

AGENDA

**State Government Council
of the
Nebraska Information Technology Commission**

Thursday, January 13, 2011
1:30 p.m. - 2:30 p.m.
Executive Building - Lower Level Conference Room
521 S 14th Street
Lincoln, Nebraska

AGENDA

Meeting Documents: Click the links in the agenda
or [click here](#) for all documents (13 pages).

1. Roll Call, Meeting Notice & Open Meetings Act Information
2. Public Comment
3. Approval of Minutes* - [October 14, 2010](#)
4. Updates
 - Enterprise Content Management System - Kevin Keller
5. Standards and Guidelines*
 - [NITC 5-101](#): Enterprise Content Management System for State Agencies
 - [NITC 5-204](#): Linking a Personal Portable Computing Device to the State Email System for Data Classified as "Internal Use Only" or "Unclassified/Public"
6. Work Groups
 - Establish a new work group to assist the OCIO in developing standard configurations for PCs and laptops*
7. Other Business
8. Agency Reports
9. Adjourn

* Denotes Action Item

(The Council will attempt to adhere to the sequence of the published agenda, but reserves the right to adjust the order of items if necessary and may elect to take action on any of the items listed.)

Meeting notice was posted to the [NITC website](#) and the [Nebraska Public Meeting Calendar](#) on December 7, 2010. The agenda was posted to the NITC website on January 7, 2011.

STATE GOVERNMENT COUNCIL
of the
Nebraska Information Technology Commission
Thursday, October 14, 2010, 2:30 p.m. - 3:30 p.m.
Executive Building - Lower Level Conference Room
521 S 14th Street, Lincoln, Nebraska
PROPOSED MINUTES

MEMBERS PRESENT:

Brenda Decker, Chief Information Officer, Chair
Beverlee Bornemeier, OCIO-Technology Support Services
Dennis Burling, Department of Environmental Quality
Randy Cecrle, Workers' Compensation Court
Josh Daws, Secretary of State's Office
Keith Dey, Department of Motor Vehicles
Suzy Fredickson, Nebraska State Patrol
Rex Gittins, Department of Natural Resources
Lori Henkenius, Nebraska Department of Education
Eric Henrichsen, Department of Health and Human Services
Terri Johnston, Department of Labor
Kelly Lammers, Department of Banking
Bill Miller, State Court Administrator's Office
Gerry Oligmueller, Budget Office
Mike Overton, Crime Commission
Bob Shanahan, Department of Correctional Services
Jayne Scofield, OCIO-Network Services
Len Sloup, Department of Revenue
Joe Kellner, Department of Roads

MEMBERS ABSENT: Mike Calvert, Legislative Fiscal Office; Pat Flanagan, Private Sector; Dorest Harvey, Private Sector; Doni Peterson, Department of Administrative Services; and Rod Wagner, Library Commission

ROLL CALL, MEETING NOTICE & OPEN MEETINGS ACT INFORMATION

Ms. Decker called the meeting to order at 1:30 p.m. There were 19 voting members present at the time of roll call. A quorum existed to conduct official business. Meeting notice was posted to the [NITC website](#) and the [Nebraska Public Meeting Calendar](#) on September 2, 2010. The agenda was posted to the NITC website on October 11, 2010.

PUBLIC COMMENT

There was no public comment.

APPROVAL OF AUGUST 12, 2010 MINUTES

Correction to the minutes included the following:

- Under "Members Present", Keith Dey was present.
- Under OCIO Service Briefing: Office Communicator Service the cap amount was changed to \$25.

Mr. Shanahan moved to approve the [August 12, 2010](#) minutes as revised. Mr. Dey seconded. Roll call vote: Overton-Abstained, Burling-Abstained, Bornemeier-Yes, Decker-Yes, Sloup-Yes, Daws-Yes, Gittins-Yes, Johnston-Yes, Lammers-Yes, Cecrle-Yes, Dey-Yes, Henrichsen-Yes, Oligmueller-Yes, Henkenius-Yes, Fredickson-Yes, Scofield-Yes, Shanahan-Yes, Miller-Yes, and Kellner-Yes. Results: Yes-17, No-0, Abstained-2. Motion carried.

