



FOR YOUR INFORMATION

July/September 2011

Oversight of E-Government in Mississippi

By Renee Murray
 Department of Information Technology Services

In the January/March 2011 issue of *For Your Information*, ITS reported the selection of Mississippi Interactive as Mississippi’s partner in providing enhanced E-Government services to Mississippi citizens and agencies. While many of the services provided by Mississippi Interactive are provided at no direct cost to state government, the services hold a great deal of potential value for Mississippi citizens. The advent of this new business model brings many questions about how the provision of these services should be governed to ensure that the maximum value is realized.

In its 2011 regular session, the Mississippi Legislature restructured the committee designed to oversee the implementation of E-Government and related technology initiatives. The legislation names the following as members of the E-Government Oversight Committee (EOC): the State Auditor, the State Treasurer, the Secretary of State, the Executive Director of the Department of Finance and Administration, the Commissioner of Public Safety, the Commissioner of Revenue, and the Executive Director of the Department of Information Technology Services.

As outlined in Senate Bill No. 2975, duties of the committee include the following:

INSIDE THIS ISSUE

Oversight of E-Government in Mississippi	1
Mississippi Broadband Report	2
State Government Calling Cards	3
The State of Mississippi Declares October Cyber Security Awareness Month	4

- prioritize and make recommendations for all electronic government services
- address policy issues such as privacy, security, transaction fees, and accessibility
- review ongoing fiscal and operational management and support of the E-Government portal
- provide a mechanism for gathering input from citizens, business, and government entities
- encourage self-service models for citizens through state websites and other electronic services
- promote economic development and efficient delivery of government services by encouraging governmental and private sector entities to conduct their business and transactions using electronic media

In the coming months, the committee will focus on establishing operational procedures and on the publication of a new and improved Mississippi.gov website. We look forward to the progress Mississippi’s e-government program will make under their direction.

Oversight of E-Government in Mississippi

Continued from page one

The EOC will meet on the third Tuesday of each month, at 1:30 p.m. at 3771 Eastwood Drive, Jackson, Mississippi, to address policy issues and make recommendations regarding Mississippi's Electronic Government Services. Until a more robust EOC website is established, activities can be followed at <http://www.its.ms.gov/EOC Board.shtml>.

Mississippi Broadband Report

By Vicki Helfrich

Department of Information Technology Services

STATE BROADBAND INITIATIVE

Through the American Recovery and Reinvestment Act of 2009 (ARRA), more specifically, the State Broadband Initiative, Mississippi received funding to inventory the availability of broadband and to implement broadband planning activities across the state. The Office of the Governor, Mississippi's designated entity, received approximately \$7 million to implement these statewide programs.

ITS, in conjunction with our vendor BroadMap, is working closely with all broadband providers in the state, gathering data twice a year on the availability, speed, and location of broadband services, as well as the broadband services that community institutions, such as schools, libraries, and hospitals, use. This information is forwarded to the National Telecommunications and Information Administration and used to populate the National Broadband Map. As part of this initiative, the state released an interactive map for viewing broadband availability data in Mississippi. The interactive map, located at www.broadband.ms.gov, is searchable by address and displays the broadband providers offering service in the corresponding census block or street

segment. Ongoing efforts to collect broadband provider data will continue through 2014, with bi-annual update results in April and October.

In February 2011, the Mississippi Broadband Connect Coalition (MBCC), a non-profit, public-private partnership, held its kick off meeting. This gathering began the second phase of the statewide effort to increase broadband adoption and availability. The MBCC is focused on the development of a statewide strategic broadband plan and will generate recommendations for improving broadband usage in several areas of the state's economy such as health IT, workforce development, and education. The MBCC is composed of over 125 industry leaders, community representatives, and broadband end-users from around the state. The MBCC plans to release the statewide strategic plan in November of this year.

The third phase of the state broadband program began this fall with the announcement of a digital literacy program which is being implemented by



the Mississippi State University Extension Service and Southern Rural Development Center. The Extension Broadband Education and Adoption Team, e-BEAT, will help assess broadband use and educate the public on the benefits of broadband Internet access for communities. e-BEAT will also work with the MBCC by turning the upcoming statewide strategic plan into local solutions that will increase the use of broadband among Mississippians. To achieve this, the e-BEAT team has deployed regional coordinators around the state to work with businesses, educators, elected officials, and community leaders. The regional coordinators are

Mississippi Broadband Report

Continued from page two

looking for dedicated Mississippians who are interested in working with e-BEAT to make a difference in their communities. To volunteer, please visit the state broadband website, www.broadband.ms.gov, for contact information.

