

*Washington State Department of
Information Services*

Tier 1 Transition Document



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Tier 1 documents – Agency Responsibilities

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Agency Description

DIS provides telecommunications and computer services to state, local and nonprofit organizations, and technology policy for state government. DIS is a discretionary, full cost recovery (nonappropriated) provider of technology services. Agencies may elect to purchase services from other providers. DIS serves state agencies, school districts, cities, counties, public utility districts, colleges and universities, public hospitals, tribal organizations, and eligible nonprofit organizations in Washington.

Acquisition Services

DIS provides a convenient and economical source for state and local government agencies to buy computer hardware, software and services to meet their business needs. State and local government benefits from laborsaving support, informed recommendations, and collective purchasing power. Acquisition Services include technology consulting, acquisition support, desktop leasing, and master contracts.

Data Network Services

Data Network Services plans, implements, and manages data communication networks, providing controlled access and connectivity between the various computer systems used in Washington, and the people that need the information residing on those systems. The DIS-operated statewide telecommunications network employs a hub-and-spoke network architecture connecting six network nodes strategically located throughout the state. Three distinct governmental networks are layered onto this network, including the Campus Fiber Network on the capitol campus in Olympia, the State Governmental Network (SGN) connecting state agencies, and the InterGovernmental Network (IGN) providing Internet connectivity and secure access to databases to cities and counties in Washington. The Data Network Services group is responsible for the deployment and daily management of the education-related K-20 Network.

Digital Academy

The Digital Government Academy develops new business solutions from an enterprise view by doing, learning, and collaborating. The Academy coordinates cross-agency initiatives with results that agencies own and implement. It accelerates the development and deployment of digital government services and brings state and local government entities together to create services across jurisdictions to improve government service effectiveness.

Digital Government Services

The department created the state of Washington's Internet portal, Access Washington™, the companion enterprise search tool, Ask George™, and state government's Intranet portal, Inside Washington™. DIS also helps agencies develop effective Web sites that deliver information and services to citizens.

Digital Learning

The Digital Learning Commons is a Web-based portal from where students, parents, and teachers will be able to access to digital resources, learning tools and online classes. Advanced applications of rich multi-media digital content, including curriculum modules, online collections and resources, and sample student projects, are designed to enhance curricula in schools. Online technology integration tools will help teachers and librarians make effective use of digital resources, and allow students to create personalized portfolios that can capture, preserve, and present their work. An independent, nonprofit organization will launch this public-private partnership, which will become self-sustaining after the start-up phase.

Tier 1 documents – Agency Responsibilities

Distributed Computing

DIS provides customers with server-based enterprise business solutions that integrate a variety of technical support options. DIS designs, purchases, builds, and supports the infrastructure that powers web-based digital government. A full menu of technical support services is provided for customer-owned or leased dedicated systems and department-owned digital government infrastructure systems and services. These technologies allow customers to communicate, integrate applications, take advantage of a full range of report and document management capabilities, deliver print and other electronic files from computers, securely transfer sensitive data between organizations, and offer electronic mail lists to citizens.

Enterprise Security Services

Enterprise Security Services secures and protects the state's critical assets and information by providing statewide Internet protection, secure access services, and security consulting.

Information Services Policy Development and Project Oversight

DIS staff supports the Information Services Board (ISB), which is composed of representatives of all three branches of state government, and private industry. The ISB and its staff develop statewide information technology policy, prepare technical standards, oversee major IT projects, and evaluate the technical merits of proposed projects. DIS is the lead agency and provides staff support for several gubernatorial and legislatively mandated task forces and statewide initiatives in criminal justice, education, and geospatial data.

K-20 Educational Telecommunications Network

DIS manages and coordinates K-20 Network operations and maintenance. The network delivers data and video services to universities, community and technical colleges, and K-12 locations throughout the state, allowing students to take advantage of high-speed, high-bandwidth computer connections. DIS staff supports the K-20 Educational Network Board, and its policy, budget, and oversight responsibilities.

