



# FOR YOUR INFORMATION

Winter 2010

## Lands Management System

By *Gerald McWhorter*  
*Assistant Secretary of State for Public Lands Division*

The Mississippi Secretary of State (MSOS) Public Lands Division administers, records, and manages state-held lands. The agency has contracted with Smart Data Strategies (SDS) to develop and implement a comprehensive Lands Management System. The new State Lands Management System will support the following business areas of the MSOS Public Lands Division.

- Tax Forfeited Lands
- Public Trust Tidelands
- State Agency-Held Lands
- Historical Lands Records
- 16th Section Public School Trust & Timber Lands

The State Lands Management System will be hosted at ITS and will utilize the state's GIS portal.

The Public Lands Division currently uses multiple, non-integrated applications (including FoxPro and an incomplete ArcGIS application), user created spreadsheets, and various manual processes to manage work flow and processes, which remain heavily dependent on a paper-oriented filing system. The public's current access to land records via the Internet is limited.

The new State Lands Management System will make full use of workflow automation, reduce dependence on paper records, use the Internet for

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information exchange and data linkage with both constituents and other state and local offices, and monitor division performance. It is the goal of the Secretary of State to increase efficiency of operations and to make a full range of services and information available to Internet users.

### *Hard Benefits of the State Lands Management System Tax Forfeited Lands*

MSOS currently carries an inventory of 6,500+ tax forfeited parcels. On average, 427 parcels are added to the inventory each year. The main objective of the Public Lands Division is to return these lands to private ownership so that the land can be put back into productive use as quickly as possible and generate tax revenue for the counties. MSOS receives an average of approximately 1,500 applications to purchase tax forfeited properties a year. MSOS issues an average of 600 patents for the conveyance of land each year.

All 82 counties are required to certify these tax forfeited properties to the state on a prescribed

### Lands Management System

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form, but MSOS wishes to automate this process as much as is feasible.

The new system will allow MSOS to automate business processes and more effectively accomplish the following:

- Increase the efficiency of the process of land sales to the public by improving the turnaround time from the point of receiving applications to the final sale
- Improve statewide marketing strategy
- Reduce the backlog of properties that have been in inventory
- Increase the percentage of properties sold within two years of certification to the state
- Effectively interface with the Tax Assessors, Tax Collectors and Chancery Clerks in each county, for the electronic exchange of information
- Enable efficient tracking of tax forfeited properties through the process from application to sale, with customers able to track application status on the Web
- Increase revenue from the increase in sales of tax forfeited property
- Increase the electronic exchange of information within MSOS between the attorneys, the Secretary, and other functional areas

### Public Trust Tidelands

The MSOS manages approximately 97 Tideland Leases. MSOS Tidelands staff also performs research and tidelands determinations on approximately 40 requests monthly. Additionally, each month, MSOS Tidelands staff assists with research on 15 to 20 tax confirmation lawsuits per month in the coastal counties to ensure that the

state's interests are not adversely affected. Automation of these processes will greatly benefit efficiency of operations and improve the decision making process through enhanced access to pertinent data by utilizing the GIS capabilities of the new application.

## New Kiosks to Make Driver's License Renewal Process Easier for Mississippi Drivers

*By Jon Kalahar*

*Mississippi Department of Public Safety*

Since his appointment in May 2008 as Commissioner of Public Safety, Stephen Simpson has doubled the number of driver's license stations in Mississippi and offered legislation to eliminate the need for many students to stand in line for renewals. Still, a bigger step was needed to make renewing or replacing your driver's license easier and less time consuming.



To do that, Mississippi is the first state in the country to utilize new technology to make the renewal and replacement process more efficient.

New kiosks from L-1 Identity Solutions will provide self-service capabilities for citizens requiring replacement or renewal licenses.

Conveniently located across Mississippi, the easy-to-use kiosks will eliminate standing in long lines and only take minutes to complete the transaction.

"This new technology makes the renewal and replacement process simple, plus give Mississippians the option of visiting one of our

## New Kiosks to Make Driver's License Renewal Process Easier for Mississippi Drivers

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driver services' buildings or one of the kiosk machines," said Commissioner Simpson. The self-service kiosks work just like your bank's automated teller machine; and just like your bank card, simply swiping your expiring driver's license or credit card begins the process. Limited information will appear on a touch screen, and from there, the user can verify information on the driver's license, take a new picture, and pay for the renewal. The kiosk issues a receipt that is a temporary driver's license until a permanent one comes in the mail less than a week later.

