Information & Media Services Review

March 2021

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Information & Media Services

Customer Engagement

- Technology advice
- Technology support
- User training
- Project management

Operations & Security

- System security
- Systems administration
- Help desk
- Technology support

Media

- Streaming services
- Productions
- Special events
- Technology support

Design & Development

- Systems architecture
- Application development
- Lifecycle management
- Technology support

**End to End Technology Services & Support**

Current State

Operational Workload

Ticket volume
- Current session volume is lowest on record
- Majority of calls user accounts then hardware install/fix
- Emphasis on outreach with customer engagement team focused using Teams

Trends
- December was normal ticket volume. 2021 has seen a decrease ticket volume from past long sessions
- Able to fulfill requests with fewer session only staffing

IS Work Order Volume

Legend: 2013, 2015, 2017, 2019, 2021
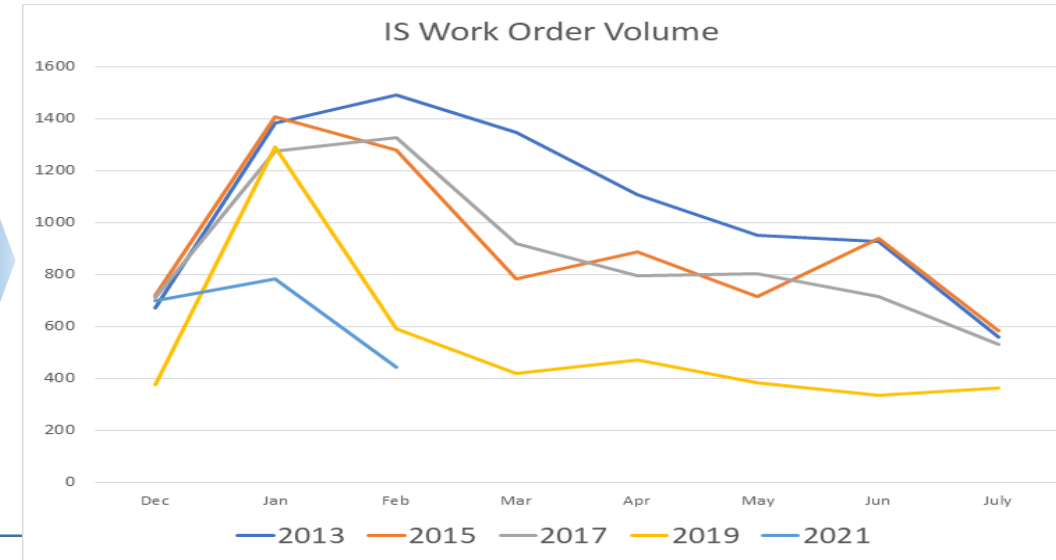
2020 Interim Focus

1 Application & Infrastructure Improvements
- 71 modifications to custom applications
- 12 infrastructure improvement projects
- 5 media services projects

2 Security Projects
- Upgraded security system & cameras throughout the Capitol
- Upgraded mass communication and public address system for emergency alerts
- Increased Office 365 security
- Major Phones System upgrade

3 New Technology Introductions
- New Public Record Request System
- New It User Account MGT System
- New Complex
  - Project Tracker
  - Strategic Planning System
- OLIS updates

Current State

2020 Interim Focus

New Technology Introductions continued

COVID/Remote session Related

- Invintus Legislative Video Implementation (and integration with multiple systems)

- New Public Testimony Portal in OLIS to allow the public to submit testimony remotely

- New Online Capitol Store Catalogs

- Tours application to accommodate virtual tours

- New Shared Remote Meeting Calendar

- New COVID Emergency Relief Tracking

- New Legislative Concept File Dashboard System

- New Electronic Bill Back System (not implemented but ready for session)

- Public meeting agenda display carousel

- New Hearing Room Equipment

- Office 365 security enhancements

- Microsoft Teams to whole Legislative branch in 3 days

Challenges & Focus

Existing Challenges

Supporting Platforms for Custom Applications

The platforms and languages on which our custom applications reside are either outpacing our ability upgrade our code to maintain support, or the technologies are being sunset in favor of new solutions. COVID has forced us to create new applications and integration with current systems.

Custom applications include: Fiscal & Revenue Impact Statements (FIS/RIS), DESKS, Staff Measure Summary (SMS), CASS, Bill Drafting System & OLIS

Completed Large Projects

- ✓ Document publishing & management system, II
  - ✓ Procured our two development vendors; Tallan Inc. & Xcential Corp.
  - ✓ Procured our quality assurance vendor; Hittner & Associates
  - ✓ Completed our business analysis and user story development
- ✓ Disaster recovery, phase II
  - ✓ Redundant operational environments at DR site
  - ✓ Recovery Point Objective (RPO) – 24 hours or less
  - ✓ Recovery Time Objective (RTO) – 5 days or less
- ✓ Replaced aging infrastructure
  - ✓ Network server equipment

2021-2022 Project Focus

- Maintain current custom applications
  - Remediate break/fix issues
  - Collect enhancement requests
- Replace aging infrastructure
  - Multimedia equipment in hearing rooms & chambers
  - Server equipment
  - Capitol Wi-Fi
- Document publishing & management system (DPMS), Build phase
  - Review proposed "Request Portal" functionality with Desks, LPRO, LFO, LRO, and LC
  - Finalize vendor submitted change requests
  - Build the new system