UPDATES - MICROSOFT PROPOSAL

Brenda Decker

Microsoft presented the state with another proposal. After meeting with the Executive Committee, the Governor's Office and the Budget office, it was determined to sign the proposal; however, the agreement has a 30-day roll-back clause. By the end of the October, the state will need to make a final decision. There will be an agency by agency assessment. With the exception of NDE, it is anticipated that the dollar amount that will decrease from \$14.04 per box to \$13.90 per box. Microsoft Office Suite and the Operation System will not be included in the package. If this is something agencies need, it will be offered at a cost of \$328/per license plus \$68 for the Operating System. The Office of the CIO will keep members informed. Members had an opportunity to ask questions.

PROJECT REVIEWS - FY2011-2013 BIENNIAL BUDGET - COMMENTS AND RECOMMENDATIONS TO THE NITC* ([NITC Tiers](#), [Project proposal summary sheets](#), [Full text of the project proposals](#) (additional information - 22 pages))

Excerpt from Project Proposal Summary sheet: "NET's current satellite lease that supports the broadcast service interconnection between the NET origination center in Lincoln and the State-owned and licensed transmitters and translators will expire in January 2012. Per Legislative approval and appropriation, the NETC commissioned a study conducted by Skjei Telecom to analyze current NET television, radio and educational distribution requirements, to investigate available distribution methods (e.g. satellite, fiber optic, and microwave), and to recommend a distribution system for the years 2012 thru 2022."

The summary sheet includes project reviewer scores and comments of three project reviewers. The Technical Panel met on Tuesday and approved the technical aspects of the project. Mike Winkle was present for questions and stated that the project is essential to the services NET provides. If not funded, broadcast licenses will be forfeited.

The State Government Council's role in the biennial budget process is to make a recommendation to the NITC regarding the funding of project. The NITC will be meeting in November. The NITC Tiers are as follows:

- Mandate: Required by law, regulation, or other authority.
- Tier 1: Highly Recommended. Mission critical project for the agency and/or the state.
- Tier 2: Recommended. High strategic importance to the agency and/or the state.
- Tier 3: Other. Significant strategic importance to the agency and/or the state; but, in general, has an overall lower priority than the Tier 1 and Tier 2 projects.
- Tier 4: Insufficient information to proceed with a recommendation for funding.

Mr. Miller moved to recommend Project 47-01 NET Satellite Replacement Project as a Tier 1 project. Mr. Dey seconded. Roll call vote: Kellner-Yes, Miller-Yes, Shanahan-Yes, Scofield-Yes, Fredrickson-Yes, Henkenius-Yes, Gittins-Yes, Daws-Yes, Sloup-Yes, Decker-Yes, Bornemeier-Yes, Oligmueller-Abstain, Henrichsen-Yes, Dey-Yes, Cecrle-Yes, Lammers-Yes, Johnston-Yes, Burling-Yes, and Overton-Yes. Results: Yes-18, No-0, Abstained-1. Motion carried.

DISCUSSION: POSSIBLE WORK GROUP TO EXPLORE THE SUPPORT CONTINUUM FOR WORK STATION/LAPTOP/IPAD-LIKE DEVICES/SMART PHONES

Eric Henrichsen proposed that a work group be established to discuss these issues relating to the continuum of hardware:

- Discussions regarding what hardware to provision to employees
- Discussions about support options for all these devices

DHHS is willing to facilitate the work group. Members interested in participating should email Mr. Becker.

OTHER BUSINESS

Innovation Accelerator approached the OCIO with an idea to develop applications for citizens to interact with state government via text messaging. They want to work with state government and develop these applications at no cost. If the project works, they would then sell this to other states. If interested, contact Mr. Becker and we will get a group to meet with them to discuss this.

Following up on an item from the last meeting, Mr. Becker indicated that a process is in place for all state employees to receive an email when an Amber Alert is issued.