"Given the option of standing in line or utilizing something as familiar as an ATM, I believe a lot of Mississippians will take advantage of this technology," said Governor Haley Barbour. "The easier and less painful we can make license renewal, it's better for the state, and more importantly, it's better for the taxpayer.

Simpson says the kiosks have safety features to protect each user's identity: "The one-to-one facial recognition technology compares the photo on the driver's license to the new photo of the person standing in front of the kiosk. If they don't make, you can't renew a license at the kiosks," said Simpson.

In the near future, the new self-service kiosks will be placed in areas many citizens visit on a daily basis - the local courthouse, shopping center, or grocery stores. Mississippi Department of Public Safety Commissioner Stephen Simpson calls the kiosks the first step to ending drivers' frustrations with the current renewal and replacement process.

"We will start with seven, but Mississippians should expect to see these machines across the state in 2010," said Simpson.

The following locations were launched in December 2009: Mississippi Department of Public Safety Headquarters in Jackson and Driver's License Offices in Tupelo, Olive Branch, Hattiesburg, and Gulfport.

## Changes to Technology Project Approvals in SAAS

*By Martha Pemberton  
Information Systems Services*

In order to facilitate the upload of technology contracts in compliance with the Mississippi Accountability and Transparency Act of 2008 (MATA) and the American Recovery and Reinvestment Act of 2009 (Stimulus), the Department of Finance and Administration (DFA) requested that the Mississippi Department of Information Technology Services (ITS) make changes to the manner in which ITS Acquisition Approvals ("CP-1s") are uploaded to the Statewide Automated Accounting System (SAAS).

Under the previous process, the initial acquisition approval (CP-1) issued by ITS created the applicable SAAS table entries to allow agencies to encumber funds and make payments for a technology project. The ITS CP-1 number was used as the SAAS contract number.

*ITS will continue to issue CP-1 Acquisition Approval documents to the customer for both initial approvals and modifications to technology projects.*

## Changes to Technology Project Approvals in SAAS

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With the implementation of the new upload process in January, technology acquisition approvals are now managed in SAAS as a single contract throughout the life of a technology project. The initial acquisition approval (CP-1) creates the applicable SAAS table entries, as before. However, the initial upload now creates a SAAS contract number beginning with "IT" rather than using the CP-1 number as the contract number. ITS will update rather than replace the SAAS records to reflect increases in dollars, vendor changes, data extensions, and other project changes. The contract number will remain the same throughout the life of the project.

ITS will continue to issue CP-1 Acquisition Approval documents to the customer for both initial approvals and modifications to technology projects. Both the CP-1 number and the Contract Number will be printed on the CP-1 for customers' reference.

## Payment Card Industry (PCI) Compliance

*By Renee' Murray  
Information Systems Services*

The Payment Card Industry (PCI) Data Security Standard (DSS) contains technical and operational requirements set by the PCI Security Standards Council (PCI SSC) to protect cardholder data. The standards apply to all organizations that process, store, or transmit cardholder data – with guidance for software developers and manufacturers of applications and devices used in those transactions.

If your agency accepts credit cards as a form of payment for anything – goods, services, taxes, etc.

– you are required to participate and comply with the PCI-DSS standards for your agency's level of credit card acceptance. This requirement includes cards accepted using Point-of-Sale devices and online applications. Even if these services are managed by a third party vendor, PCI compliance must be verified and documented by the agency. Agencies should reference the Mississippi Department of Finance and Administration's (DFA's) administrative rule, [Payment by Credit Card or Other Forms of Electronic Payment to State Agencies](#), found on the DFA website at [www.dfa.state.ms.us](http://www.dfa.state.ms.us). Click on DFA Policies and Procedures and select Administrative Rules.

Coalfire Systems, Inc. and the Mississippi Department of Information Technology Services (ITS) on behalf of the agencies and institutions of the State of Mississippi have entered into a professional services agreement under which agencies and institutions can receive assistance in verifying, attaining, and maintaining PCI Compliance. The cost of the services will be determined by fee payment tiers based upon risk levels for intrusion, access to customer card information, and whether the data is protected through the state's payment service for those agency applications hosted at ITS. Information about requesting services under this agreement, as well as information about the payment tiers, can be found at <http://www.its.ms.gov/PCI.shtml> under [RFP 3532 Instructions for Use Memo](#).

