was awarded a State Broadband Initiative grant through the National Telecommunications and Information Administration (NITA), which was used to fund the Mississippi Broadband Connect Coalition. This study group developed a report entitled, *Mapping Mississippi's Digital Future*, outlining recommendations to increase digital literacy through broadband adoption and access strategies. Among the earliest and most impactful successes was the creation of the Mississippi Telehealth Association. Mississippi is nationally recognized as the leader in telehealth advances and is one of only seven states to receive an "A" grade from the American Telemedicine Association. Now, Connect Mississippi continues to orchestrate policy forums and adoption strategies to bolster our state's economic growth through broadband innovation. Dr. Craig Orgeron, ITS Executive Director, was appointed by Governor Phil Bryant to serve as an Advisory Board Member.

EDNET Board

The Mississippi EDNET Board coordinates the use of 20 Instructional Television Fixed Service (ITFS) broadcast channels licensed to the Mississippi Community College Board, the Board of Trustees of the Institutions of Higher Learning, Mississippi Public Broadcasting, the Mississippi State Board of Education, and EDNET. EDNET's mission is to provide education and training to all Mississippians through the use of innovative digital wireless technology. Dr. Craig Orgeron, ITS Executive Director, serves as a member of the EDNET Board representing ITS.

eGovernment Oversight Committee (EOC)

The EOC oversees the implementation of eGovernment and related technology initiatives. The committee is responsible for: 1) prioritizing and making recommendations for all electronic government services, in order to cut across state and local governmental organizational structures; 2) addressing policy issues such as privacy, security, costs, and accessibility; 3) reviewing ongoing fiscal and operational management and support of Mississippi's eGovernment portal; 4) providing a mechanism for gathering input from citizens, businesses and government entities; 5) encouraging self-service models for citizens through state websites and other electronic services; and 6) promoting economic development and efficient delivery of government services by encouraging governmental and private sector entities to conduct their business and transactions using electronic media. The ITS staff provides administrative support for the committee. Dr. Craig Orgeron, ITS Executive Director, currently serves the Chairman.

Gartner Group Services

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

Information Security Council

To advance enterprise security, ITS established the Information Security Council, an advisory body to help plan, develop, and implement enterprise security objectives. Information Security Officers (ISOs) from each state agency are members of the Information Security Council and ITS encourages participation from each agency ISO. ITS holds regular council meetings to provide education and awareness, identify cybersecurity-related issues, set future direction for cybersecurity plans and policy, and provide a forum for inter-agency communications regarding cybersecurity.

Joint Legislative Task Forces

The ITS staff and Executive Director are frequently asked to participate in legislative task forces that involve the use of technology across the state in either the public or private sector. When serving in these task forces, ITS officials provide guidance and advice to the legislature regarding technology. Dr. Craig Orgeron, ITS Executive Director, is currently serving as a member of the Fantasy Contest Task Force, as directed by

the Mississippi Legislature via Senate Bill 2541, 2016 Regular Session and the Mandatory Statewide Offense-Reporting System Task Force, as directed by the Mississippi Legislature via Senate Bill 2777, 2016 Regular Session.

Mississippi Association of Governmental Purchasing and Property Agents (MAGPPA)

The Mississippi Association of Governmental Purchasing and Property Agents brings together governmental purchasing, property, and materials management experts to improve the efficiency and effectiveness of government through education and knowledge transfer. MAGPPA is part of the national purchasing association, the National Institute of Governmental Purchasing, Inc. (NIGP). ITS employees are involved in the local and national organization by previously or currently serving as officers and committee chairs.

Mississippi Association of Personnel Administrators (MAPA)

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

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

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

Mississippi Health Information Network (MS-HIN)

MS-HIN is a secure electronic exchange of patient information which allows healthcare providers a quick, secure, reliable access to patient health records. The MS-HIN provides a patient's complete medical history at the point of care fostering

better quality care in a more efficient manner. The MS-HIN has the mission of providing a sustainable, trusted exchange of health information to improve the quality, safety, and efficiency of healthcare for all Mississippians. With the patient's consent, MS-HIN makes all relevant information

securely available to providers treating a patient. In this way, informed decisions can be made about the patient's care. MS-HIN serves as Mississippi's centralized repository of healthcare information, collecting data from partners and making that data securely available to clinicians providing treatment or coordinating care with their patients.