Mainframe Computing

DIS offers shared and dedicated mainframe processing services 24-hours per day, year-round to DIS customers. Computing services include technical support for shared and agency-unique software products and output in multiple media formats. Examples of transactions performed include all warrants issued by state agencies (including worker's compensation, unemployment, and public assistance); law enforcement inquiries related to drivers, vehicles, and fingerprint data; and processing for licensing, child welfare, and corrections services.

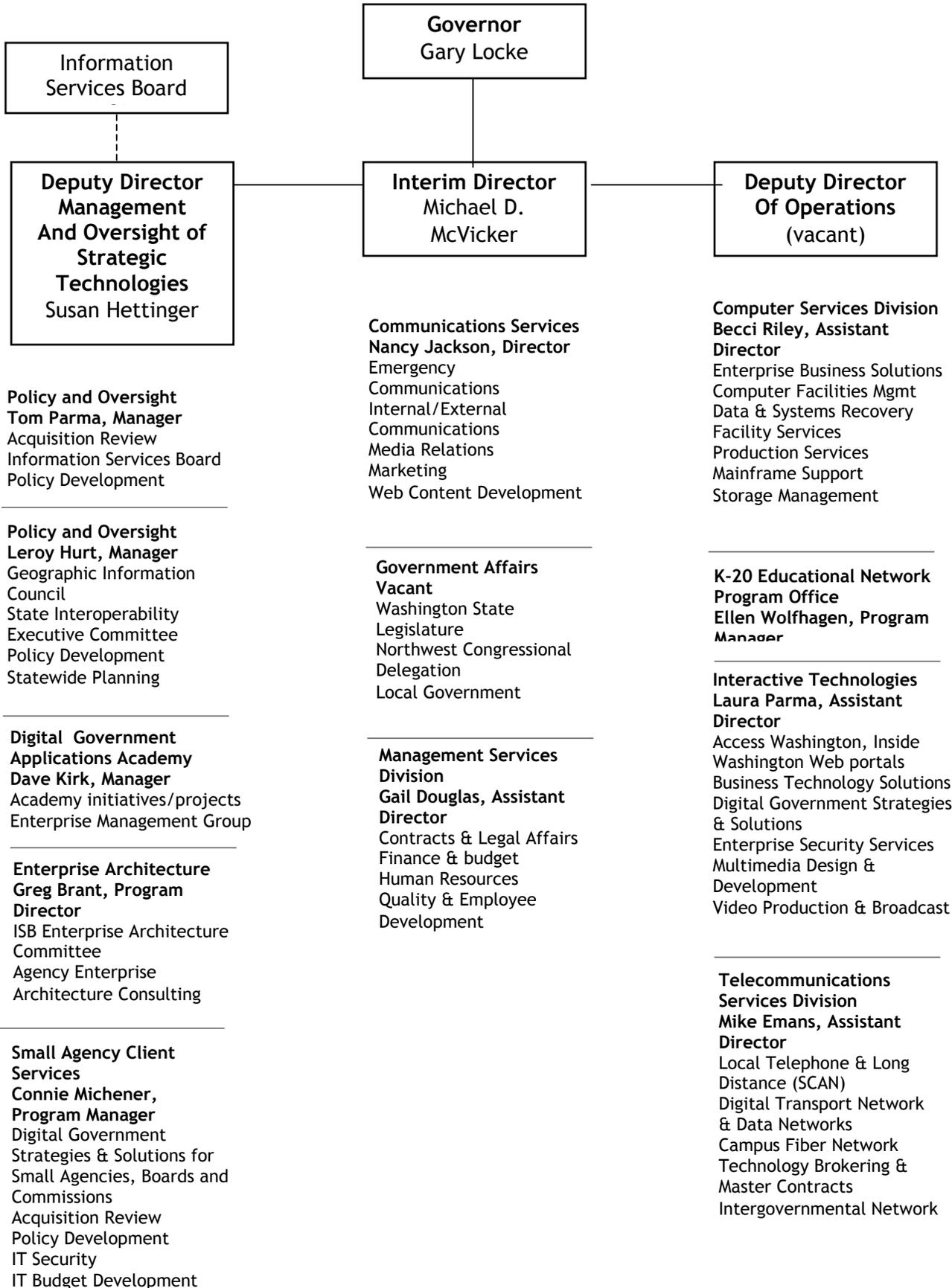
Multimedia Services

DIS delivers video and multimedia production services, including video production, Webcasts, satellite broadcasts, Website development, and interactive design integrating Web, voice and video. Webcasting delivers live or on-demand distribution of audio, video, and multimedia on the Internet, and allows viewers to watch live programming from their desktop computers. Satellite broadcasting allows public access via cable television or at downlink sites nationwide. Programming for either satellite or Web casting can be archived on the Internet, or duplicated on tape for viewing after the live event.