Agencies should complete [2551 MMRS PCI Security Contact Maintenance Form](#), located on the Mississippi Management and Reporting System (MMRS) website on the E-Payment Services page at [www.mmrs.state.ms.us](http://www.mmrs.state.ms.us), to authorize specific staff to access the PCI Self-Assessment Questionnaire (SAQ) portal provided by Coalfire. Click on [PCI Agency Security Access Form SAQ Portal and Procedures](#) to access the form.

### Payment Card Industry (PCI) Compliance

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If you have any questions regarding PCI Compliance or would like further information, please contact the MMRS Call Center at 601-359-1343 or via email at [mash@dfa.state.ms.us](mailto:mash@dfa.state.ms.us). You may also contact Renee Murray with ITS at 601-359-2742 or via email at [renee.murray@its.ms.gov](mailto:renee.murray@its.ms.gov).



## Data Center Update

*By Mitchell Bounds  
Director, Data Services*

### *New State Data Center Approaches Completion, Summer 2010*

The Mississippi Legislature in conjunction with the Department of Finance Administration, Bureau of Building, Grounds, and Real Property has approved and funded the construction of a new Data Center for the Department of Information Technology Services. The new Data Center will be a state-of-the-art facility and is expected to be completed by summer 2010. Data Center staff will be coordinating customer meetings in the coming weeks to provide important information regarding the relocation and to ensure the process is as transparent as possible.

The new Data Center will provide functionality exceeding that of the present Data Center. The Data Center will be:

- Hardened to provide protection against most natural and man-made disasters.
- Constructed to provide complete redundancy in all electrical and mechanical systems.
- More physically secure.
- Engineered so that everything in the physical plant can be monitored both remotely and on-site.
- Constructed to substantially increase the available Data Center floor space and allow for further expansion as necessary.

The new Data Center will access the state fiber infrastructure so there will be no degradation in data communications capacity. While some information technology equipment will be moved from the old Data Center to the new Data Center, many system components will be replaced by more technologically advanced components.

### *Conversion to Consolidated Tape Processing Platform*

The current Data Center offers a variety of tape options to customers. A significant segment of the existing tape infrastructure is scheduled for end-of-life in June 2010. Given this end-of-life timeline, and with the relocation to the new Data Center, ITS staff will implement a consolidated tape processing solution. The solution will be comprised of virtual tape, backed by physical tape media, and a set of direct addressable physical tape drives for offsite and disaster recovery requirements. A vendor has been selected through a competitive procurement; the virtual tape solution is an IBM TS7740 with TS1130 tape drives as the native solution utilizing 3952 tape media. The planned migration to this virtual solution will be transparent to customers currently using the tape infrastructure, except for those writing BRS tapes that are transported offsite. ITS plans to discuss

### Data Center Update

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offsite processing with the agencies that will be impacted.

## Changing Technology

*By Dennis Bledsoe  
Telecom Services*

Do you ever wonder where dial tone comes from? For many years, customers in the Jackson Capitol Complex were provided dial tone from an enterprise Private Branch Exchange (PBX) telephone switch located in the Robert E. Lee Building. The telephone system was originally installed back in the mid 1980s after being upgraded and moved from the Woolfolk Building. The system was upgraded several times through the years and served customers in the Capitol Complex dependably. In 2007, the manufacturer announced the end of life and support for the legacy Time Division Multiplex (TDM) system and provided a migration path to an IP-based platform. ITS Telecom Services developed a migration plan to upgrade the existing Multi-Carrier Cabinets hardware and software to a more up-to-date server based gateway technology. The upgrade affected



over 33 large grey refrigerator size cabinets called Expansion Port Nodes (EPNs) at 16 different state office buildings that spanned the Capitol Complex and supported over 18,000 telephone lines. The new equipment takes up 33% less space and will be more efficient, using AC power instead of the old DC power that used anywhere from six to thirty-six car style batteries for each cabinet. Each site was upgraded successfully with minimum interruption in phone service.

ITS Telecom Services completed this migration project in January 2010. This new technology integrates voice and data communications across the Capitol Complex's fiber infrastructure and provides an additional business continuity solution by creating redundant routes to the main communications

processors. Remote survivable servers were strategically installed at critical agency locations to provide protection from a break in service caused from a loss of connectivity from the main processors, thus making the voice network more resilient and more reliable. This upgrade will also allow agencies on the voice network to take advantage of state-of-the-art telephony applications that will give them an advantage for increasing productivity for state employees through telecommunications.

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