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Kate Brown, Governor

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February 17, 2016

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The Honorable Richard Devlin, Co-Chair
The Honorable Peter Buckley, Co-Chair
Joint Committee on Ways and Means
900 Court Street NE
H-178 State Capitol
Salem, Oregon 97301-4048

RE: Information Technology Assessment of the Department of Geology and Mineral Industries

Dear Co-Chairs:

Nature of the Request

The Office of the State Chief Information Officer (OSCIO) and the Department of Geology and Mineral Industries (DOGAMI) submit the attached assessment of DOGAMI's information technology operations and business organization. The assessment and report were requested by the Legislature through a budget note in SB 5512 (2015), DOGAMI's 2015-17 biennial budget bill which states:

> The Department is directed to work with the Office of the State Chief Information Officer (OSCIO) to conduct a comprehensive assessment of the agency's information technology related operations. The assessment is to include, but not be limited to, an evaluation of the following:
>
> 1) IT organizational structure, policies and practices, management and staffing, funding and expenditures, and governance;
>
> 2) Inventory of current systems, hardware, software, data resources, and applications;
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> 3) Business drivers and organizational mandates for information technology and data management;
>
> 4) Current operational and technical deficiencies and gaps;
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> 5) Current, and any potential alternative methods, for data exchange and providing online access to data resources;
>
> 6) Operation and technical requirements for systems, data, and applications;
>
> 7) Requirements necessary for any recommended changes or enhancements to IT management, staffing, funding, policies, and practices.
>
> A report on this comprehensive assessment is to be submitted to the Legislative Fiscal Office in December 2015 and jointly presented by DOGAMI and the OSCIO to the Joint Legislative Committee on Information Management and Technology and to the Joint Committee on Ways and Means during the 2016 Legislative Session.

OSCIO Assessment and Recommendation

OSCIO examined IT operations and business organization at DOGAMI's central office and both of its field offices in Albany and Newport. Below is a very brief summary of the extensive report attached to this letter.

OSCIO found crucial gaps in DOGAMI's current model:

- Lack of IT management and operational positions to support the agency's complex IT operational and planning needs.

- Understanding and compliance with State purchasing and procurement policy.

- The agency is overburdened with operating a complex and inefficient IT operation and is trying to be self-sustaining in all areas of IT; from desktop support, network security, to storage and GIS management.

  Reference page 6 of the report

The key concerns identified by OSCIO were:

- Risk of loss of data and data breaches for all data storage devices.

- Lack of physical security for all data storage devices.

- Noncompliance with state-wide IT security policies and procedures.

  Reference page 42 of the report

OSCIO noted that, "The current server-storage architecture is a technological and maintenance dead-end. It cannot be efficiently or economically scaled up any further. A future model will require the agency to redesign both its computer (server) and storage architectures in order to implement more efficient storage systems (unified storage) and deduplication processes (no multiple copies, software defined deduplication)."

Reference page 31 of the report

OSCIO made the following recommendations:

- Request inclusion of two FTE actual IT personnel.

- Request the support of the OSCIO, CFO and ETS in working with DAS Procurement. Develop more mature IT and business processes and policies.

- Divest itself of the daily maintenance and running of hardware and software that are not directly required for the agency' mapping and geospatial data processing needs.

- Develop a storage management and distribution architecture modeled around the best practices for LIDAR data management as outlined in the report.

- Develop a plan and budget to implement the above recommendations and present to the Legislature for the 17-19 biennium.

Reference page 38-39

DOGAMI'S Response

DOGAMI is very appreciative of the work done by ETS and OSCIO staff and in response to the most serious risks they identified intends to take the following actions immediately:

- Engage with ETS to provide data back-up services to ensure data back-up and disaster recovery are in compliance with state requirements.
- Identify a subject matter expert to guide DOGAMI in the development of policy and procedures related to business continuity, asset management, and IT strategic planning.
- Begin discussions related to divesting DOGAMI of non-core operations such as email services, network management, Web hosting and file transfer services.

DOGAMI will also begin planning for longer term solutions and associated staffing needs and anticipates returning to the Emergency Board in the spring of 2016 to request additional funding and limitation to address deficiencies as identified in the report.

Action Requested

OSCIO and DOGAMI request that the Joint Committee on Ways and Means acknowledge receipt of this report.
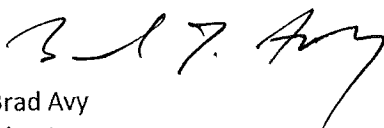
Legislation Affected

None.

Thank you for your time and consideration.

Sincerely,

Alex Pettit
State Chief Information Officer
Oregon State Chief Information Office

Brad Avy
Director
Department of Geology and Mineral Industries

Attachments

IT Assessment of the Department of Geology and Mineral Industries

Power Point Presentation

cc: Lauri, Aunan, Governor's Office
       Cathleen Connolly, Chief Financial Office
       John Terpening, Legislative Fiscal Office
       Kim Riddell, DOGAMI Chief Financial Officer
       Darrell Landrum, State Technology Office – NR Program
       Wayne Smith, DAS Enterprise Technology Solutions