



**Mississippi Department of
Information Technology Services**



**2015
Annual Report**



Technology for Tomorrow, Delivered Today



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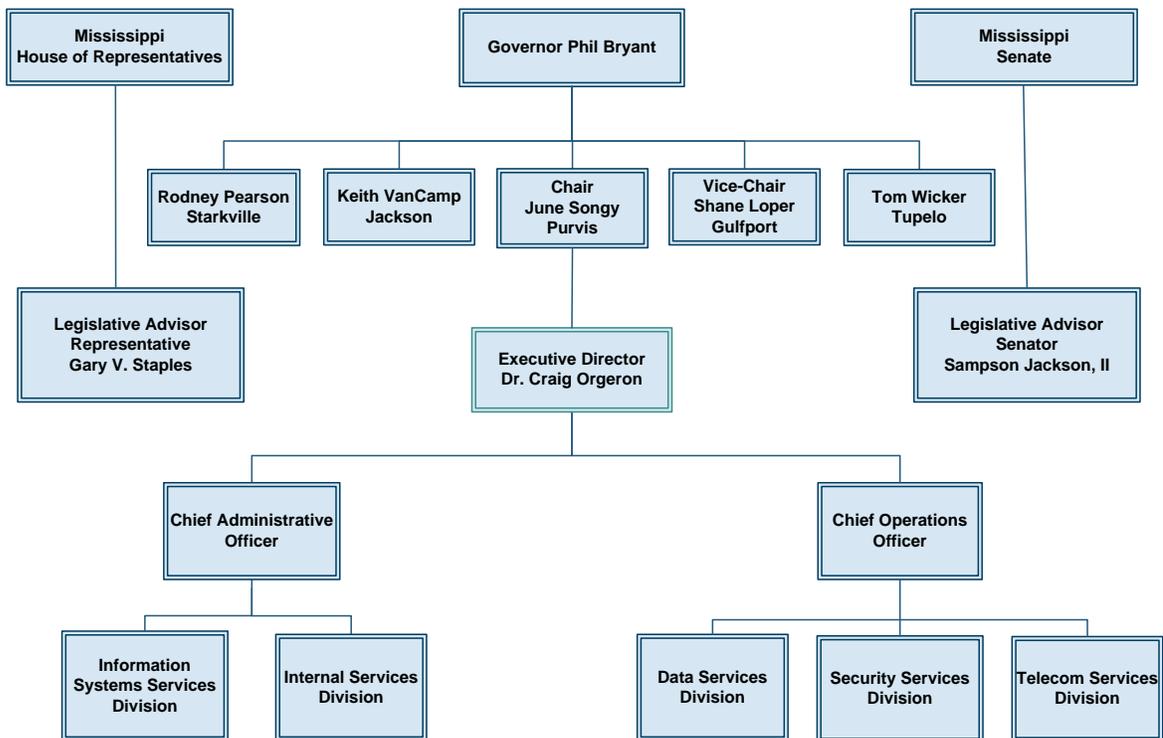
Introduction

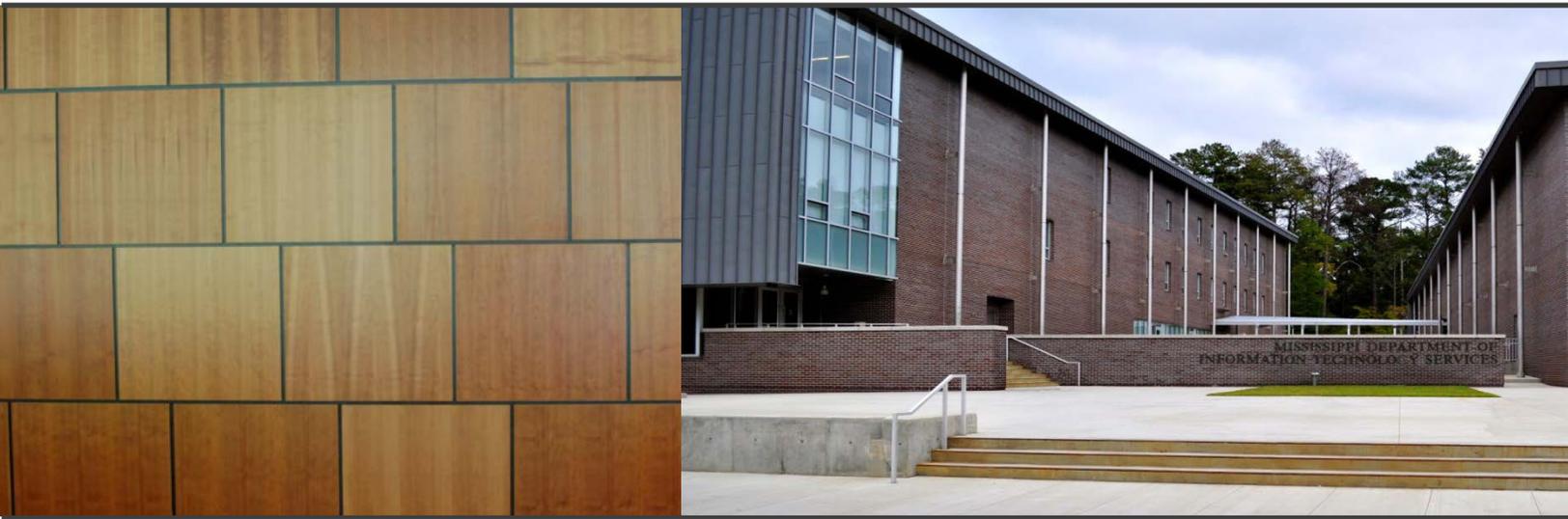
The Mississippi Department of Information Technology Services (ITS) is responsible for the establishment of information technology (IT) policy and planning, for IT procurement and contracts, and for providing the computing and telecommunications infrastructure for all information systems technologies within state government. Charges for related services to various customer agencies, institutions, and governing authorities fund ITS activities. These charges are 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 and 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 2015 (July 2014 - June 2015).

