ANNUAL REPORT 2021

ITS Mississippi Department of
Information Technology Services

Table of Contents

Introduction

The Mississippi Department of Information Technology Services (ITS) is responsible for the establishment of information technology (IT) policy and planning, IT procurement and contracts, and providing the computing and telecommunications infrastructure for all information systems technologies within state government. The Legislature has tasked ITS with providing statewide services that facilitate cost-effective IT and telecommunications solutions that can be shared with all state agencies.

The ITS Board is the governing authority for the agency, and it is made up of two distinct components. First, five lay members 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.
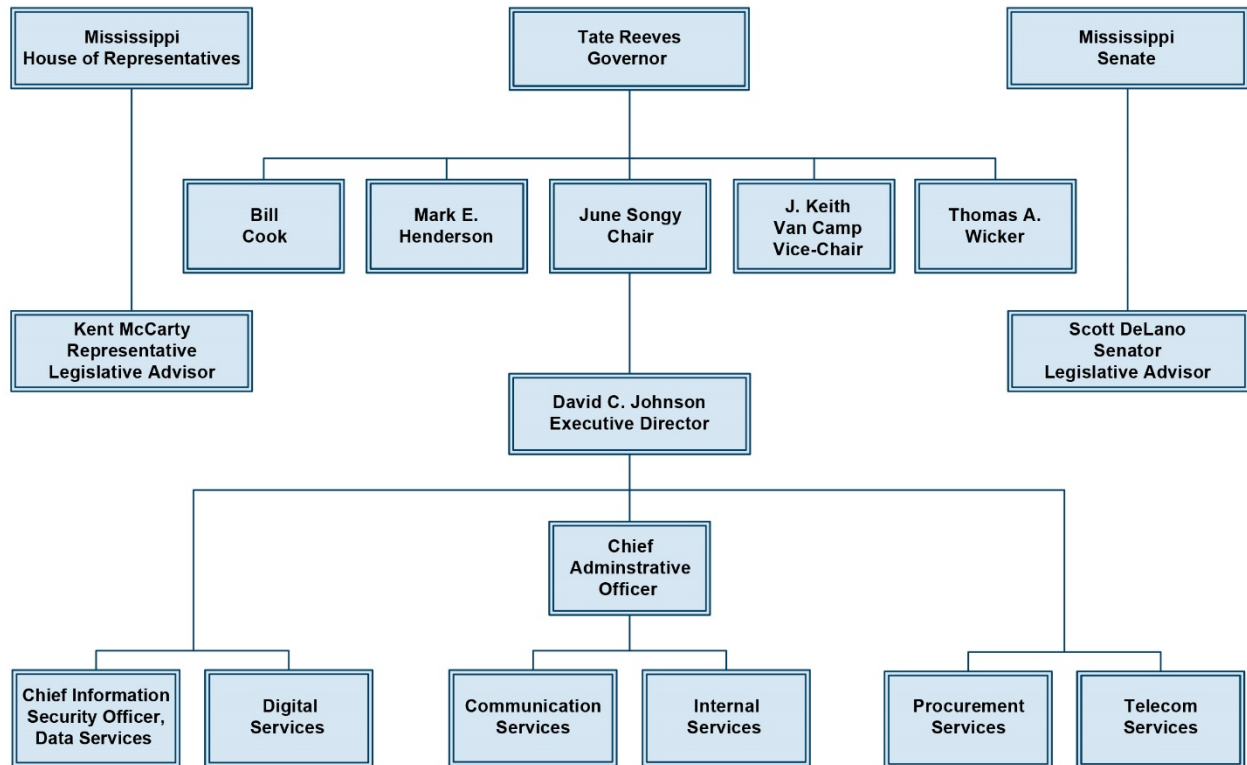
During the 2018 Regular Session, the Mississippi Legislature passed Senate Bill 2779 changing the ITS financial model from a General Fund agency to a hybrid General Fund and Special Fund agency. SB 2779 authorized ITS to pass through costs for telecommunications, data center services, and other IT services to the state agencies utilizing those services.

The ITS Hybrid Operating Funding Model consists of two main categories: Hub and Spoke. Hub services are included in the annual ITS General Fund budget request and consist of ITS core business functions that provide expertise to develop and manage shared technology services utilized by state agencies and governing authorities across the state. Spoke services are included as part of individual agency budget requests appropriated by the Mississippi Legislature and consist of shared technology services utilized by state agencies and governing authorities that are integrated, consolidated, centrally managed, and/or justified as a needed service. Spoke services are consumed directly by a partner agency or governing authority where each partner agency determines their service needs and is financially responsible for their portion of the services utilized.

