

Information & Media Services Technology

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Strategy



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



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



Current Metrics – MS Teams & Streaming (2020 – Present)

MS Teams Usage

Branch wide Teams Usage last 90 days

- Total Number of Meetings – 11,006
- Number of one-on-one Calls – 10,663
- Number of Audio time 37,613 hours
- Number of Video time 36,367 hours
- Screen share time 2,818 hours
- Emphasis on outreach with Customer Engagement Team

Committees, Task Forces & Work Groups last 90 days

- Number of Committees & Task Forces - 677
- Hours of Committee & Task Forces Meetings - ~1,015

Video Streaming

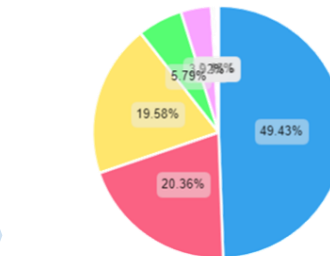
Video Content Consumed

- Total Plays – 115,318
- Total Hours – 174,425 (That's 20 years!)
- Average Retention – 1.5 hours
- Video adjusts with the consumer's available bandwidth

Flexible To Accommodate The Public

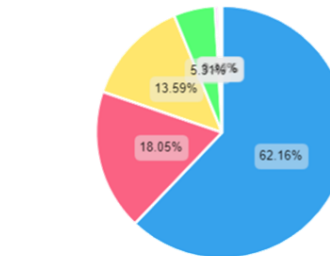
- Viewable through all web browsers
- Compatible with common operating systems (even PS4!)
- Platform independent

Top Browsers



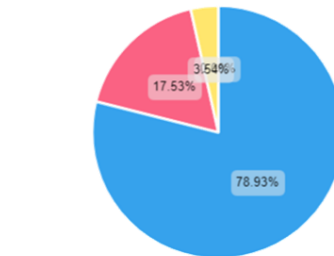
Chrome	- 53,112
Safari	- 21,879
Microsoft Edge	- 21,036
Firefox	- 6,217
Internet Explorer	- 4,207
Samsung Internet for Android	- 481
Amazon Silk	- 212
Opera	- 120
Focus	- 102
Chromium	- 86

Top Operating Systems



Windows	- 66,813
macOS	- 19,398
iOS	- 14,607
Android	- 5,704
Chrome OS	- 472
Linux	- 311
Tizen	- 178
PlayStation 4	- 1

Top Platforms



desktop	- 84,837
mobile	- 18,843
tablet	- 3,803
tv	- 1



History

2013 Project

- Input from Members, Leadership, Lobby, Public, State Agencies
- Member bill comments / comment sharing
- Member document uploads
- Member bill annotations

Continually Updated

- Video Streaming
- Mobile Friendly
- Bill Sponsorship
- Vote Explanation
- Public Testimony Uploads (New this Session)

Future Plans

Input from Members, Leadership, Lobby, Public, State Agencies

Citizen Engagement Portal

- Measure Tracking
- Member info based on constituent's address
- Public testimony enhancements
- Improved notifications