Organizational Chart





ITS Vision

Technology for Tomorrow, Delivered Today

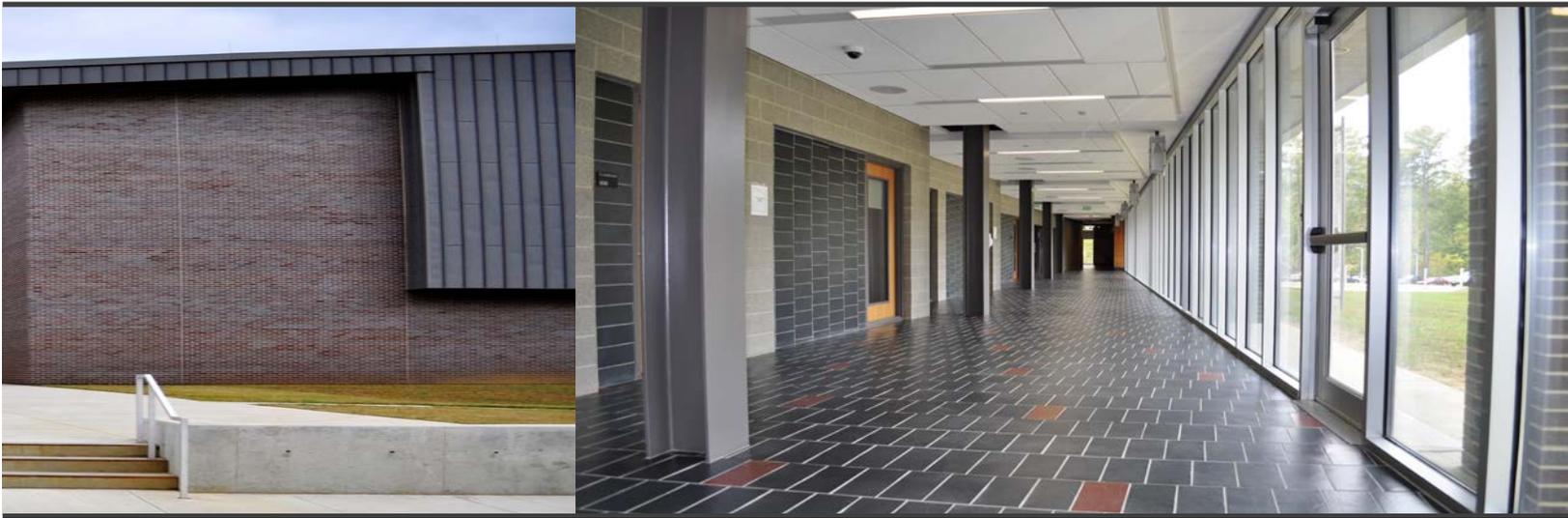
ITS Mission Statement

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

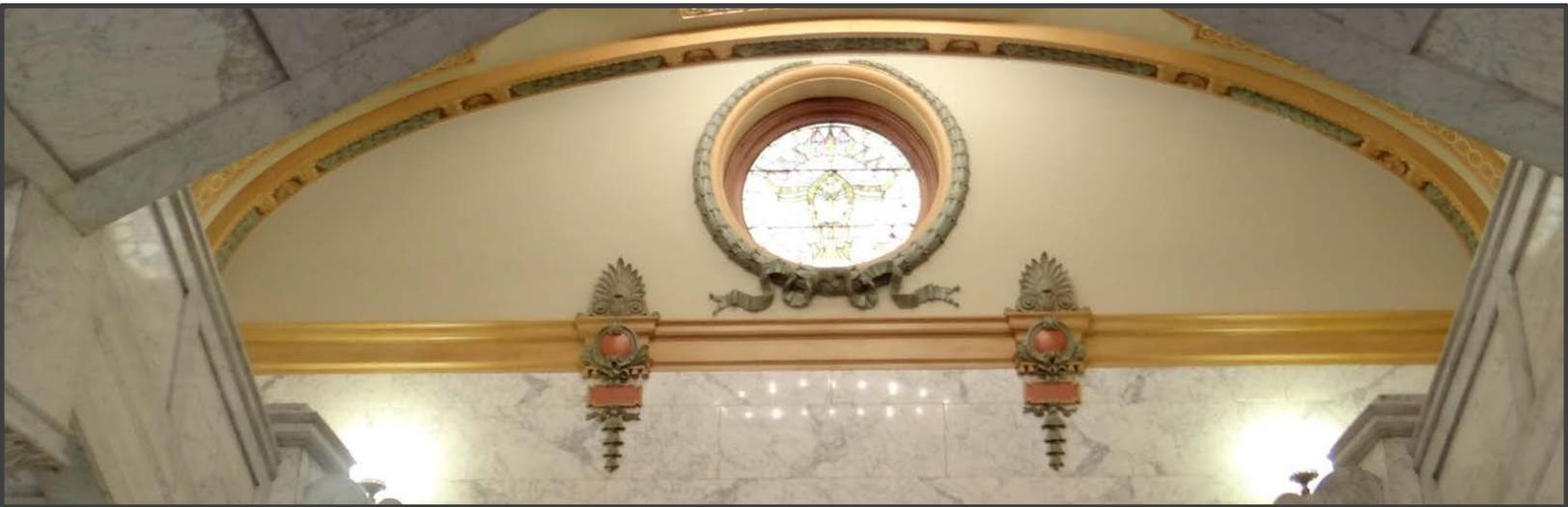


VALUED RELATIONSHIPS

- ❖ 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*, from an enterprise technology asset perspective, outlines similar initiatives in a two-year timeframe. These publications may be viewed online at (www.its.ms.gov/publications). The following fiscal year 2015 divisional accomplishments, in combination with those plans, empower ITS to better serve state agencies, institutions, and governing authorities.



- Completed electrical engineering study of the Primary Data Center.
- Added 27 new cameras to physical security system allowing monitoring of all server rows on both floors of the Primary Data Center including the UMMC area, the mechanical yard, and physical plant building.

- Moved Public Employees Retirement System's IT equipment into the colocation area.
- Moved State Personnel Board's IT equipment into the colocation area.
- Moved Veteran's Affairs Board's IT equipment into the colocation area.
- Upgraded Mailman list serve.
- Upgraded state email relays.
- Upgraded hosted Exchange environment.
- Upgraded NearPoint email archive system.
- Upgraded Sophos anti-virus on the hosted Exchange platform.
- Increased F5 Proxy utilization for agency sites.
- Created cross-user views in ServiceDesk.
- Completed a Website consolidation (hosted IIS).
- Completed WebSphere upgrades.
- Implemented automated reporting for Active Directory services.
- Implemented reporting for F5 proxies.
- Improved logging and backup for F5 proxies.
- Created measurable metrics to track infrastructure growth.
- Increased storage capacity in the infrastructure environment.