The ITS Hybrid Operating and Funding Model creates significant savings to the General Fund by allowing agencies to redirect appropriated funds (Federal and other Special Fund dollars) to pay for shared technology services. This allows agencies to use their appropriated funds to pay for their specific utilization of IT services provided by ITS. This structure is strictly a direct pass-through model where ITS manages the program, using core (Hub) resources that are already funded so no additional fees or charges are added. Spoke services represent the direct cost of shared technology services consumed at the discretion of each agency and its budget authority.

This report reflects the continuing evolution of the ITS mission and the activities conducted by this organization for Fiscal Year 2021 (July 2020 - June 2021).

ITS Organization

```
┌─────────────────────────┐      ┌─────────────────────────┐      ┌─────────────────────────┐
│      Mississippi        │      │      Tate Reeves        │      │      Mississippi        │
│ House of Representatives │      │       Governor          │      │        Senate           │
└─────────────────────────┘      └─────────────────────────┘      └─────────────────────────┘
```

Bill Cook	Mark E. Henderson	June Songy Chair	J. Keith Van Camp Vice-Chair	Thomas A. Wicker

Kent McCarty
Representative
Legislative Advisor

Scott DeLano
Senator
Legislative Advisor

David C. Johnson
Executive Director

Chief Administrative Officer

Chief Information Security Officer, Data Services	Digital Services	Communication Services	Internal Services	Procurement Services	Telecom Services

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.

❖ We clearly define and ensure our organizationally goals and objectives are in concert with those of our partner agencies. Moreover, our roles and responsibilities are clearly defined within and between work teams and partner agencies.

❖ We select relevant metrics to monitor progress and ensure accountability. We communicate clearly and often internally, with our partner agencies, and all other stakeholders.

❖ 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

As part of the annual statewide IT Planning process, ITS develops goals and strategies and plans activities for delivering the most effective services to the government entities in Mississippi. This information is published in the *State of Mississippi Strategic Master Plan for Information Technology.* Based on those goals and strategies, the following technology activities were accomplishments by ITS for Fiscal Year 2021.

Data Services

➤ Maintained 0% downtime in the State Data Centers while performing maintenance.

➤ Increased the utilization of the co-location services in the Primary Data Center.

➤ Completed annual disaster recovery tests in cooperation with the Department of Human Services and the Department of Finance and Administration. Successfully completed multiple Business Continuity and Application Resiliency tests with the Department of Finance and Administration.

➤ Completed a procurement to upgrade the mainframe from an IBM z114 to an IBM z14 Model ZR1 with the addition of an IBM ZR1 CBU mainframe for disaster recovery.

➤ Completed a procurement for the virtual tape system upgrade from an IBM TS7720T to an IBM TS7770T with the addition of an IBM TS4500 physical tape system for disaster recovery.

➤ Completed the award of the Request for Proposal (RFP) for on premise hybrid cloud services and completed migration of the virtual environment to the new hybrid cloud solution. Significant progress was made on migrating agencies to the new NSX network environment.

➤ Completed power and cooling upgrades to the data center room in the Woolfolk Building.

➤ Upgraded all system Db2 databases for the Mississippi Accountability System for Government Information and Collaboration (MAGIC) application.

➤ Completed the decommission of the legacy mainframe Permit Application for the Department of Transportation.

➤ Upgraded databases hosted on the shared SQL Server database servers.

- Implemented several strategies for enhancing application resiliency for the hybrid cloud environment.
- Completed the upgrade of both the EAD and XAD versions and server operating system to a Windows 2016 version of Active Directory.
- Expanded the disaster recovery capabilities of the mainframe environments. Added further redundancy through additional network paths and virtual switching.
- Completed the installation of an IBM ZR1 mainframe in the Primary Data Center and an IBM ZR1 CBU mainframe in the Co-Processing Data Center disaster recovery environment.
- Completed the upgrade of the virtual tape system to an IBM TS7770 and installation of a TS4500 tape library in the Co-Processing Data Center disaster recovery environment.
- Conducted a successful disaster recovery test of the SPAHRS and MAGIC development mainframe applications in collaboration with the Department of Finance and Administration.
- Completed upgrades of the z/VM operating system to v7.2 and SUSE Linux Enterprise Servers to v15 Service Pack 2.