Members were encouraged to attend the Digital Government Summit scheduled for November 1st at the Embassy Suites.

AGENCY REPORTS

The Department of Labor has gone through restructuring. As part of the I.T. restructuring, the agency has adopted the same model as the Game and Parks Commission utilizing an I.T. Manager from the Office of the CIO. The new I.T. Manager is Dave Hattan.

The Enterprise Content Management project is moving forward. If agencies are interested, the Office of the CIO will provide a presentation. Standards and Guidelines will need to be developed. The more customers utilizing this service the lower the rate will be for all agencies involved.

ADJOURNMENT

Bill Miller moved to adjourn. Mr. Dey seconded. All were in favor. Motion carried.

The meeting was adjourned at 2:35 p.m.

Meeting minutes were taken by Lori Lopez Urdiales and reviewed by Rick Becker of the Office of the CIO.

NITC 5-101 (DRAFT)

Technical Panel
of the
Nebraska Information Technology Commission

Standards and Guidelines

Draft Document
30-Day Comment Period

Title: Enterprise Content Management System for State Agencies

Notes to Readers:

1. The following document is a draft document under review by the Technical Panel of the Nebraska Information Technology Commission (NITC). This document is posted at <http://nitc.ne.gov/standards/comment/>.
2. If you have comments on this document, you can submit them by email to rick.becker@nebraska.gov, or call 402-471-7984 for more information on submitting comments.
3. The comment period for this document ends on January 31, 2011.
4. The Technical Panel will consider this document and any comments received at a public meeting following the comment period, currently scheduled for February 8, 2011. Information about this meeting will be posted on the NITC website at <http://nitc.ne.gov/>.

State of Nebraska
Nebraska Information Technology Commission
Standards and Guidelines

NITC 5-101 (Draft)

Title	Enterprise Content Management System for State Agencies
Category	Groupware Architecture
Applicability	Standard for all State government agencies, excluding higher education

1. Standard

State Agencies acquiring software to manage multiple types of content from multiple sources or creating workflow around that content, shall as described in Section 2 use the “Enterprise Content Management System” (ECM) that is maintained and hosted by the Office of Chief Information Officer (OCIO).

Agencies must consider using the ECM’s E-Forms software to create, submit and process forms based information for new solutions. Agencies must justify using other technologies and adhere to the exceptions as described in Section 4.

2. Scope of managing content and creating workflow includes the following:

- Capturing paper documents through the use of scanners and storing them in electronic form;
- Capturing all type of content (audio, video, e-faxes, emails, MS Office documents, etc) and storing them in electronic form;
- Electronic searching and retrieval of captured content;

- Automating records retention and archiving;
- Automating business processes through workflow;
- Reducing and/or eliminating paper document storage;
- Creation, submission and processing of Forms based information (E-Forms).

Document management systems fall under the same definition as content management systems.

3. Purpose

The purpose of this standard is to provide State government agencies a single technical solution for:

- Capturing all types of content and storing content electronically;
- Converting and minimizing the number of paper documents the State maintains;
- Facilitate searching and retrieval of electronic documents;
- Retain and dispose of electronic documents based on established document retention policies;
- Improve efficiency and accuracy of exchanging information from State Agency to State Agency, State government-to-external business partners and external business partners to State government and through automated workflow;
- Unify document management in a single system to take advantage of economies of scale.

4. Exception

This standard does not apply to content management systems already in use by an Agency, unless:

- An agency intends to buy significant upgrades;
- An agency intends to buy a significant amount of new modules; or
- An agency intends to do a significant amount of custom development in their existing document/content management system.

For guidance on these points, contact the OCIO.

5. Definitions

5.1 Documents – The State currently utilizes a great deal of paper-based documents. These documents are generated internally from both manual and automated processes. Paper documents also come from external businesses and citizens. Additionally, each paper document is read by a person to determine its purpose, what information it contains, what it is associated with and what should be done with it.