- Created lower tier storage service offering.
- Increased memory capacity for VM service.
- Increased central processing unit (CPU) capacity for VM service.
- Improved storage replication capability to Co-Processing Data Center.
- Upgraded VMware software.
- Standardized backup service offering.
- Standardized VM server offering for consistent CPU/memory builds.
- Decreased the number of outdated legacy systems supported.
- Migrated many legacy agency systems into virtual environment.
- Installed SQL Server 2012 in production for selected applications.
- Migrated SQL Server 2005 databases to 2008 or 2012 with the exception of the ZipCode database, Worksite, and Teamsite.
- Installed DB2 v11 on MAGIC and made operational in the technical support and sandbox environments.

- Consolidated mainframes by moving all work (LPARs) from the z9 mainframe to z114 mainframe.
- Installed and activated TS7720 virtual tape system.
- Upgraded z114 mainframe by adding memory for Mississippi Electronic Courts (MEC) support.
- Completed Business Continuity and Resiliency Services drill.
- Converted MEC storage from SAN to CKD at both Primary and Co-Processing Data Centers.
- Updated MAGIC operating systems maintenance, z/OS, z/VM and zLinux (zEC12).
- Upgraded MEC operating systems, z/VM from v6.2 to v6.3 and zLinux from v11.2 to v11.3.
- Upgraded all 3rd party software to be z/OS v1.13 compliant (z114).
- Upgraded all test LPARs, CPU3/4 operating systems from v1.11 to v1.13 (z114).
- Created and installed non-third party IPL procedures and scripts on all mainframe LPARs.
- Installed and configured CICS v3.2.



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.
 - ◆ Procurement of business continuity/disaster recovery services for availability to support mission critical systems in the event the State Data Center facilities were ever compromised.