Procurement Services

- Provided the state with technology consultants possessing technical and project management skills to assist agencies and public universities with IT projects.
- Filled key roles in multiple innovative and mission-critical technology projects for state government. Examples include:
  - Coordinated the implementation of 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 technology support for cabling, telecommunications, and computer equipment for approximately 33 construction projects under the coordination of the Department of Finance and Administration Bureau of Building, Grounds and Real Property Management
- Developed and/or deployed web enabled applications utilizing Microsoft.NET, including the following projects:
  - Department of Health
    - Online Professional Licensure Initial Applications
    - Child Care Electronic Inspection Web Services
    - Child Care Application Portal and Provider Portal
  - Real Estate Commission
    - Online and Backend Licensing Applications
  - Board of Home Inspectors
    - Online and Backend Licensing Applications
  - Board of Examiners for Social Workers and Marriage and Family Therapists
    - Renewals and Initial Applications
  - Department of Human Services
    - Child Care Emergency Services Applications

- ➤ Supported web-enabled and client applications in two primary environments: Microsoft.NET and JAVA. Projects include the following:
  - ◆ Department of Human Services
    - ‣ Child Care Payment System
    - ‣ Child Care Payment System Application and Provider Portal
  - ◆ Board of Public Accountancy
    - ‣ Online and Backend Licensing Applications
    - ‣ Continuing Education Portal
  - ◆ Real Estate Appraisal Board
    - ‣ Online and Backend Licensing Applications
  - ◆ Department of Banking and Consumer Finance
    - ‣ Banking and Credit Union Compliance Application
    - ‣ National Mortgage Licensing Application
    - ‣ Consumer Licensing Application
  - ◆ Board of Engineers and Land Surveyors
    - ‣ Online and Backend Licensing Applications
    - ‣ Continuing Education Portal
  - ◆ Ethics Commission
    - ‣ Online Statement of Economic Interest
  - ◆ Home Inspector Board
    - ‣ Online and Backend Licensing Application
  - ◆ Department of Health
    - ‣ Online Professional License Renewals
    - ‣ Child Care Licensing System
    - ‣ Child Care Electronic Inspection Web Services
    - ‣ Water Operator Online and Backend Licensing Applications
  - ◆ Board of Massage Therapy
    - ‣ Online and Backend Licensing Application
  - ◆ Board of Examiners for Social Workers and Marriage and Family Therapists
    - ‣ Online and Backend Licensing Application
  - ◆ Real Estate Commission
    - ‣ Online and Backend Licensing Application
  - ◆ Auctioneer Commission
    - ‣ Online and Backend Licensing Applications
  - ◆ Department of Agriculture and Commerce
    - ‣ Market Bulletin
    - ‣ Pesticide Permitting
    - ‣ Online Registration Applications
- ➤ Developed, redesigned, and/or supported the following websites:
  - ◆ Real Estate Appraisal Board
  - ◆ Real Estate Commission
  - ◆ Home Inspector Board
  - ◆ Board of Examiners for Social Workers and Marriage and Family Therapists
- ➤ Provided primary Local Area Network (LAN) and desktop support for ITS employees.
- ➤ Managed the Statewide Cellular Master Agreement for the purchase of cellular devices and services by state agencies, public universities, and local governmental entities.

- Staffed the Procurement Help Desk during business hours to respond to customer and technology vendor questions on the procurement process.

- Produced multi-use procurement instruments for routine technology acquisitions, resulting in savings of time and money for both customers and technology vendors:
  - Express Products Lists (EPLs) - The EPLs are multi-award contracts that meet Mississippi requirements for legal purchases. ITS also worked with major software companies to negotiate license agreements that provide access to the best pricing by leveraging the total purchase volume for the state. EPLs published in FY 2021:
    - Hardware
    - 2-Way Radios
    - E-911 Public Safety Answering Point Equipment
    - Cabling Materials and Labor
    - Esri
    - Intergraph
    - MapInfo
    - Microsoft
  - 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 specific customer base and/or technology. General RFPs for FY 2021:
    - Inside-Outside Cabling
    - Computer Hardware and Software
    - IT Consulting Services
  - Other Multi-Use Awards Published in FY 2021:
    - NASPO ValuePoint Value Added Reseller Software

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 (NIST) Cybersecurity Framework, the security controls defined in the NIST 800 series of publications, 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.