MS-HIN collects data from data sharing partners (e.g., Mississippi hospitals, commercial laboratories, and healthcare providers' EHRs, etc.), and makes the data securely available to clinicians who are providing treatment or coordinating care for their patients. MS-HIN also offers secure email, electronic referrals, alert notifications and medication history lookup services to Mississippi providers. In addition, MS-HIN is helping providers meet federally required health information technology standards surrounding Meaningful Use (MU). The Centers for Medicare and Medicaid Services require providers to meet technology standards which incorporate implementing electronic health records and sharing clinical data. MS-HIN has assisted 2118 providers in receiving \$159 million in MU incentive funds.

MS-HIN has aggressively added hospitals to the network. MS-HIN has 38 hospitals sending data and soon will be adding another 16 hospitals. By the end of 2016, the goal is to have roughly 70% of the hospitals in MS contributing data, allowing providers to share data for over 1.5 million patients. These hospital connections are generating more than 7 million transactions a month. MS-HIN offers a Community Health Record (CHR) system that consolidates each patient's information into a single 'chart' for their provider. Dr. Craig Orgeron, ITS Executive Director, serves as the Vice-Chairman for the MS-HIN Board.

Mississippi Management and Reporting System Steering Committee (MMRS)

MMRS was established for the purpose of creating and maintaining a central repository of current, accurate, and relevant management information (Section 7-703, Mississippi Code of 1972, Annotated). MMRS is responsible for the development, enhancement, maintenance, and support of several statewide applications that combine to form this central repository of management information. Details on the applications can be found by visiting (www.dfa.ms.gov/mmrs). The Steering Committee for MMRS is composed of the Executive Director of the Department of Finance and Administration, the Executive Director of the State Personnel Board and the Executive Director of the Mississippi Department of Information Technology Services.

Mississippi Telecommunications Management Association (MTMA)

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

Mississippi Telehealth Association (MTHA)

Officially organized in March of 2014, the mission of the MTHA is to provide a statewide forum for the purpose of developing telehealth related policies and programs designed to improve healthcare outcomes for Mississippians. The MTHA has established six core objectives: Provide a forum for business to business development; Improve rural healthcare access to broadband; Market telemedicine to improve adoption rates; Develop coordinated telehealth policy; Support Health IT workforce solutions; and convene stakeholders for grant making opportunities. The MTHA is currently growing its membership of private sector telehealth vendors, telecommunication providers, hospitals, health insurance agencies, and other relevant groups. Through the MTHA, all of the entities involved in delivery and use of telemedicine will be able to work together to increase access to and quality of healthcare in the State of Mississippi, allowing for the state to be a national model of telehealth innovation. Dr. Craig Orgeron, ITS Executive Director, was appointed by the MTHA Board of Directors to serve as an Advisory Council Member.

Mississippi Wireless Communication Commission (WCC)

WCC is a 16-member commission comprised of representatives from state and local governmental entities and is charged with making recommendations and developing strategies for achieving interoperability to ensure effective communications services are available in emergencies. The Mississippi Wireless Information Network (MSWIN) was fully operational statewide in March 2013, providing statewide P-25 700 MHz land mobile radio wireless communications with ninety-seven percent mobile area coverage. Dr. Craig Orgeron, ITS Executive Director, serves as a member of the WCC.

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

The MS-ISAC is a voluntary and collaborative effort based on a strong partnership with the National Cyber Security Division within the U.S. Department of Homeland Security (DHS). MS-ISAC has been designated by DHS as the key resource for

cyber threat prevention, protection, response and recovery for the nation's state, local, territorial, and tribal (SLTT) governments. Through its state-of-the-art 24/7 Security Operations Center, the MS-ISAC serves as a central resource for situational awareness and incident response for SLTT governments. Dr. Craig Orgeron, ITS Executive Director, serves on the Executive Committee of the MS-ISAC.