Strategy

Vision	Mission	Principles	Initiatives	1 Yr Goals & Obj	3-5 Yr Goals & Obj
• Innovative technology solutions & services to support the legislative process	• We support the legislative process by providing technology solutions & services for the public good	• Technical criteria to which our solutions & services must adhere	• Key themes that tie our daily and long term work back to fulfillment of our mission & vision	• The tactical set of goals & objectives that establish the team's project work deliverables	• The strategic high level goals & objectives that drive fulfillment of the vision

Vision Imperatives

Technology solutions that are:

- Resilient – secure solutions that are disaster recovery enabled

- Integrated – technologies that operate in a seamless manner

- Scalable – grow or contract based upon demand

- Enabling – solutions that enhance productivity, efficiency, and flexible

- Supportable – all technologies remain within 2 major releases (n-2)

Principles

- Fit for purpose – the right tool for the job

- Simplicity – Solutions that are elegant

- Reuse > buy > build – custom built solutions should be the last option

- Controlled technical diversity – less is more

- Customer centricity – partnership with the community to deliver the best solution

- Compliance with laws & regulations

Initiatives

- Improve IS' capability for the deployment of significant application changes

- Provide enhanced organizational services

- Modernize the infrastructure, addressing unsupported components

- Improve processes essential for the effective modernization of the application portfolio

- Increase accessibility

Appendix

Information & Media Services

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                              Chief Information
                                   Officer
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Customer Engagement Leader
- Senior Solution Architect / Advisor
- Senior Solution Architect / Advisor
- Solution Architect / Advisor
- Solution Architect / Advisor
- Solution Architect / Advisor

Operations & Security Leader
- Senior System Administrator
- Senior Database Administrator
- Senior Security Administrator
- System Administrator
- System Application Administrator
- System Security Administrator
- System Administrator
- System Administrator

- Technician
- Technician
- Technician
- Help Desk Analyst
- Help Desk Analyst
- Session Technician
- Session Technician
- Session Help Desk Analyst

Media Services Lead
- Media Technician
- Media Technician
- Session Media Technician

Design & Development Leader
- Chief Systems Architect
- Senior Systems Architect
- Systems Architect
- Systems Architect
- Systems Architect

Document Publishing & Management System (DPMS) Project

Problem Statement

The current platforms for bill drafting and supporting suite of applications do not meet the long-term needs of the business for resilient, supportable and integrated solutions

- The legacy systems used by the Office of the Legislative Counsel (LC) to create and publish legislative documents are out-of-support and have no migration path forward, are expensive to maintain, cannot seamlessly integrate with other core legislative applications, and cannot keep up with the evolving requirements of LC users in an era when more sophisticated applications are widely available.
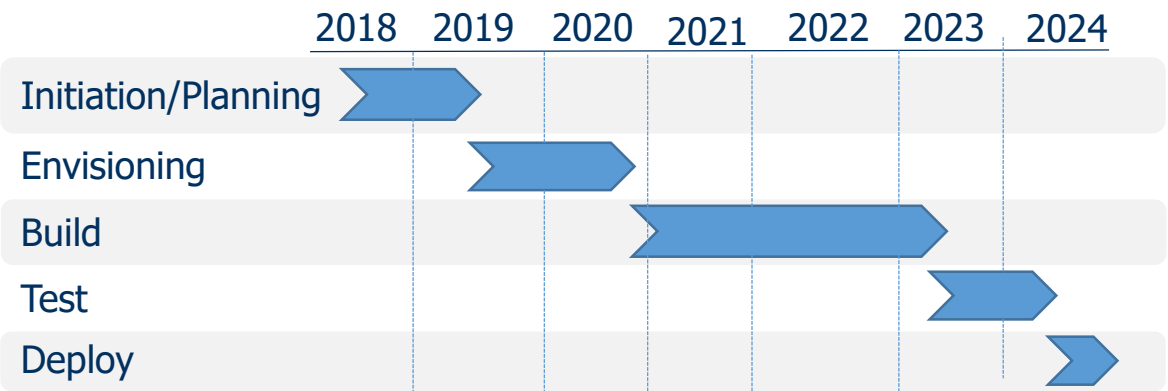
Current State

Need	Challenge
Supportability	• Diminished pool of knowledgeable Oracle forms and IBM mainframe resources
	• Bolt-on software at end of support with no upgrade path
Integration	• Lack of seamless integration between systems that support the legislative process
Resiliency	• Current legacy systems lack a robust disaster recovery solution

High-Level Phase Timeline

2018 2019 2020 2021 2022 2023 2024

- Initiation/Planning
- Envisioning
- Build
- Test
- Deploy

Project Goals

1. New system measurably meets or exceed the overall performance of the legacy systems

2. LC and I.S. staff actively engage in designing and building the new system with the vendors, and at deployment, can use it and maintain it efficiently

3. Scope is constrained, schedule is met, we finish at or under budget, quality is built into the new system, and the system meets LC's business needs

4. The new system is extensible and can be both enhanced by I.S. for use by LC and be extended on future projects to other Leg. offices for their benefit