- Maintained a partnership with a third-party forensic firm capable of assisting ITS resources in reducing the timeframe required to respond in the event of a major cybersecurity incident.

- Maintained a one-year membership for CIS SecureSuite to provide 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 systems.

- Gathered and disseminated cybersecurity threat and vulnerability information to Mississippi government entities.

- Managed enterprise core security operations including perimeter firewall and Intrusion Prevention System (IPS), State Data Centers firewalls and IPS, secure remote access, authentication systems, and security incident and event management system.

- Maintained a security awareness program that includes cyber awareness resources via the ITS website and social media, coordinated awareness training for ITS staff, provided awareness training opportunities and materials to state agencies, and gave cybersecurity awareness presentations to Mississippi government entities.

- Maintained an enterprise computer-based cybersecurity awareness and education training solution to be used by state agencies. The solution includes training, tools, guidance, and support to improve the cybersecurity awareness of state government employees simply and effectively.

- Promoted Cybersecurity Awareness Month throughout state government by working with the Governor's Office to sign a proclamation declaring October as National Cybersecurity Awareness Month.

- Utilized the ITS website to promote security awareness. The Security web page includes resources such as monthly cybersecurity newsletters, the *State of Mississippi Enterprise Security Plan*, the *State of Mississippi Enterprise Security Policy and Standards*, 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.

- Managed enterprise security monitoring and event correlation tools and leveraged internal/external partners for the identification and notification of security incidents impacting state agencies.

- Continued work on an RFP for the acquisition of IT risk assessment services available to all Mississippi government entities that included:
  - IT security risk assessment
  - Penetration testing
  - Cloud compliance assessment
  - System vulnerability scanning
  - Web application vulnerability scanning
  - Cybersecurity program assessment

Telecommunications Services

- 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 a variety of vendor provided services.

➤ Provided technical support and project management services for all Department of Finance and Administration Bureau of Building, Grounds and Real Property Management renovations and new construction projects.

➤ Developed policies, procedures, and long-range plans to ensure the compatibility of telecommunications systems and services within state government.

➤ Updated the online *Mississippi State Government Telephone Directory*, which includes a listing of state employee extensions and state agency information.

➤ Performed billing reconciliation on invoices from state contract vendors for telecommunications services and saved the state $1,347,438 in erroneous billing.

➤ Installed and supported voice and data cabling systems for state government users in the Capitol Complex and Jackson-Metropolitan Area.

➤ Provided oversight for the Mississippi Optical Network (MissiON) that serves the Mississippi Research Consortium with redundant cores in the Primary and Co-Processing Data Centers.

➤ Worked with the state's telecommunication partner to migrate the Community College Board and the fifteen community colleges to MissiON.

➤ Managed the state's dedicated, redundant, and diversely routed commodity Internet access for state government.

➤ Maintained contracts for telecommunications services and products to support voice and data communications and access to the statewide backbone and the Internet.

➤ Provided dedicated and fully redundant wide area network (WAN) access to statewide data resources running in 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, the Primary Data Center, and the Co-Processing Data Center in Starkville.

➤ Began the process of migrating from AT&T to C Spire for voice and data services resulting from the Category 1 award of RFP 5000.

➤ Coordinated the following agency co-location projects with the purpose of moving additional agency equipment into the Primary Data Center:
- ♦ Department of Agriculture and Commerce
- ♦ Child Protection Services
- ♦ Department of Health
- ♦ Department of Rehabilitation Services
- ♦ Public Service Commission

➤ Performed system remediations to security assessments and updated various systems on a routine basis to remedy identified security issues on equipment.

➤ Continued with the migration from the Nexus network environment to the new Cisco ACI network environment within the Primary and Co-Processing Data Centers.