Voice Telephony Services

DIS provides low-cost voice telephony services for state and local government. DIS offers a wide range of telecommunications services, including local and long distance telephone service, interactive voice recognition, automated call distribution, conference calling services, directory assistance, SCAN calling card services, customer support, and operator services.

Department of Information Services organizational chart



DEPARTMENT OF INFORMATION SERVICES

2003-05 Biennium Budget by Source and Program

Dollars in thousands

	FY 04	FY 05	2003-05 TOTAL
Management Services Division			
Program 010			
FTEs	58.0	58.0	58.0
001-1 General Fund - State	\$1,000	\$1,650	\$2,650
419-6 Data Processing Revolving - Non-appropriated	5,814	6,099	11,913
Total Program 010	\$6,814	\$7,749	\$14,563
Policy and Regulation Division			
Program 020			
FTEs	15.0	15.0	15.0
419-1 Data Processing Revolving - Appropriated	1,789	1,803	3,592
Total Program 020	\$1,789	\$1,803	\$3,592
Telecommunication Services Division			
Program 030			
FTEs	187.7	187.7	187.7
419-6 Data Processing Revolving - Non-appropriated	48,638	48,694	97,332
Total Program 030	\$48,638	\$48,694	\$97,332
Computer Services Division			
Program 040			
FTEs	168.5	167.1	167.8
419-6 Data Processing Revolving - Non-appropriated	32,452	32,480	64,932
Total Program 040	\$32,452	\$32,480	\$64,932
K-20 Educational Network			
Program 090			
FTEs	1.0	1.0	1.0
421-6 Education Technology Revolving - Non-appropriated	14,059	14,060	28,119
Total Program 090	\$14,059	\$14,060	\$28,119
Agency Totals			
FTEs	430.2	428.8	429.5
001-1 General Fund - State	1,000	1,650	2,650
419-1 Data Processing Revolving - Appropriated	1,789	1,803	3,592
419-6 Data Processing Revolving - Non-appropriated	86,904	87,273	174,177
421-6 Education Technology Revolving - Non-appropriated	14,059	14,060	28,119
Total All Funds	\$103,752	\$104,786	\$208,538

Washington State Department of Information Services Tier 1 issue paper – Digital Government Leadership

What is the issue?

An additional role that DIS has assumed is as a neutral, trusted third party in areas requiring a significant degree of multi-agency state and local government collaboration. During 2004, DIS was instrumental in facilitating activities like coordinating the Amber Alert system, the Digital Learning Commons, and the development of Summary Offender Profile. This crucial role has become particularly visible in the criminal justice community where our responsibilities for supporting mission critical infrastructure have been well matched with this role of fostering collaboration.

What is the urgency?

This is more a matter of importance than urgency. In this age of leveraging digital technology to satisfy the business requirements, the citizenry is less tolerant of state and local organizations' inability to work together and share critical health and public safety information. Many of the problems of state and local collaboration have root causes in identifying funding sources. At times when funds and budgets are tight, collaborative efforts become more challenging and require greater levels of effort.

Why is it significant? If it is controversial, why?

- DIS is uniquely positioned to perform this collaborative facilitation given our responsibility for statewide computing and telecommunications infrastructure and external perception of DIS as a neutral, trusted third party.
- Washington State is nationally and internationally recognized for digital government. During the past four years, approximately 33 delegations from countries like Japan, Australia, Hungary, Armenia, the Netherlands and South Africa have traveled to Washington to study the state's approach to digital government leadership. The state was recently recognized with the Sustained Leadership Award for Digital Government from the Center for Digital Government and the Progress and Freedom Foundation. These awards and recognitions have established a strong reputation of credibility and responsible leadership.