Indexing is a process of extracting the key content of the document and storing that information with the electronic version of the document. The purpose of the index information is to facilitate searching and retrieval of the document and facilitate automating processes using workflow in an agency. The index information can also be used for securing the document as well as to associate multiple documents together.

The ECM will consume paper documents by either using scanners and/or electronic document uploads. The documents can be indexed by automated means using Optical Character Recognition (OCR), Intelligent Character Recognition (ICR) and/or bar codes. The ECM facilitates both automated and manual indexing.

5.2 Processes (Workflow) – For those paper documents that are processed manually, (i.e. from one desk to another, one agency to another, and are dependent on individual organizational skill sets to insure documents are not lost, processed timely, processed accurately and filed correctly) can be greatly improved with automated workflow. Even automated processes that were previous built with little or no integration to other processes can be improved and enhanced as well.

The ECM supplies a framework to allow agencies to easily create flexible automated workflows that can utilize documents or work as independent processes. These automated workflows readily integrate with existing processes.

5.3 Process Monitoring – Managers needing feedback to determine if processes are

moving, where the bottle necks are in the processes, how to reallocate work and how best to resolve process problems, can be greatly improved with automated workflow monitoring.

The ECM includes tools (business application monitoring (BAM)) to facilitate monitoring processes. Managers can set up dashboards that give real-time views into what is happening in work queues, provide information to reallocate workloads, supply information about personnel performance/activity and easy access to audit activity.

5.4 Physical Document Storage – Physically storing paper documents can occupy large areas of costly office and warehouse space. Finding documents in these storage facilities is labor-intensive and can take hours to days. Stored paper documents are also vulnerable to natural disasters, theft, and water and fire damage.

The ECM can greatly reduce the need to store paper. When a document is scanned into the ECM, an exact “picture” of the paper document is taken. The efficiencies of having documents available immediately can greatly reduce costs and improve efficiencies for staff spending time retrieving the physical documents, delays in finding the physical documents that could impact the customers and clients, floor space, cabinets, transportation and security. The ECM information is stored on the enterprise SAN, the SAN is mirrored to minimize the chance of loss or damage.

5.5 Document Lifecycle Management – The State keeps the majority of paper-based documents around for extended periods of time and control when they get disposed of and the majority of those dispositions are done manually through various un-unified processes.

The ECM has a lifecycle management component that facilitates disposition of electronic documents based on configurable rules.

5.6 Additional Features – The State has audio, video, GIS, CAD, Word, PDF, email and fax information that can not readily be stored in a unified manner with paper documents.

The ECM can store any electronic content. All electronic content can be indexed for search, retrieval, association and security. Once paper documents are scanned into the ECM, they can easily be unified with other electronic content.

VERSION DATE: Draft - December 9, 2010
HISTORY:
PDF FORMAT: (to be added)

NITC 5-204 (DRAFT)

Technical Panel
of the
Nebraska Information Technology Commission

Standards and Guidelines

Draft Document
30-Day Comment Period

Title: Linking a Personal Portable Computing Device to the State Email System for Data Classified as "Internal Use Only" or "Unclassified/Public"

Notes to Readers:

1. The following document is a draft document under review by the Technical Panel of the Nebraska Information Technology Commission (NITC). This document is posted at <http://nitc.ne.gov/standards/comment/>.
2. If you have comments on this document, you can submit them by email to rick.becker@nebraska.gov, or call 402-471-7984 for more information on submitting comments.
3. The comment period for this document ends on January 31, 2011.
4. The Technical Panel will consider this document and any comments received at a public meeting following the comment period, currently scheduled for February 8, 2011. Information about this meeting will be posted on the NITC website at <http://nitc.ne.gov/>.

State of Nebraska
Nebraska Information Technology Commission
Standards and Guidelines

NITC 5-204 (Draft)

Title	Linking a Personal Portable Computing Device to the State Email System for Data Classified as "Internal Use Only" or "Unclassified/Public"
Category	Groupware Architecture
Applicability	Applies to all state government agencies, excluding higher education

1. Purpose

This standard provides for the requirements to connect a personal Portable Computing Device ("PCD") to the State's email system. This standard does not apply to PCDs provided by the agency.