➤ Implemented new network cabling and connectivity in the Primary Data Center and around the Capitol Complex including the following:
- ♦ Added the Wright and Ferguson Building to the fiber ring
- ♦ Added the new Trademart Building to the fiber ring
- ♦ Performed multiple state agency projects due to renovations or moves

- Performed voice and data network changes for the Attorney General's Office staff relocation to the Woolfolk Annex.
- Implemented Avaya G450 media gateways and integrated them into the enterprise phone system to provide voice services for the Department of Transportation office in Yazoo City.
- Implemented Hosted Voice over IP (HVoIP) service at the following locations:
  - Child Protection Services and Department of Human Services in Neshoba and Lowndes counties
  - Department of Public Safety in New Albany, Meridian, Batesville, Starkville, and Greenwood
  - Crime Lab in Meridian
  - Department of Employment Security
- Continued migration of the remote sites around the state to a new long-distance provider.
- Worked in conjunction with the ITS Data Services Division to provision various networks for the hybrid cloud environment located in the State Data Centers.
- Began a project to replace the legacy Avaya G650 media gateways in the Capitol Complex with modern G450 media gateways.
- Completed the decommissioning of the Robert E. Lee Data Center.

Education

- Offered an online training educational program designed to enhance and improve the technical and communication skills of personnel within state government.
- Trained 215 state employees in various areas of information technology.

eGovernment

- Mississippi's official website, ms.gov, reflects a vision of state government that is attentive to the needs of constituents and businesses by streamlining and enhancing the way citizens and businesses access government information. Examples include:
  - Providing a single, common gateway to Mississippi government
  - Improving access to free information
  - Providing access to value-added services for commercially viable information of interest to the business community
- The following custom applications, mobile applications, and websites were developed in FY 2021:
  - Online Applications
    - Forestry Commission – Prescribed Burning Short Course Registration
    - Veterans' Home Purchase Board – Loan Fee Application
    - Board of Nursing, Office of Nursing – Workforce Scholarship Application
    - Department of Public Safety – Online Appointment Scheduler
    - Department of Agriculture and Commerce – Genuine MS Over-the-Counter Store
    - Department of Wildlife, Fisheries, & Parks – Specialty Tag Application

- ‣ Department of Mental Health – Certification Online Payment Portal
- ‣ Veterans' Home Purchase Board – Mortgage Payment
- ‣ Museum of Natural Science – Environmental Review Online Payments
- ‣ Board of Architecture – Landscape Architect Initial Registration by Examination
- ‣ Board of Architecture – Architect Initial Registration by Examination
- ‣ Board of Optometry – Primary Eyecare Procedure Certification
  - ◆ Mobile Applications
    - ‣ Department Health – Childcare Facility Mobile Inspections
  - ◆ Payment Services for Existing Online Applications
    - ‣ Board of Pharmacy – Payment Processing
    - ‣ Department of Agriculture and Commerce – Open Show Payment Processing
  - ◆ Local Government Applications
    - ‣ City of Monticello– Fall Sports Registration
  - ◆ Website Launches/Redesigns
    - ‣ Town of Mathiston
    - ‣ Board of Dental Examiners
    - ‣ Board of Registration for Professional Engineers and Land Surveyors
    - ‣ Board of Nursing
    - ‣ Mississippi Commission on Children's Justice
    - ‣ Mississippi State Hospital
    - ‣ Autism Board
    - ‣ Department of Mental Health
    - ‣ Department of Employment Security
    - ‣ Board of Examiners for Social Workers and Marriage and Family Therapists
- ➤ The ms.gov eGovernment portal initiative received the following awards:
  - ◆ Government Experience Awards
    - ‣ Future Ready Award – MISSI
    - ‣ Project Experience Award – Department of Wildlife, Fisheries, and Parks Citizen Platform
  - ◆ Dot COMM Awards
    - ‣ Gold Winner – Eudora Welty House and Garden Website
    - ‣ Gold Winner – Department of Revenue QuickPay
    - ‣ Honorable Mention – MS.gov
  - ◆ WebAward
    - ‣ Outstanding Website – MS.gov
  - ◆ MarCom Awards
    - ‣ Platinum Winner Mobile Traffic and Alerts – Department of Transportation MDOTtraffic Mobile App
    - ‣ Gold Winner Government Websites – MS.gov
    - ‣ Honorable Mention – Access MS
  - ◆ Davey Awards
    - ‣ Gold Winner Government Websites - Department of Public Safety Website
    - ‣ Gold Winner Government Websites - MS.gov
  - ◆ W3 Awards
    - ‣ Silver Winner General Website Categories – Best Use of Emerging Technology – MISSI, chatbot
    - ‣ Silver Winner Website Features - Home Page for Websites - MS.gov
    - ‣ Silver Winner Mobile App – Maps and navigation – Department of Transportation MDOTtraffic Mobile App

- Hermes
  - Gold Winner – MS.gov
  - Honorable Mention – Department of Public Safety Website
- Communicator Awards
  - Award of Excellence Websites – General – MS.gov
  - Award of Distinction Websites – Features and User Experience – MS.gov
  - Award of Distinction Websites – Government – MS.gov
  - Award of Excellence Websites – AccessMS
  - Award of Excellence Websites – Government – Mississippi's Coronavirus Website
  - Award of Distinction Websites – Government – Department of Public Safety Website

Data Services

➤ Provided computing services to approximately 90 state agencies and multiple private entities that access public records.