Who are the key players/stakeholders?

- The Department of Information Services
- The Information Services Board
- State agencies and local governments, tribal organizations and qualifying non-profits that participate in shared infrastructure or purchase DIS services
- Participants on the K-20 Education Network
- Digital Learning Commons
- Participants in the Justice Information Network
- Participants in the State Interoperability Executive Committee
- Participants in the Geographic Information Council

What is the status now and timeline for conclusion or resolution?

Efforts are progressing and ongoing.

Links to websites with additional background information.

Access Washington <http://access.wa.gov>

Department of Information Services <http://dis.wa.gov/index.htm>

Department of Information Services Technology Mall <http://techmall.dis.wa.gov/>

Information Services Board <http://www.dis.wa.gov/isb/>

K-20 Network <http://dis.wa.gov/K20/index.htm>

Staff contact(s) with e-mail address and phone number.

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Washington State Department of Information Services

Tier 1 issue paper – Homeland Security

What is the issue?

To best position state agencies to respond to a terrorist attack, a cyber attack or a physical emergency, an enterprise approach to homeland security and business continuity is critical. The Washington Statewide Homeland Security Strategic Plan was developed in 2004 and approved by the federal government. While a strong network security fabric is fully operational today and improves the continuity of government services to the public, the goal is to build a geographically diverse computing infrastructure that is supported by a multi-route, redundant telecommunications network configured to sustain full business continuity and cyber incident response capability. To this end, DIS has responsibility for:

- Cyber incident response, lead agency. DIS is also represented on the Domestic Security Executive Group and the Committee on Homeland Security.
- Key infrastructure and services for computing, telecommunications and cyber security, including the State Government Network (SGN) and the Intergovernmental Network (IGN) which connect state and local jurisdictions; the state Security Layer and Secure Gateway Services and an enterprise Business Continuity Strategy.
- The Washington Computer Incident Response Center (WACIRC) to manage the processes for communicating critical information on cyber security related emergencies, threats and incidents. Washington also participates in the newly established Multi-State ISAC (MS-ISAC) to support cyber incident information sharing across the 50 states in the nation.
- Serving as staff to the State Interoperability Executive Committee (SIEC) responsible for coordinating radio interoperability and frequency management for state and local public safety communication systems.

What is the urgency?

- Department of Homeland Security grant programs are anticipated to continue without a state match requirement for the next two to three years. A 25 percent state/local match is anticipated for the following three years, and 100 percent state/local funding is anticipated for the following seven to ten years.
- This provides a highly leveraged opportunity to invest in Washington's homeland security and business continuity strategies minimizing the expenditure of state/local funds.

Why is it significant? If it is controversial, why?

- There is a heightened awareness of the need for consistent and stable public systems to support first responders.
- If faced with a catastrophic event (natural, terrorist, cyber), the public has expectations about the continuity of government services.
- A coordinated state-wide approach to business continuity and homeland security is critical.

Who are the key players/stakeholders?

- The Washington Military Department.
- DIS as a steward of shared state infrastructure services.
- All government organizations that have business continuity requirements in the event of a disaster.

What is the status now and timeline for conclusion or resolution?

- Major Infrastructure June 2005
- Master Contract for Services December 2004

Links to websites with additional background information.

- Washington Homeland Security Strategy: <http://emd.wa.gov/3-map/a-p/hlssp/wa-st-hlssp-04.doc>
- [State Interoperability Executive Committee \(SIEC\)](#)
- [WACIRC Web Site](#)

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Tier 1 issue paper – Enterprise Architecture in Washington

What is the issue?

Washington state agencies have historically made Information Technology (IT) business decisions based on the requirements of their individual missions, business drivers and the needs of their stakeholders. This “agency-centric perspective” can result in decisions that conflict with an overall strategic approach to Information Technology planning, creating redundant systems and increased cost. The state is now adopting a framework that causes agencies to make decisions based on common goals and shared infrastructure, architecture, components and centralized services. An Enterprise Architecture framework in Washington will allow the state to realize economies of scale, increase interoperability, reduce redundant systems and leverage our investment in IT infrastructure.