- ◆ Procurement and technology support for cabling, telecommunications, and computer equipment for over 50 construction projects under the coordination of the Mississippi Department of Finance and Administration's Bureau of Building Grounds and Real Property Management.
- Developed web enabled applications in two primary environments: Microsoft.NET and JAVA. Examples include Mississippi Department of Agriculture and Commerce – Seeds Registration Application (Online); Mississippi Department of Banking & Consumer Finance – ACH Bank Assessments; Mississippi Board of Professional Engineers and Surveyors- Online and Backend Licensing; Mississippi Board of Dental Examiners Online Ballot Application; Mississippi Department of Public Safety -Driver License Web Service (CANDLE); Mississippi Real Estate Appraisal Board - Online and Backend Licensing Application; and Mississippi Real Estate Commission - Online and Backend Licensing Application.
- Supported web enabled and client applications in two primary environments: Microsoft.NET and JAVA. Examples include: Mississippi Board of Public Accountancy - Backend Licensing Application; Mississippi Real Estate Appraisal Board - Backend Licensing Application; Mississippi Department of Agriculture and Commerce - Market Bulletin, Pesticide Permitting and Seeds Registration Applications (Online); Mississippi Department of Banking & Consumer Finance - Banking & Credit Union Compliance Application, National Mortgage Licensing Application, and Consumer Licensing Application; Mississippi Board of Cosmetology - Backend Licensing Application; Mississippi Board of Dental Examiners - Licensing Applications (Online and Backend Licensing); Mississippi Board of Engineers and Surveyors - Licensing Applications (Online and Backend Licensing); Mississippi Ethics Commission Statement of Economic Interest (Online); Mississippi Department of Education - Vocational Education and Workforce Application; Mississippi Home Inspector Board - Backend Licensing Application; Mississippi Gaming Commission - Charitable Licensing, Casino Invoicing, Gaming Permits and Casino Case Management Application; Mississippi State Department of Health - Professional License Renewals (Online); Mississippi Department of Human Services - Child Care Payment System; Mississippi Institutions of Higher Learning - Student Financial Aid Application (Online); Mississippi Board of Massage Therapy - Licensing Application (Online and Backend Licensing); Mississippi Department of Mental Health - Mental Health Data Repository; Mississippi Board of Nursing - Licensing Application (Online and Backend Licensing), Student Inquiry Application, and Subscription Service; Mississippi Board of Physical Therapy -Backend Licensing Application; Mississippi Department of Public Safety - Driver License Renewals, E-Citation, Kiosk Web Services, and Driver License Verification Web Service; Mississippi Board of Social Workers and Marriage & Family Therapist - Licensing Application (Online and Backend Licensing); Mississippi Real Estate Commission - Backend Licensing Application; Mississippi Supreme Court - Billing Application; and Mississippi Department of Wildlife, Fisheries, and Parks - Hunting & Fishing Application and Boating Registration (Online).
- 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 Cosmetology; 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 Home Inspector Board; Mississippi Commission on Judicial Performance; Mississippi Joint Legislative Committee on Reapportionment; Mississippi Board of Massage Therapy; Mississippi Board of Medical Licensure; Mississippi Motor Vehicle Commission; Mississippi Board of Nursing Home Administrators; Mississippi Department of Public Safety - Homeland Security; Mississippi Board of Pharmacy; Mississippi Board of Physical Therapy; 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 purchases of cellular devices and service by state agencies, public universities, and local governmental entities.
- Staffed a 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 FY15:

- Hardware, including GIS
- 2-Way Radios
- Software: Adobe, Attachmate, Citrix, Computer Associates, Corel, EMC, IBM- Lotus Passport, Microsoft, Novell, McAfee, Symantec, and other manufacturer's software licenses, support, and training
- Apple Products
- E-911 PSAP Equipment
- Cabling Materials and Labor
- ESRI
- Intergraph
- MapInfo

- ◆ General and Special 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 FY15:

- Telephone
- Computer Hardware and Software
- IT Consulting Services

Special RFPs for FY15:

- Security Risk Assessment
 - Telephone Services
 - Data/Video Network 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.



Security Services

- Maintained the State of Mississippi Enterprise Security Policy (ESP). Continued work to align the ESP with the National Institute of Standards and Technology Cybersecurity Framework.
- Revised the Enterprise Security Plan and the ITS Security Plan. The plans were approved and published in August of 2015.
- Implemented an incident tracking application for automating some of the process for tracking, reporting, and notifying ITS and state agency employees of information security incidents.
- Awarded a contract to a third party for performing security risk assessment services that can be utilized by any government entity in the state.
- Coordinated a security design assessment and a security posture assessment on the IT infrastructure managed by ITS.
- Renewed a one year subscription for a Center for Internet (CIS) Security Benchmark Membership that gives all state agencies access to high quality, cost-effective resources.

- Performed weekly vulnerability scans on Internet-facing systems managed by ITS for weaknesses. Began working on the second phase of the vulnerability management program which includes scanning internal systems managed by ITS on a weekly basis.
- Disseminated cybersecurity threat and vulnerability information to state agencies and other Mississippi government entities.
- Hosted three (3) Security Council Meetings for agency security contacts.
- 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.
- Replaced and upgraded the perimeter IPS for the Enterprise State Network.
- Managed a hosted firewall solution in the State Data Center for customers seeking a cost-effective option for implementing firewalls.
- Managed a hosted VPN solution in the State Data Center for customers seeking a cost-effective option for remote access into the Enterprise State Network.
- Researched new perimeter firewall and VPN firewall solutions for upgrading and replacing the existing solutions.
- Researched web security gateway solutions that could be used to reduce to the attack surface of the Enterprise State Network.
- Maintained a security awareness program that included providing cyber awareness resources on the ITS website, coordinating awareness training for ITS staff, providing awareness training opportunities to state agencies, producing awareness training materials for use by agencies, and giving cybersecurity awareness presentations to state agencies, local governments, and educational institutions.
- Participated in the National Cyber Security Awareness Month initiatives including a declaration by the Governor establishing October 2015 as Cyber Security Awareness Month.
- Co-hosted a Cybersecurity Summit with the MS Office of Homeland Security and the Office of the State Auditor. State agencies, local governments, and educational institutions were invited to attend.
- Coordinated and promoted a Cybersecurity Poster Contest for K12 schools in Mississippi.
- Promoted the use of the ITS website. The web page includes resources such as monthly cyber security newsletters, the State of MS Enterprise Security Plan, the State of MS 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 relationships with state and federal information security entities including the Federal Bureau of Investigations Cyber Crimes Division, the Mississippi Office of Homeland Security, the Mississippi Fusion Center, the Multi-State Information Sharing and Analysis Center (MS-ISAC), the National Association of Chief Information Officers (NASCIO), and the U.S. Department of Homeland Security.
- Implemented a solution for collecting, correlating, and analyzing computer network security information for the Enterprise State Network.
- Researched security incident and event management solutions for real-time analysis of security alerts generated by network hardware and applications.
- Leveraged ITS resources and support contracts for the identification and notification of potential security incidents within the Enterprise State Network.
- Coordinated one (1) cyber security tabletop exercise for ITS staff.
- Coordinated the state's planning activities for participation in the Department of Homeland Security's Cyber Storm V cyber exercise scheduled for 2016. The Cyber Storm exercise will provide an opportunity for the state to assess current cyber incident response plans while preparing for future statewide participation in full scale cyber exercises.