➤ Processed approximately 750,000 batch jobs and 28 million online transactions during FY21.

➤ Hosted approximately nine websites, 885 virtual VMware servers, and four eGovernment applications.

➤ Relayed approximately 354,000 emails per day.

➤ Blocked approximately 74,000 SPAM emails per day.

➤ Documented, managed, and resolved 4,351 requests and 2,704 incidents through the 24x365 Service Center during FY21.

Procurement Services

➤ Provided professional services to supplement agency information technology staff in the following roles:
  ♦ Project management for application and web development
  ♦ Project management for technology procurements
  ♦ Web-enabled application analysis, design, development, testing, and deployment, including key roles in eGovernment initiatives

➤ Produced the following competitive procurements:
  ♦ Developed and advertised 27 RFPs
  ♦ Developed and sent 20 Letters of Configuration (LOC) to General RFP and EPL vendors for the purchase of technology products and services

➤ Produced 521 procurement approval documents (CP-1s) for the purchase of technology products and services.

➤ Published 8 EPLs with purchases totaling more than $66,000,000.00.

➤ Administered the Statewide Cellular Master Agreement for purchases by state agencies, public universities, and local government entities.

➤ Negotiated and executed approximately 400 technology contracts and contract amendments.

Security Services

➤ Published 12 monthly cybersecurity newsletters and distributed 423 cybersecurity news articles.

➤ Disseminated 510 cybersecurity incident notifications.

➤ Processed 200 firewall, 15 IPS, 1145 VPN, and 33 uncategorized requests.

➤ Processed 18 firewall, 2 IPS, 136 VPN, and 3 uncategorized incidents.

➤ Supported 1,699 remote access VPN tunnels and 113 site-to-site VPN tunnels.

➤ Prevented over 85 billion unexpected or unwanted network packets from entering the Enterprise State Network based on enterprise firewall policies and rules.

➤ Prevented over 16 million intrusions to and from the Enterprise State Network based on enterprise intrusion prevention system (IPS) policies, rules, and signatures.

➤ Prevented over 188 million intrusions to and from the State Data Centers based on enterprise IPS policies, rules, and signatures.

➤ Maintained accounts for 102 local and state government entities in the enterprise security awareness and education training solution.

➤ Coordinated cybersecurity assessments for ITS managed systems.

➤ Performed weekly vulnerability scans on all ITS managed systems.

Telecommunications Services

➤ Supported 24,064 telephone lines statewide.

➤ Processed 14,297,027 minutes of long-distance usage.

➤ Supported 353 toll-free numbers totaling 19,244,776 minutes of usage.

➤ Supported 8,163 voicemail boxes for customers statewide.

➤ Processed 4,180 work orders containing 24,017 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 1,191 state agency and local government data network sites.

➤ Supported the phone system in the state buildings within the Capitol Complex, as well as 99 agency sites around the state.

➤ Supported 1,696 audio/web conference accounts for use within the Capitol Complex and around the state with 27,452 audio/web conference calls and 5,734,145 audio/web conferencing minutes of usage.

➤ Supported 2,334 10/100/1000 Mbps, 1,682 10Gbps, 120 25Gbps, and 780 100Gbps Ethernet ports in the State Data Centers.

➤ Supported 1,646 10/100/1000 Mbps, 738 10Gbps, and 144 25Gbps Ethernet ports in the Capitol Complex core network.

➤ Provided telecommunications system availability of 99.99%.

➤ Provided 99.9% availability of 40Gbps backbone network bandwidth for the State Data Centers.

➤ Provided 99.9% availability of 20Gbps backbone bandwidth per agency with an average latency of <2ms for the Capitol Complex network.

➤ Provided 99.9% availability with an average latency of 36ms for the wide-area network.

➤ Provided 99.9% availability of 10Gbps for Internet connectivity.