What is the urgency?

- Washington continues to face budget shortfalls, and can no longer afford redundant systems and multiple approaches to the same goal.
- Demands are increasing for enterprise systems such as the Human Resource Management System (HRMS), for multi-agency financial systems, and for the ability for citizens to use a single sign-on to access multiple applications.
- The new approach to budgeting in Washington state, “Priorities of Government,” requires agencies to eliminate silos and adopt common approaches to IT infrastructure.

Why is it significant? If it is controversial, why?

- Enterprise Architecture establishes a framework that optimizes state IT resources; enables agencies to meet their strategic goals; facilitates the management of organizational and technological changes; and manages the state’s IT resources as assets within its portfolio of investments.
- Enterprise Architecture can be controversial because a consistent approach to IT infrastructure and investment limits choice for agencies.

Who are the key players/stakeholders?

- The Information Services Board (ISB)
- The Department of Information Services
- All agencies that are part of the enterprise

What is the status now and timeline for conclusion or resolution?

Key deliverables include:

- Statement of Environmental Trends and Business Drivers that shape state government services and operations – Complete.
- Architecture Principles that guide the creation and evolution of the Enterprise Architecture – Complete.
- Determination of common components and key shared infrastructure services – November 2004.
- Confirming that individual agency architectures comply with the overall Enterprise Architecture – ongoing activity.

Links to websites with additional background information.

The Enterprise Architecture Committee Web site: <http://www.isb.wa.gov/architecture/>

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Tier 1 issue paper - Offshore outsourcing of IT projects

What is the issue?

During the 2004 legislative session, several bills were introduced in the House that would have prohibited state agencies from contracting with companies utilizing offshore subcontractors or labor to satisfy contractual obligations. As a Pacific Rim state, the state's economy and business interests benefit by being substantial contributors/participants in the global economy (Information Technology products, airplanes, agricultural products, etc.). There is a concern that this trend will spread to the public sector, which may potentially result in the loss of IT jobs, fewer contracts with Washington businesses, and the expenditure of Washington taxpayer money on foreign workers and companies.

What is the urgency?

- DIS anticipates this may remain a hot issue during the 2005 legislative session.
- It will be important to manage the issue in this era of heightened sensitivity to minimize unintended consequences to our economy and business interests.

Why is it significant? If it is controversial, why?

Current Information Technology (IT) procurement legislation and policies focus on competitively acquiring the best solution (product or service) for the taxpayer dollar. It is possible that the vendor who best meets state agency business needs may use offshore resources to meet contractual obligations. To limit the state's ability to use companies with a global presence (e.g. Microsoft, IBM, UNISYS, Cisco) may limit the pool of qualified vendors and could increase the cost of IT ownership and operations at a time of tightening budgets.

Who are the key players/stakeholders?

- Legislature, labor and business.

What is the status now and timeline for conclusion or resolution?

Four House committees held a joint session June 16 on offshoring of state contracts. Several possible legislative proposals were discussed, and include:

- Prohibiting work under state contracts from being performed outside the U.S., with exceptions for trade, education, and other limited contracts
- Prohibiting the state from using contractors or allowing subcontractors outside the U.S. for work that involves personal information; or increasing level of protection of personal information when work is performed outside the U.S.
- Requiring contractors and subcontractors to identify in their bid proposal whether any work under the state contract would be performed outside the United States
- Tracking the percentage of state work performed outside the United States
- Restricting companies from receiving state tax breaks, exemptions or other advantages if any work is performed outside the United States
- Establishing a procurement policy to encourage Washington businesses to compete for state contracts; could be a "Buy American" or "Buy Washington" preference

Links to websites with additional background information.

- National Conference of State Legislatures paper on offshore outsourcing: <http://www.ncsl.org/standcomm/scecon/offshorepage1.htm>
- GoodJobsFirst report on offshore outsourcing: <http://www.goodjobsfirst.org/>
- Advancing the Business of Technology (AeA) paper on offshore outsourcing: http://www.aeanet.org/publications/id_offshoreoutsourcingmain.asp

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