2. Standard

2.1 Procedures for Requesting Authority to Connect a Personal PCD to the State's Email System

2.1.1 Prior to connecting any personal PCD to the State's email system, a request must be submitted to the State Information Security Officer ("SISO") for review. Attachment A is the form to be used to submit a request. Completed forms should be emailed to the SISO at siso@nebraska.gov.

2.1.2 The SISO will review each request. The SISO will either approve or deny a request and communicate the decision to the requesting agency within 14 days.

2.2 Requirements

2.2.1 Only the Native Microsoft Exchange active-sync method will be used as the syncing method for devices accessing the State email system.

2.2.2 Password protection: Personal smart devices must use a device password for access to the devices functionality. During the process of configuring the device for syncing to the State's email system, the password protection setting will be automatically enabled on the device. Other security controls may be enabled by the State email system at any time.

2.2.3 Storage of sensitive information: Personal devices cannot be used to process or store sensitive State related information.

2.2.4 Physical safeguards: Appropriate physical security measures should be taken to prevent theft of portable devices and media. Unattended portable computing devices and media must be physically secured.

2.2.5 Theft or Loss:

2.2.5.1 Reporting: Theft or loss of portable computing devices assumed to contain sensitive information must be reported immediately to the Office of the CIO. Please call the OCIO help desk at 402-471-4636 or 800-982-2468.

2.2.5.2 Remote data delete: All devices that are capable of native syncing to the State's email system support the remote data wipe feature. The user is required to take steps to safeguard data which should include initiating the remote wiping process in the case of theft or loss. Mobile email devices can be removed from email access or wiped using the "options/Mobile Devices" selection after logging into your Exchange email account using Outlook Web Access (OWA) at <https://mail.nebraska.gov>

2.2.6 Disposal and Reuse: Personal smart device users must follow the Data Disposal and Reuse policy to properly remove data and software from the PCD before its disposal or reuse.

2.2.7 Support: Personal device use is not supported by the State help desk or email team. No State system will be reconfigured in order to make a particular device work and there is no guarantee that a specific device will or will not work with the current system configuration. There is no obligation on the part of the State or Agency to support any personal device.

2.2.8 Removal of Data: All State information contained on a device must be removed on request by the Agency Director or State Information Security Officer. The device may be "wiped" or cleared of all information remotely by the State without recourse and without compensation for personal data loss (including but not limited to loss of personal contacts, music, messages and service unavailability).

3. Definitions

3.1 Portable Computing Device (PCD) includes but is not limited to notebook computers; tablet PCs; handheld devices such as Portable Digital Assistants (PDAs), Palm Pilots, Microsoft Pocket PCs, RIM (Blackberry); smart phones; and converged devices.

Attachment A: Request Form (Word Document)

VERSION DATE: Draft - December 14, 2010
HISTORY:
PDF FORMAT: (to be added)

FORM: Request to Link a Personal Portable Computing Device to the State Email System for Data Classified as “Internal Use Only” or “Unclassified/Public”

This is a request to use a personal portable computing device (“PCD”) for the purpose of linking the device to the State’s email system. The following State exchange email account will be used in conjunction with the access:

Exchange Account: _____

To the limits dictated by the State of Nebraska and Federal laws, agency data and system owners are responsible for determining how critical and sensitive information is for their applications to insure integrity, availability, and confidentiality.

Security Classification Levels:

The NITC Data Security Standard recognizes four basic levels of security classifications that are associated with varying degrees of known risks. (See NITC 8-RD-01: NITC Security Officer Instruction Guide). They can be summarized as follows:

HIGHLY RESTRICTED is for the most sensitive information intended strictly for use within your organization and controlled by special rules to specific personnel. It is highly critical and demands the highest possible security. **Not allowed on personal devices.**

CONFIDENTIAL is for less sensitive information intended for use within your organization, yet still requires a high level of security. It may be regulated for privacy considerations. (e.g. HIPAA) **Do not use this form. Contact the State Information Security Officer.**