Transparency

- Real-time data regarding bills, votes, meetings, etc.
- Executive Appointments

DPMS → OLIS Transformation Project

- All systems integrated (Bill drafts, agendas, SMS...)
- Improved accessibility



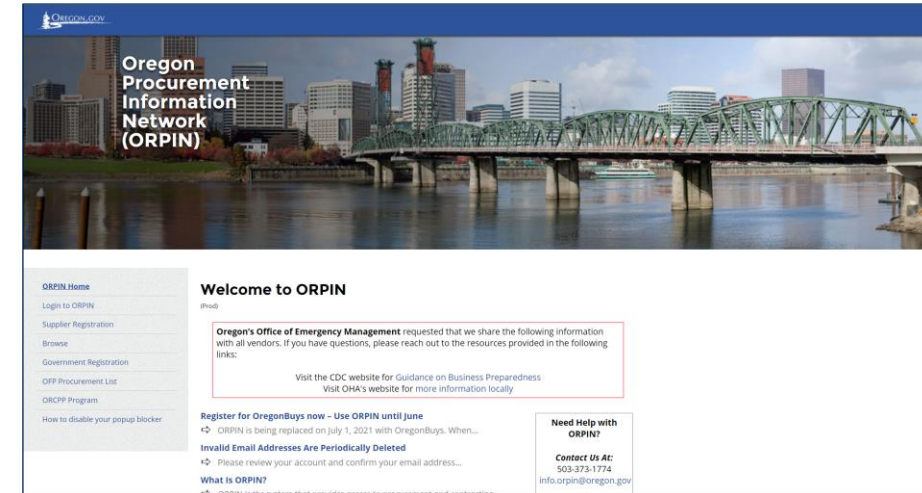
Technology Decision Making



Formal Procurement

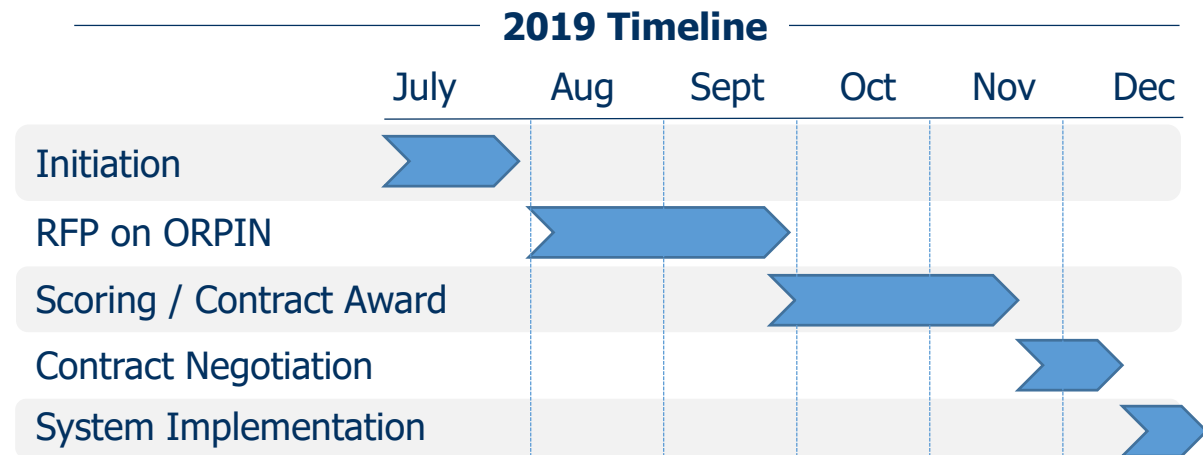
Process

- Required for purchases over \$100k
- Contract opportunity submitted to public via ORPIN
- Scoring panel / Engagement Team input
- Approx 5-6 months



Video Streaming System

- Previous contract expired
- Scoring panel from: Secretary of Senate / Chief Clerk / LPRO / LFO / LRO / IS
- Implementation continued through Summer 2020