Telecommunications Services

- Managed the state's voice and data communications infrastructure to provide agencies in the Capitol Complex and across the state with 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'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.
- Completed the implementation of several new phone systems around the state with full integration into the state enterprise Avaya phone system.
- Updated the online *State Government Telephone Directory*, which included 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 major cost savings for the state.
- Evaluated telecommunications services and expenses with local governments against the state contract and made recommendations toward reducing governing authority expenditures and improving service delivery.
- 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.
- Maintained contracts for telecommunications services and products to support voice and data communications, access to the statewide backbone, and the Internet.
- Completed several major agency building moves (voice, data, and cabling).
- Completed core routing and switching network upgrades for the Capitol Complex, State Data Centers, and Wide Area Networks.
- Completed enterprise phone system and voice mail system upgrades.
- Completed project to bring enterprise phone system into compliance with E911.
- Provided dedicated and fully redundant wide area network access to statewide data resources running at the State Data Center to support agency-distributed applications.
- Managed the Capitol Complex Campus Area Network, providing agency-to-agency, Internet, and State Data Center connectivity to agencies in the Capitol Complex.
- Continued to implement and support several agency high availability network solutions moving into the State Data Center.

- Completed RFP 4000 Price Redetermination and lowered cost of telecommunications services 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.



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 Fiscal Year 2015 include:

- Trained 1,436* state employees in various areas of information technology **(includes instructor led training and online training)*.
- Added 16 courses to the Center's curriculum to keep pace with changing technology including:
 - ◆ Active Directory
 - ◆ Cisco
 - ◆ CompTIA Mobile App Security
 - ◆ CompTIA Mobility
 - ◆ CompTIA Storage
 - ◆ Microsoft SQL Server Databases
 - ◆ Network Forensics
 - ◆ Office 365
 - ◆ Oracle
 - ◆ Programming
 - ◆ Project Management
 - ◆ REXX
 - ◆ Security
 - ◆ Server Virtualization
 - ◆ Windows Server 2012
 - ◆ WordPress



eGovernment

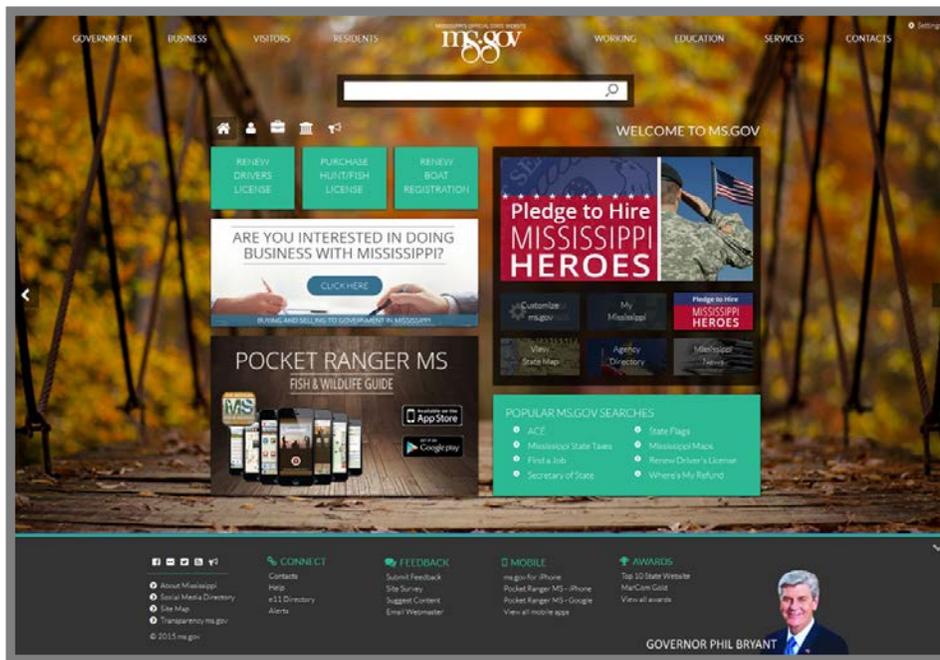
Mississippi's official website, ms.gov, (www.ms.gov) helps the State of Mississippi streamline and enhance the way citizens and businesses access government information. The portal provides a single, common gateway to Mississippi government, improving access to free information, while at the same time, 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 the modern embodiment of everyday government. The eGovernment program is managed by ITS.