INTERNAL USE ONLY is for non-sensitive information intended for use within your organization. The security is controlled, but not highly protected. **Use this form.**

UNCLASSIFIED/ PUBLIC is for information that requires minimal security and can be handled in the public domain. **Use this form.**

Standards:

All devices irrespective of device ownership that are syncing information with the State’s email system must follow these standards:

- 1. Only the Native Microsoft Exchange active-sync method will be used as the syncing method for devices accessing the State email system.**
- 2. Password protection:** Personal smart devices must use a device password for access to the devices functionality. During the process of configuring the device for syncing to the State’s email system, the password protection setting will be automatically enabled on the device. Other security controls may be enabled by the State email system at any time.
- 3. Storage of sensitive information:** Personal devices cannot be used to process or store sensitive State related information.
- 4. Physical safeguards:** Appropriate physical security measures should be taken to prevent theft of portable devices and media. Unattended portable computing devices and media must be physically secured.

5. Theft or Loss:

- a. **Reporting:** Theft or loss of *portable computing devices* assumed to contain *sensitive* information must be reported immediately to the Office of the CIO. Please call the OCIO help desk at 402-471-4636 or 800-982-2468.
- b. **Remote data delete:** All devices that are capable of native syncing to the State's email system support the remote data wipe feature. The user is required to take steps to safeguard data which should include initiating the remote wiping process in the case of theft or loss. **Mobile email devices** can be removed from email access or wiped using the "options/Mobile Devices" selection after logging into your Exchange email account using Outlook Web Access (OWA) at <https://mail.nebraska.gov>

6. **Disposal and Reuse:** Personal smart device users must follow the Data Disposal and Reuse policy to properly remove data and software from the PCD before its disposal or reuse.

7. **Support:** Personal device use is not supported by the State help desk or email team. No State system will be reconfigured in order to make a particular device work and there is no guarantee that a specific device will or will not work with the current system configuration. There is no obligation on the part of the State or Agency to support any personal device.

8. **Removal of Data:** All State information contained on a device must be removed on request by the Agency Director or State Information Security Officer. The device may be "wiped" or cleared of all information remotely by the State without recourse and without compensation for personal data loss (including but not limited to loss of personal contacts, music, messages and service unavailability).

Recommendations:

- If your PCD must store sensitive information, periodically delete unnecessary data or email
- If available, PCD users should employ a data delete function to delete information on a device that detects a password attack
- If available, arrange for a remote data deletion service which can remotely delete sensitive information if the device is lost or stolen
- Store PCDs in a secure location or keep physical possession at all times
- Be alert and report unauthorized or suspicious activity to the Nebraska State Patrol immediately
- Do not leave equipment and media taken off the premises unattended in public places.
- Carry PCDs as hand luggage when traveling
- **Tracking:** It is recommended that devices use remote tracking capabilities
- Approved wireless transmission protocols and encryption must be used when transmitting *sensitive* information. *Sensitive* data traveling to and from the PCD must be encrypted during transmission.
- Approved remote access services and protocols must be used when transmitting *sensitive* information. See Remote Access Standard:
http://nitc.state.ne.us/standards/security/Remote_Access_Standard_v4_20070222.pdf.

Identified NITC policies that apply to use, access and protecting information:

7-101 Acceptable Use Policy <http://nitc.ne.gov/standards/7-101.html>

8-101 Information Security Policy <http://nitc.ne.gov/standards/security/8-101.pdf>

As a reminder: All employees are obligated to protect the data they have access to. The use of the device must conform to all State and Agency use policies.

Violations of policy can result in disciplinary action, up to and including termination.

Individual Justification

The undersigned State representative is requesting to use a personal device for the purpose of accessing and/or storing data with a **security classification level** of UNCLASSIFIED/PUBLIC or INTERNAL USE ONLY and includes the following as supporting justification:

Individual

Date

Agency Director

Date

Send completed form to the State Information Security Officer at siso@nebraska.gov.

_____ Approved _____ Denied

State Information Security Officer

Date