➤ Processed 1,178 locates/markings for the underground cabling infrastructure in the Capitol Complex.

Education

➤ Trained students representing 7 state agencies.

➤ Provided online training to 215 students.

eGovernment

➤ Processed electronic payments for 100 Mississippi government entities using the state's Enterprise Payment Portal and delivered 324 services.

➤ Launched 28 digital government services.

➤ Enhanced the protection of citizen and government data. The state's eGovernment partner, NIC Mississippi, underwent three external audits, 1 internal audit, and 189 application scans addressing threats across 6 categories of risk, including:

  ♦ Electronic threats and vulnerabilities
  ♦ Malicious code
  ♦ Privacy issues
  ♦ Human factors
  ♦ Physical environment
  ♦ 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
  ♦ Uninterruptible power supplies
  ♦ Multi-tiered environments
  ♦ Intrusion detection hardware
  ♦ Secure Socket Layer (SSL) 256-bit encryption
  ♦ Application firewalls and traffic monitoring
  ♦ CyberTrust certification
  ♦ Payment Card Industry Data Security Standard (PCI DSS) certification

American Academy of Certified Public Managers and the Mississippi Society of Certified Public Managers

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 Mississippi Society of Certified Public Manager (MSCPM) program to provide and encourage continued development of staff members who are in supervisory, managerial, or project management roles.

Participants and graduates of the CPM Program are encouraged to join the MSCPM, which is Mississippi's society arm of the American Academy of Certified Public Managers (AACPM). 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. ITS has a strong representation in the MSCPM and utilizes the society's programs to provide continuing managerial education.

American Society for Public Administration

The American Society for Public Administration (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 nonprofit administration. ASPA's four core values are accountability and performance, professionalism, ethics, and social equity. Membership is open to anyone working, 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 Government Accountants

The Association of Government Accountants (AGA) is the member organization for government financial management professionals. Through training and events, professional certification, publications, and ongoing education, AGA helps members build their skills and advance their careers. AGA is committed to increasing government accountability and transparency and has been instrumental in assisting with the development of accounting and auditing standards and in generating new concepts for the effective organization and administration of government financial management. AGA is the only association supporting 15,000 professionals working in federal, state, and local governments as well as the private, nonprofit, and academic sectors. Senior ITS staff members currently serve as President and Secretary of the Jackson chapter.

Association of Information Technology Professionals

The Jackson Association of Information Technology Professionals (AITP) Chapter, active since the 1950s, consists of over fifty members with varied backgrounds, such as college professors and attorneys. The purpose of the Jackson chapter is to contribute to the professional benefit of the members and their employers and to benefit the business and educational information technology industry, 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.

Building Industry Consulting Services International

Building Industry Consulting Services International (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.

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 using innovative digital wireless technology.

eGovernment Oversight Committee

Senate Bill 2975 passed during the 2011 Regular Legislative Session established the eGovernment Oversight Committee (EOC) to oversee the implementation and management of eGovernment and related technology initiatives. The goal of this partnership is to enable government entities to create program efficiencies, meet legislative service deadlines, and establish a citizen-centric website, as well as an enhanced social media presence. Other responsibilities include addressing policy issues such as privacy, security, costs, and accessibility. The committee promotes economic development and efficient delivery of government services by encouraging governmental and private sector entities to conduct their business and transactions using electronic media. As defined in SB 2975, the Committee members (or official designee) are the Executive Director of ITS, 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,

and the Commissioner of Department of Revenue. ITS staff provides administrative support for the committee. The ITS Executive Director currently serves as the Chairman of the EOC.

Gartner Group Services

ITS subscribes to consulting services from Gartner, a leading supplier of tactical and strategic analysis and data in the information technology industry. Services provided include research, strategic planning, and consulting services. Research materials provide a brief analysis of companies, technologies, planning issues, and future innovations.

Information Security Council

House Bill 999 passed during the 2017 Regular Legislative Session formally established the Mississippi Enterprise Security Program and tasked ITS to provide centralized management and coordination of state policies for the security of data and IT resources. ITS formed the Information Security Council to foster collaboration throughout state government to plan, develop, and implement enterprise security objectives. Information Security Officers from each state agency are members of the Information Security Council. ITS schedules regular Council meetings to provide education and awareness, identify cybersecurity-related issues, set the future direction for cybersecurity plans and policy, and provide a forum for inter-agency communications regarding cybersecurity. Senior IT staff serves as Chair and provide leadership to the Council.