Summary Statistics for Fiscal Year 2015 include:

- The following custom applications, mobile applications and websites were developed in FY 2015:
 - ◆ On-Line Applications
 - Deer Enclosure Payment Processing
 - Commercial Driver's License Medical Card Submission
 - Bid and Contract Search
 - ITS Invoice Payments
 - Massage Therapist Duplicate License Portal
 - MS Law Enforcement Officer Training Academy Payments
 - MS Law Enforcement Officer Training Academy Store Payments
 - Camp McCain Hunting and Fishing Permit
 - Retail Food Sanitation License
 - MDOT Permit Payment
 - Business Filing Payment Processing
 - Psychologist Duplicate Certificate Request
 - Psychologist License Verification Request
 - Wildlife, Fisheries, and Parks Shopping Cart
 - Wildlife, Fisheries, and Parks Alligator Permitting
 - ITS Public Records Request
 - TB Certification Duplicate Certificate Request
 - Tax Forfeited Lands Online Payments
 - Red Snapper Call Center
 - Pharmacist License Renewal Payment Processing

- ◆ Website Launches for:
 - Secretary of State
 - State Treasurer
 - Motor Vehicle Commission
 - Homeland Security
 - Office of Highway Safety
 - Bureau of Quality Management (Department of Mental Health)
 - ms.gov 4.0

- The ms.gov eGovernment portal initiative received the following awards in FY 2015:
 - ◆ Best of the Web 4th Place Finalist
 - ◆ Hermes Creative Award, Gold – MDOTTraffic Mobile App
 - ◆ Hermes Creative Award, Gold – Secretary of State Website
 - ◆ Silver Communicator Award of Distinction – Home Page Secretary of State Website
 - ◆ Silver Communicator Award of Distinction – Home Page ms.gov
 - ◆ Interactive Media Awards – Best in Class, Government ms.gov
 - ◆ W3 Awards, Silver – ms.gov
 - ◆ Davey Awards, Silver – ms.gov



Data Services

- Provided computing services to approximately 130 state agencies and several private entities that access public records
- Processed approximately 5,500 batch jobs per day and 1.9 million online transactions per day
- Hosted approximately 61 websites, 37 Windows root-sites, 848 virtual VMware servers, and 26 eGovernment applications
- Relayed approximately 165,000 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 4,428 requests and 2,856 incidents through the 24x7x365 Service Center

Information Systems Services

- Provided 30,278 hours of technical and project management services for customer projects
- Provided professional services to supplement agency information technology staff in the following roles:
 - ◆ Project Managers for application and web development projects, and other roles on large vendor projects for customer agencies
 - ◆ Project Managers for technology procurements
 - ◆ Technical Managers/Team Leaders for technology projects
 - ◆ 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 20 RFPs
 - ◆ Developed and sent 35 Letters of Configuration (LOC) to General RFP and EPL vendors for the purchase of technology products and services
 - ◆ Produced 500 procurement approval documents (CP-1s) for the purchase of technology products and services, representing \$249,840,339 of purchase authority
- Published 10 Express Products Lists, with purchases of approximately \$79,000,000

- Administered the Statewide Cellular Master Agreement for purchases by state agencies, IHLs, and local governments
- Negotiated and executed over 330 technology contracts and contract amendments
- Approved purchases and awards to over 165 technology vendors
- Collected and collaborated with 64 state agencies and 8 other governmental entities to develop their technology plans
- Assisted 16 state agencies and other governmental entities with 48 business cases for technology projects presented to the ITS Board

Security Services

- Published 12 monthly cybersecurity newsletters
- Facilitated and coordinated three (3) Security Council Meetings with an average of 30 agencies represented
- Distributed 137 security advisories to agency security staff
- Distributed 572 cybersecurity news articles
- Distributed 1,890 security incident notifications to agencies on the Enterprise State Network
- Processed 523 firewall and VPN add, delete, or change requests
- Processed 77 firewall and VPN incidents
- Supported 864 defined client VPN tunnels for remote access
- Supported 81 defined site-to-site VPN tunnels for remote access
- Prevented over 8,000,000,000 network packets from entering the Enterprise State Network based on firewall policies and rules
- Dropped over 640,000 malicious connections on the Enterprise State Network by the botnet filter
- Prevented over 21,000,000 intrusions to and from the Enterprise State Network based on intrusion prevention system (IPS) policies, rules, and signatures
- Dropped over 1,000,000 malicious connections on the Enterprise State Network by the IPS security intelligence feed
- Prevented over 50,000 malicious files to and from the Enterprise State Network by the advanced malware protection service
- Prevented over 48,000,000 intrusions to and from the State Data Center based on intrusion prevention system (IPS) policies, rules, and signatures
- Coordinated 1 comprehensive vulnerability assessment for ITS-managed systems
- Performed weekly (52) vulnerability assessments for ITS-managed Internet-facing systems
- Coordinated 1 cybersecurity tabletop exercise for ITS staff

Telecommunications Services

- Supported 21,986 telephone lines statewide
- Processed 18,225,560 minutes of long distance usage
- Supported 382 toll free numbers totaling 21,923,797 minutes of usage
- Supported 8,900 voice mail boxes for customers in the Capitol Complex
- Processed 4,409 work orders containing 33,713 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 1,834 state agency and local government data network sites
- Supported the Avaya phone system in the state buildings within the Capitol Complex as well as 92 agency sites around the state
- Supported 382 audio/web conference accounts for use within the Capitol Complex and around the state with 44,137 audio/web conference calls and 1,750,867 audio/web conferencing minutes of usage
- Supported 800 Gbps of fully redundant MPLS bandwidth for wide area network traffic for agencies located around the state
- Supported 40 Gbps of backbone bandwidth in State Data Center Network
- Supported up to 20 Gbps of backbone bandwidth per customer in Capitol Complex Network
- Supported 1,176-10 Gbps Ethernet ports, 400-1 Gbps Ethernet ports, 1,208-10/100 Mbps Ethernet ports, 193 10/100/1000 Mbps Ethernet ports in the State Data Center
- Supported 332-10 Gbps Ethernet ports, 2032-1 Gbps Ethernet ports and 461-10/100 Mbps Ethernet ports in the Capitol Complex Network
- Supported 9 Gbps of Internet bandwidth
- Provided average network device uptime of 715 days overall with 688 days average uptime in the State Data Center and 718 days average uptime in the Capitol Complex
- Provided telecommunications system availability of 99.99%
- Provided 99.9% availability for Internet, State Data Center Network, Capitol Complex Network, and wide area network