National Association of State Chief Information Officers (NASCIO)

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

National Association of State Technology Directors (NASTD)

Agency staff actively participates in the NASTD, which consists of telecommunications and technology professionals from all 50 states, the District of Columbia, and the United States territories. Various members of the ITS staff have served in leadership positions in the organization including Southern Regional President, National Executive Board Member, Chair of the Corporate Relations Committee, Coordinator of the eGovernment Special Interest Group, Chair of the E-Rate/Rural Health Committee, and Regional Meeting Host State Coordinator. ITS staff has also participated on several other committees and special interest groups including: The Regulatory Action Committee, Security Special Interest Group, Network Management Special Interest Group, and the IP Telephony Special Interest Group. Agency staff also actively participates in the NASTD listserv by posting requests for information as well as responding to requests for information posted by other members.

Project Management Institute (PMI)

In an effort to ensure that state resources are managed as effectively as possible, several agency staff members carry the credential of Project Management Professional (PMP) ® administered by the Project Management Institute (PMI). PMI is a not-for-profit professional organization for the project management profession with the purpose of advancing project management through the development of standards, research, education, publication, and networking-opportunities in local chapters.

SHARE Inc.

SHARE Inc. (SHARE) is a non-profit, voluntary organization. SHARE's mission is to improve the effectiveness of members' information systems by providing education, promoting mutual support, and by influencing information technology strategies, products, and services. Since their charter in 1955, SHARE has become synonymous with high-quality, user-driven education and resources making enterprise computing specialists more effective professionals. SHARE is comprised of more than 2,000 top enterprise computing organizations including the majority of the FORTUNE 500, many top international corporations, universities and colleges, local through federal government organizations, and industry-leading consultants. As technology evolves, SHARE's objectives and purpose remain: to be an independent, volunteer-run association, providing information technology professionals with user-focused education, professional networking, and a forum for influencing the information technology industry, to enable people in information technology environments to achieve effective business results, and to be an indispensable partner with their members and the community where users and technology meet to shape the future of information technology.

Travel

2016 Board Meeting Travel

<i>Board Member</i>	<i>Per Diem</i>	<i>Travel Expenses</i>
D. Shane Loper	280.00	0.00
Rodney Pearson	400.00	1,360.30
June Songy	560.00	1,605.06
Keith Van Camp	360.00	0.00
Thomas Wicker	560.00	2,555.58
<i>In-State - Board</i>	2,160.00	5,520.94

2016 In-State Travel

<i>Employee</i>	<i>Destination</i>	<i>Travel Expenses</i>
Christopher Nix	Statewide - MS	9,057.39
Paula Conn	Statewide - MS	1,012.74
Gary Rawson	Statewide - MS	2,557.18
Sandy Stacy	Statewide - MS	354.53
Jerry Guillory	Jackson, MS	101.55
Jeff Jennings	Jackson, MS	81.30
Homer Rogers	Jackson, MS	148.17
Gina Sullivan	Statewide – MS	267.63
Justin Webster	Natchez, MS	423.49
Andrew Westerfield	Oxford, MS	135.35
Michelle Smith	Oxford, MS	127.81
Tangela Harrion	Oxford, MS	148.44
Lynn Ainsworth	Oxford, MS	326.18
Dennis Bledsoe	Hattiesburg, MS	110.40
Foster Fowler	Biloxi, MS	93.61
Libby Dugas	Bay St. Louis, MS	121.04
Timika Franklin	Statewide - MS	457.14
Craig Orgeron	Statewide – MS	57.50
Laura Pentecost	Starkville, MS	57.04
Pam Sinclair	Statewide – MS	15.76
<i>In-State Employee Travel</i>		15,635.62