BROADBAND TECHNOLOGIES OPPORTUNITIES PROGRAM

The Office of the Governor also received \$70 million from the ARRA Broadband Technologies Opportunities Program (BTOP) to deploy the first statewide 700 MHz mobile broadband public safety system in the nation. The funds will upgrade the current Mississippi Wireless Information Network (MSWIN), a system which allows public safety entities statewide to contact each other through radio systems, clearly and quickly. The MSWIN system was established with \$157 million in federal funds and \$57 million in state bond funds. MSWIN is currently fully operational in the southern third of the state and is scheduled to be complete throughout the entire state of Mississippi by June 2012.

The BTOP funds will be used to add LTE (long term evolution) broadband equipment to MSWIN and will enable first responders to transmit data wirelessly as needed. The program is expected to serve 90 hospitals, 340 ambulances, and up to 9,900 public safety workers in Mississippi. The state has contracted with Motorola Solutions, Inc. to implement the LTE broadband network. Once complete, the system will allow first responders to transmit information such as a patient's vital signs or medical data quickly in an emergency situation. The Wireless Communication Commission, the entity which oversees MSWIN, expects the LTE broadband system to be fully deployed by August 2013.

State Government Calling Cards

By Roger Graves

Department of Information Technology Services

Access to long distance communications is a critical component of state government operations. This is especially true when traveling on official business within the state, nationally, or internationally. For many years, state employees depended significantly on state issued calling cards for their communications needs when traveling abroad. Prior to 2005, state government calling card usage was in excess of 213,000 calls and 1,000,000 minutes annually. Today, usage is almost nonexistent due to the availability of agency and personal cell phones as well as access to Internet based services. In fiscal year 2011, calling card usage dropped to less than 18,000 calls and 70,000 minutes.

The existing contract for calling card services expires on June 30, 2013. Since usage and demand continue to decline, it is unlikely that a company will renew the existing contract or provide this service long term at an economical rate. The availability of cellular and Internet based services has placed calling cards in the same extinct category as pay telephones and dial-up.

There are currently 2,187 calling cards distributed within state government. Many of the cards have not been used in over five years. The Telecom Services Division will provide agencies with a card inventory and usage report in the near future. Agencies will be asked to deactivate and destroy cards with long term inactivity to reduce the risk of fraud. If you have questions about calling card services, please contact the Telecom Services Division at 601-432-8033.

The State of Miss Declares October Cyber Security Awareness Month

By AliceClaire Thompson

Department of Information Technology Services

October marks the Eighth Annual National Cyber Security Awareness Month, which is a collective effort among the Multi-State Information Sharing and Analysis Center, the U.S. Department of Homeland Security's National Cyber Security Division, the National Cyber Security Alliance, and the National Association of Chief Information Officers. National Cyber Security Awareness Month (NCSAM) is an annual awareness-raising effort that seeks to encourage everyone to protect their networks and our nation's critical cyber infrastructure.

The Information Technology Services (ITS) Information Security Division (ISD) will be participating in Cyber Security Awareness month in multiple ways. On October 20, the ISD will host its quarterly Security Council meeting from 1:30-4:00 in the ITS boardroom. This meeting will feature speakers from both the Department of Homeland Security and the Federal Bureau of Investigation (FBI).

This year the MS-ISAC has launched a national "Cyber Pledge" contest as part of Cyber Security Awareness Month. The goal for the pledge is to

raise awareness about staying safe online and encourages individuals to confirm their commitment to doing their part to keep cyber space safe. The State of Mississippi has chosen to participate in this effort and encourages everyone to sign the pledge online by visiting msisac.org and selecting the cyber pledge link. You can also access the pledge by visiting our web page http://www.its.ms.gov/services_security.shtml and clicking the first image in the flash player titled "Take the Cyber Pledge". MS-ISAC will be recognizing the state and local governments with the most number of pledges taken. Recognition will be given to the following:

- State with the most signed pledges
- State with signed pledges from the highest percentage of its population
- Local government with signed pledges from the largest number of citizens
- Local government with signed pledges from the highest percentage of its citizens

On September 8 Governor Haley Barbour signed the proclamation declaring the month of October to be Cyber Security Awareness Month in the State of Mississippi. The State of Mississippi has recognized this event for the past 3 years.

Cyber security is our shared responsibility. For cyber security awareness information and resources, please visit our web page http://www.its.ms.gov/services_security.shtml.

FOR YOUR INFORMATION

Published by:

Mississippi Department of Information Technology Services

www.its.ms.gov

Contact: Caren Brister

601-432-8198

caren.brister@its.ms.gov