Education

- Offered 157 instructor-led classes to 1,027 students
- Trained students representing 51 state agencies, 6 universities, 1 community college, and 6 governing authorities
- Provided online training to 409 students

eGovernment

- Forty-eight Mississippi government entities used the state's Enterprise Payment Portal to process electronic payments for 101 services
- Thirty-five services were launched during the FY.
- Ms.gov averaged over 92,000 unique visits each month of the fiscal year.
- Social media impressions have risen to over 500,856. The portal favors social media as a desirable tool for reaching citizens and promoting efficient online government solutions for the state.
- Ms.gov is committed to protecting 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
- Mobile usage for ms.gov sites increased during the fiscal year with downloads of over 70,000.
- The Department of Wildlife, Fisheries, and Parks' (MDWFP) Pocket Ranger Mobile app was downloaded over 100,000 times.
- MDWFP has Launched 11 online services in partnership with MSI.
- The Department of Agriculture and Commerce (MDAC) has 20 new, self-funded applications in some stage of development with MSI.
- Users accessing ms.gov from a mobile device increased 52% from FY 2014 to FY 2015.
- More than \$81,000 in local government payments has been processed by the payment engine.

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 customers 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. As one means of providing and encouraging continuing managerial development of those staff members who are in supervisory or managerial roles, ITS is a strong supporter and participant in the state's Certified Public Manager (CPM) Program administered by the Mississippi State Personnel Board.

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 uses 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 1950s, 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.

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 offer opportunities for continual improvement and enhanced professional stature.

Connect Mississippi

Innovation through broadband is changing the landscape of our culture, from global impacts to our own backyards, improving our lives and our livelihoods. Connect MS is committed to fostering broadband adoption and promoting innovative broadband solutions across Mississippi. In 2010, Mississippi was awarded a State Broadband Initiative grant through NTIA, 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 MS continues to orchestrate policy forums and adoption strategies to bolster our state's economic growth through broadband innovation. The ITS Executive Director serves as a member of the Advisory Board for Connect MS.

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 and the ITS Executive Director currently serves as the Chairman.

Gartner Group Services

ITS subscribes to these services from 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.

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. 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 current Vice-Chairman of this council.

EDNET Board

The Mississippi EDNET Board coordinates the use of 20 Instructional Television Fixed Service (ITFS) broadcast channels licensed to the Mississippi Board for Community and Junior Colleges, 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. The ITS Executive Director serves as a member of the EDNET Board.

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 very 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 and currently serve as officers and board members and are active in both the quarterly meetings and the annual conference.

Mississippi Health Information Network (MS-HIN)

The Mississippi Health Information Network (MS-HIN) is governed by a board of directors consisting of eleven members, reflecting the public-private and diverse nature of the MS-HIN. The MS-HIN Board is responsible for coordinating, facilitating, and supporting the adoption the MS-HIN in order to reduce costs as well as improve medical outcomes and the overall health for all Mississippians. Dr. Craig Orgeron, ITS Executive Director, serves as the current Vice-Chairman of this board.

Mississippi Management and Reporting System Steering Committee (MMRS)

Mississippi Management and Reporting System (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.mmrs.state.ms.us). 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)

Agency staff participates in MTMA on a monthly basis. MTMA is a nonprofit 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. Governor Phil Bryant has been the architect of the association’s formation efforts and has been on the leading edge of telemedicine throughout the State. The MTHA has established six core objectives: Provide a forum for business to business development; Improve rural health care 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, telecommunications 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. The ITS Executive Director was appointed by Governor Bryant to serve as a board member of the MTHA.

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). The 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.

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 served NASCIO as President, Vice-President, and Treasurer as well as on the Executive Committee, the Public Safety Broadband Committee, the Programs Committee, and others. Dr. Orgeron recently received the association's Meritorious Award and currently serves on the 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

2015 Board Meeting Travel

<i>Board Member</i>	<i>Per Diem</i>	<i>Travel Expenses</i>
D Shane Loper	360.00	0.00
Rodney Pearson	400.00	1,384.70
Thomas Wicker	480.00	2,393.23
June Songy	480.00	1,387.50
Keith Van Camp	440.00	0.00
<i>In-State - Board</i>	2,160.00	5,165.43

2015 In-State Travel

<i>Employee</i>	<i>Destination</i>	<i>Travel Expenses</i>
Christopher Nix	Statewide - MS	6,194.07
Michele Blocker	Statewide - MS	230.82
Craig Orgeron	Statewide - MS	293.12
Paula Conn	Statewide - MS	1,353.07
Lisa Kuyrkendall	Statewide - MS	463.75
Timika Franklin	Statewide - MS	648.93
Kent Tolbert	Statewide - MS	801.24
Homer Rogers	Jackson, MS	350.55
Gary Rawson	Statewide - MS	3,336.92
Jerry Rhoden	Raymond, MS	19.04
Leslie Swilley	Bay St. Louis, MS	385.42
Tangela Harrion	Tupelo, MS	327.91
Chris Grimmer	Tupelo, MS	21.00
Gerry Dickerson	Bay St. Louis, MS	7.47
Jay White	Hattiesburg, MS	44.18
Lynn Ainsworth	Hattiesburg, MS	43.70
Debra Spell Rayborn	Tunica, MS	313.01
Jeanette Crawford	Tunica, MS	276.38
John Schulz	Bay St. Louis, MS	153.21
<i>In-State Employee Travel</i>		15,263.79