2016 Out-of-State Travel

<i>Employee</i>	<i>Purpose</i>	<i>Travel Expenses</i>
Craig Orgeron	NASCIO State CIO Summit	811.70
Ravaughn Robinson	2015 Gartner Symposium	936.07
Roger Graves	2015 NASTD Annual Conference	1,048.74
Laura Pentecost	2015 NASTD Annual Conference	1,078.26
Gary Rawson	2015 NASTD Annual Conference	1,441.08
Craig Orgeron	2015 NASTD Annual Conference	433.64
Mike Hatch	2015 SHARE Conference	1,785.20
John Schulz	Avaya Comm Mgr Admin Class	1,275.46
Andrew Westerfield	DFA BCRS Drill	1,755.10
Craig Orgeron	FireEye Conference	1,209.76
Roger Graves	FireEye Conference	1,070.74
Jay White	Cybersecurity Forum w/Israel & AS	535.28
Greg Nohra	Cybersecurity Forum w/Israel & AS	601.75
Erin Hamilton	IT/Dev Connections	2,072.95
Caren Brister	DGAA & Best of the Web	848.61
Lawrence McCaleb	DFA BCRS Drill	1,487.52
Alice Claire Scott	DGAA & Best of the Web	850.42
Jeff Jennings	2015 BICSI Fall Conference	2,533.96
Roger Graves	Dell World Executive Summit 2015	1,979.14
Laura Pentecost	Dell World Executive Summit 2015	1,821.20
Gary Rawson	Fall USAC training & SECA meeting	2,221.84
Randal Riddle	DFA BCRS Drill	1,623.29
Craig Orgeron	Dell World Executive Summit 2015	1,319.02
Mike Lang	DFA BCRS Drill	1,827.51
Craig Orgeron	NASCIO Annual Conference	1,121.20
Gary Rawson	USAC Training/Meet with FCC	454.32
Billy Rials	Dell World Executive Summit 2015	1,730.50
Roger Graves	NASCIO Annual Conference	237.84
Craig Orgeron	Public CIO Technology Summit	776.39
Bruce Lightsey	IBM Insight 2015 Conference	1,438.16
Greg Nohra	2015 MS-ISAC Meeting	284.75
Jay White	2015 MS-ISAC Meeting	398.85
Craig Orgeron	2015 Gartner Symposium	1,213.84

2016 Out of State Travel (continued)

<i>Employee</i>	<i>Purpose</i>	<i>Travel Expenses</i>
Roger Graves	NASTD 2016 SO Region Seminar	671.20
Gary LeBlanc	DIVS Org Spring Meeting 2016	532.33
Jamie Manual	DFA BCRS Drill	1,353.90
Brian Norwood	NASTD 2016 SO Region Seminar	721.29
Craig Orgeron	NASCIO Midyear Conf & Exec Comm	32.00
Billy Rials	NASTD 2016 SO Region Seminar	313.95
Lawrence McCaleb	IBM DS8000 Adv Function Seminar	123.35
Edward Moore	IBM DS8000 Adv Function Seminar	175.00
Gary Rawson	NASTD 2016 SO Region Seminar	741.01
Mary Wellman	DFA BCRS Drill	1,411.70
Billy Rials	Gartner Enterprise Arch Summit	1,350.37
Gary Rawson	USAC	1,165.51
Timika Franklin	IAUG 2016 International Conference	634.59
Greg Nohra	Cyber Storm V	177.50
Mike Lang	IBM Technical University	1,112.92
Laura Pentecost	IBM Technical University	1,168.49
Jay White	NASCIO Midyear Conference	1,351.26
Foster Fowler	CISCO Live US 2016	1,310.35
Lisa Kuyrkendall	CISCO Live US 2016	868.88
David Johnson	IT Financial Mngt Assn Conference	692.20
Laura Pentecost	IT Financial Mngt Assn Conference	627.20
Steve Patterson	Microsoft Ignite Conference	610.43
Jeff Jennings	Uptime Accredited Tier Spec Course	1,790.46
Dinah Moss	Software AG TechEd User Conference	515.93
Gary Rawson	NASTD 2016 Midwestern Seminar	1,503.94
Evan Prisock	BGP-Config BGP on CISCO Routers V4.0	1,305.58
Craig Orgeron	Microsoft Meeting	917.71
Mary Wellman	SAP on System z Customer Conference	167.00
Gary Rawson	NASTD Western Region Seminar	1,460.36
Gary Rawson	NASTD Eastern Region Seminar	1,246.65
<i>Out-of-State Employee Travel</i>		66,277.15

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