Mississippi Association of Governmental Purchasing and Property Agents

The Mississippi Association of Governmental Purchasing and Property Agents (MAGPPA) 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

The Mississippi Association of Personnel Administrators (MAPA) 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 staff have served as officers and board members and are active in both the quarterly meetings and the annual conference.

Organizations, Councils, Services, and Committees

Mississippi Coordinating Council for Remote Sensing and Geographic Information Systems

The Mississippi Coordinating Council for Remote Sensing and Geographic Information Systems (GIS) 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 Council provides direction to ITS for the operation and maintenance of the GIS data warehouse known as the Mississippi Geospatial Clearinghouse. The Council also provides oversight to the Department of Environmental Quality 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.

Mississippi Telecommunications Management Association

The Mississippi Telecommunications Management Association (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. ITS agency staff participate in MTMA meetings.

Mississippi Telehealth Association

Officially organized in March of 2014, the mission of the Mississippi Telehealth Association (MTHA) is to provide a statewide forum for developing telehealth related policies and programs designed to improve health-care outcomes for Mississippians. 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 the entities involved in the delivery and use of telemedicine will be able to work together to increase healthcare access and quality in the State of Mississippi, allowing the state to be a national model of telehealth innovation.

Mississippi Wireless Communication Commission

Mississippi Wireless Communication Commission (WCC) is a 16-member commission comprised of representatives from state and local governmental entities. The WCC 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 a ninety-seven percent coverage area for P-25 700 MHz land mobile radio wireless communications. The ITS Executive Director, or designee, serves as member of

the WCC in compliance with MS Code 25-53-171. Additionally, ITS provides administrative and financial support and oversight of the WCC work and staff.

Multi-State Information Sharing and Analysis Center

The Multi-State Information Sharing and Analysis Center (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. Senior ITS staff members are actively involved with MS-ISAC.

National Association of State Chief Information Officers

The National Association of State Chief Information Officers (NASCIO) 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. Senior ITS executive staff are actively involved in NASCIO serving on various committees and workgroups.

National Association of State Technology Directors

The National Association of State Technology Directors (NASTD) 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

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 nonprofit, 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 computing specialists more effective professionals. SHARE is comprised of more than 2,000 top enterprise computing organizations including most of the FORTUNE 500 and many top international corporations.

Travel

2021 Board Meeting Travel

Board Member	Per Diem	Travel Expenses
June Songy	720.00	37.95
J. Keith Van Camp	600.00	0.00
Bill Cook	0.00	0.00
Mark E. Henderson	80.00	58.56
Alan Lange	0.00	0.00
Thomas A. Wicker	720.00	284.90
Total Board Member Travel	**2,120.00**	**381.41**

2021 In-State Travel

Employee	Destination	Travel Expenses
Bud Brown	Starkville, MS	140.17
Chris Nix	Statewide MS	5,218.10
Foster Fowler	Biloxi, MS	71.94
Foster Fowler	Columbus, MS	74.95
Jeff Jennings	Statewide MS	127.15
Jon McIntosh	Biloxi, MS	18.31
Matt Pratt	Statewide MS	35.53
Robbin Steen	Statewide MS	806.20
Timika Franklin	Statewide MS	704.55
Total In-State Employee Travel		**7,196.90**

2021 Out-of-State Travel

No out-of-state travel for FY21

ITS Contact Information

Executive Director
David C. Johnson
(601) 432-8000
david.johnson@its.ms.gov

Chief Administrative Officer
Michele Blocker
(601) 432-8111
michele.blocker@its.ms.gov

Chief Information Security Officer
Data Services
Jay White
(601) 432-8180
jay.white@its.ms.gov

Communication Services
Debra Brown
(601) 432-8128
debra.brown@its.ms.gov

Digital Services
Steve Patterson
(601) 432-8117
steve.patterson@its.ms.gov

Procurement Services
Sheila Kearney
(601) 432-8138
sheila.kearney@its.ms.gov

Internal Services
Holly Savorgnan
(601) 432-8102
holly.savorgnan@its.ms.gov

Telecommunications Services
Brian Norwood
(601) 432-8182
brian.norwood@its.ms.gov

David C. Johnson, Executive Director

3771 Eastwood Drive
Jackson, MS 39211
(601) 432-8000
www.its.ms.gov
www.ms.gov