2015 Out-of-State Travel

<i>Employee</i>	<i>Purpose</i>	<i>Travel Expenses</i>
Craig Orgeron	NGA Summit on State Cybersecurity	150.25
Jerry Guillory	Disaster Recovery Journal Spring 2014	1,101.01
Gary Rawson	USAC Fall 2014	514.35
Gary LeBlanc	DIVS Org Spring Meeting 2015	632.96
Craig Orgeron	2014 ESRI International User Conf	1,908.97
Gary LeBlanc	DIVS Org Fall Meeting 2014	952.08
Brian Norwood	BCRS	1,749.36
AliceClaire Scott	Govt Social Media Conference	953.25
Billy Rials	NASTD Southern Region Conference	1,514.63
Taylor Lewing	MS-ISAC Conference	933.01
Roger Graves	NASTD Annual Conference	1,403.38
Craig Orgeron	NASTD Annual Conference	531.86
Timika Franklin	IAUG 2015 Int'l Conference	936.24
Vickie Coghlan	Calero World 2014	1,222.66
Craig Orgeron	NASCIO Mid-Year Conference	274.00
Eddie Harrison	BCRS	525.70
Mary Wellman	IBM SAP on zSystems/DB2 for z/OS	2,638.78
Jeff Jennings	Gartner Data Center Conference	1,930.35
Craig Orgeron	2014 NASCIO Conference	77.35
Laura Pentecost	Dell Multi-Customer Briefing	96.03
Spencer Ringer	SUSECon 14	1,405.88
Andrew Westerfield	BCRS	1,386.54
Laura Pentecost	IBM zEnterprise Fall Premier Exec	597.99
Jamie Manual	BCRS	1,420.15
Kay-Lynn Meador	PMP Boot Camp	1,250.72
Randal Riddle	BCRS	1,530.69
Craig Orgeron	2014 Texas CIO Academy	708.67
Jamie Manual	Vmware NSX Bootcamp	1,434.43
Dawon Rhodes	IBM DS8000 Advance Seminar	436.20
Bruce Lightsey	IBM Insight Conference	1,523.95
Roger Graves	Dell World Conference	1,183.75
Gary Rawson	NASTD Annual Conference	857.32

2015 Out-of-State Travel *(continued)*

<i>Employee</i>	<i>Purpose</i>	<i>Travel Expenses</i>
Gary Rawson	NASTD Southern Region Conference	1,363.51
Jay White	MS-ISAC Conference	357.66
Roger Graves	NGA Summit on State Cybersecurity	1,189.59
Daryl Wilson	BCRS	1,658.75
Laura Pentecost	IBM Enterprise 2014	2,206.43
Lawrence McCaleb	BCRS	1,571.78
Greg Nohra	BCRS	1,402.39
Greg Nohra	MS-ISAC Conference	367.11
Matt Calvert	VeeamON 2014	1,893.13
Jeff Jennings	Critical Facilities Summit	938.20
Erin Hamilton	BCRS	1,415.00
Dennis Bledsoe	IAUG 2015 Int'l Conference	919.25
Lawrence McCaleb	IBM DS8000 Advance Seminar	604.82
Craig Orgeron	NGA Council of Governors Meeting	407.28
Christopher Nix	BICSI Winter Conference	1,556.64
Laura Pentecost	Dell World Conference	1,295.80
Bruce Lightsey	BCRS	2,311.64
Steven Walker	Gartner IT Operations Summit	1,779.47
Roger Graves	HP CEC Trip	831.80
Caren Brister	Govt Social Media Conference	919.32
Craig Orgeron	HP CEC Trip	944.15
Craig Orgeron	Gartner Symposium Itxpo 2014	698.19
John Schulz	BCRS	1,634.44
Gary Rawson	Presenter-State Networks, State Master Contracts and E-Rate	884.28
Roger Graves	NASTD Southern Region Conference	1,698.46
Mike Lang	IBM Enterprise 2014	2,201.91
Lynn Templeton	Calero World 2014	1,229.55
John Schulz	VeeamON 2014	1,893.51
Andrew Westerfield	IBM Enterprise 2014	2,243.17
Roger Graves	2014 NASCIO Conference	36.47
Gary Rawson	Spring SECA/USAC Service Provider Tr	2,064.44
Richie McLendon	BCRS	2,319.81

2015 Out-of-State Travel *(continued)*

<i>Employee</i>	<i>Travel Purpose</i>	<i>Travel Expense</i>
Foster Fowler	BCRS	2,362.93
Jay White	NGA Summit on State Cybersecurity	1,233.06
Daniel McKnatt	BCRS	1,602.13
Jerry Guillory	Disaster Recovery Journal Fall 2014	760.58
Craig Orgeron	FL Gov't Technology Conference	743.55
Craig Orgeron	2014 NGA Summer Meeting	170.00
Taylor Lewing	SSFIPS Training	842.42
<i>Out-of-State Employee Travel</i>		87,518.98

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