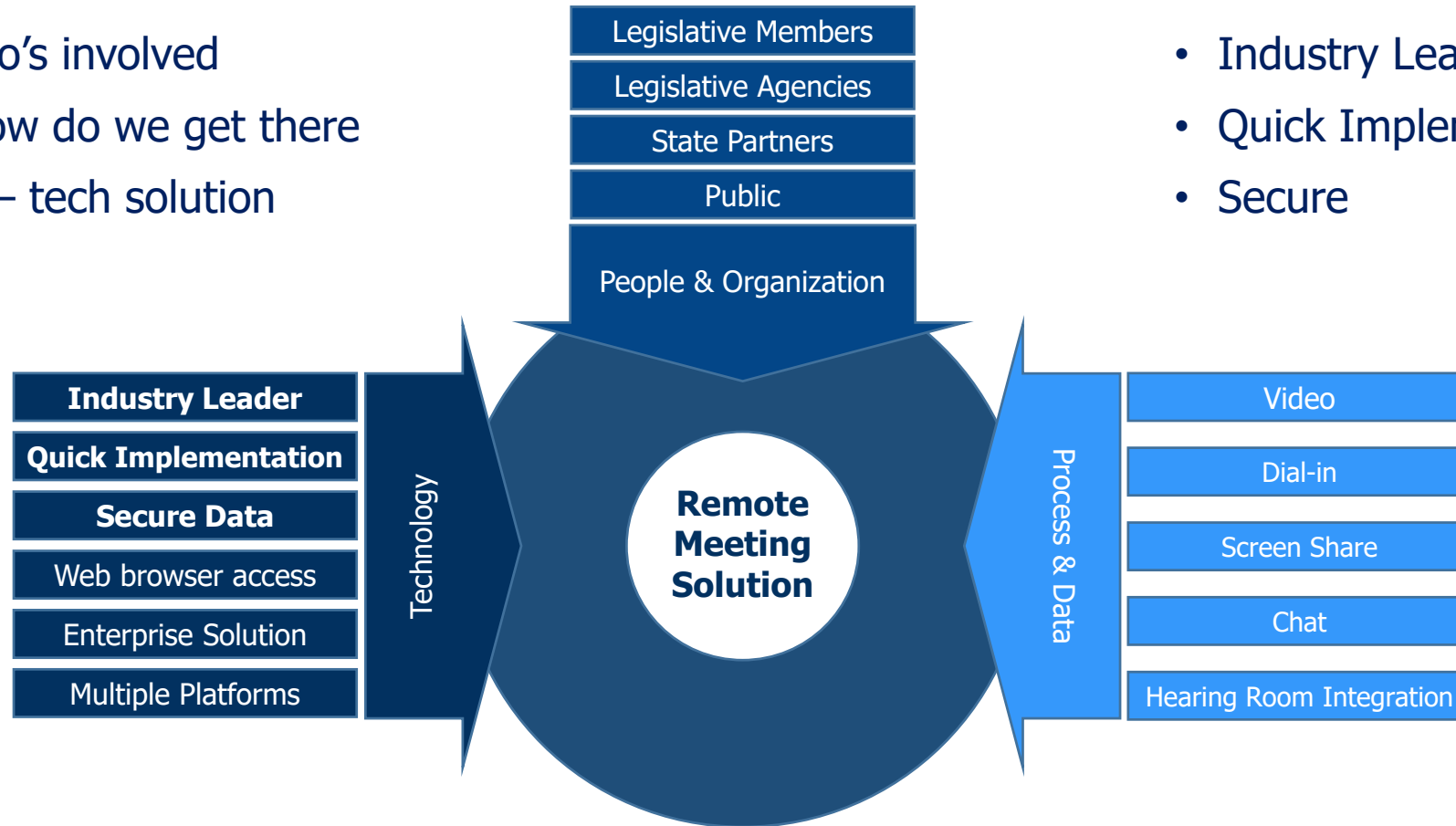
Remote Meeting Solutions

Project Framework

- People – who's involved
- Process – how do we get there
- Technology – tech solution

Critical due to Pandemic:

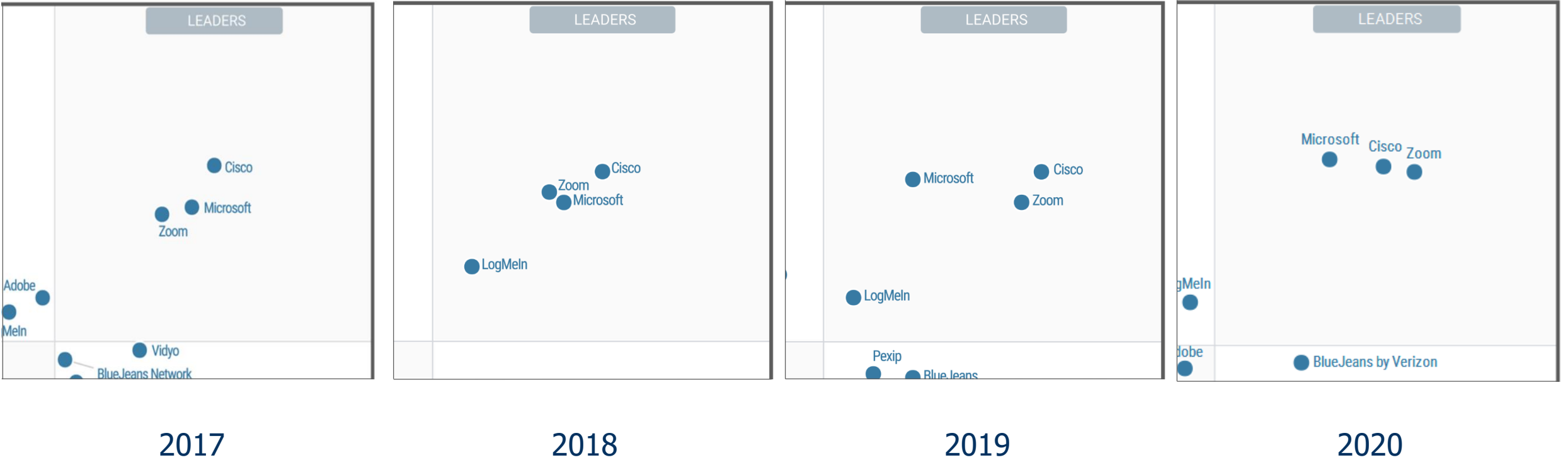
- Industry Leader
- Quick Implementation
- Secure



Industry Leaders: Gartner Magic Quadrant



Focus on Industry Leaders



Zoom Security

- Zoom-Bombing (meeting passcodes implemented April 2020)
- No End-to-End encryption & servers outside US (encryption implemented October 2020)
- Application security flaws (Resolved June 2020)



Industry Leaders comparison

	Procurement Speed	Industry Leader	Quick Implementation	Secure
 Microsoft Teams	✓	✓	✓	✓
 Cisco webex	✗	✓	✓	✓
 zoom	✗	✓	✗	✗

Outages

MS Teams Major Outages
Sept. 28th, 2020
March 15th, 2021

Cisco Webex Major Outages
Sept 25th, 2020

Zoom Major outages:
May 18th, 2020
August 24th, 2020
Sept 14th, 2020

