


Presentation to the
Joint Committee on
Information Technology

September 9, 2013




FirstNet
Update

Anthony Schlinsog, CITO




Public Safety Broadband

- In February 2012, Congress enacted The Middle Class Tax Relief and Job Creation Act of 2012, containing landmark provisions to create a much-needed nationwide interoperable broadband network that will help police, firefighters, emergency medical service professionals and other public safety officials stay safe and do their jobs.




FirstNet

- The law's governing framework for the deployment and operation of this network, which is to be based on a single, national network architecture, is the new "First Responder Network Authority" (FirstNet), an independent authority within NTIA.



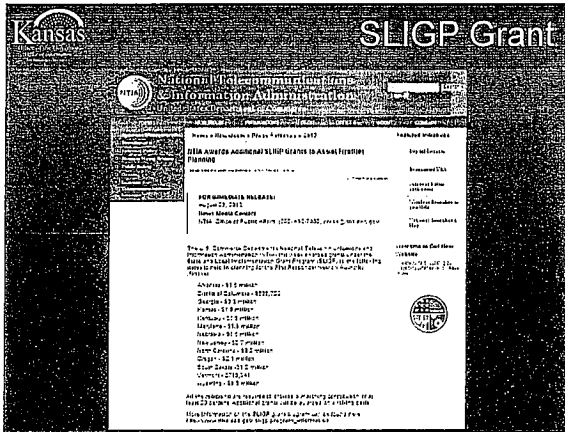
FirstNet

- FirstNet will hold the spectrum license for the network, and is charged with taking "all actions necessary" to build, deploy, and operate the network, in consultation with Federal, State, tribal and local public safety entities, and other key stakeholders.



FirstNet

- The Act provides \$7 billion in funding towards deployment of this network, as well as \$135 million for a new State and Local Implementation Grant Program (SLIGP) administered by NTIA to support State, regional, tribal and local jurisdictions' efforts to plan and work with FirstNet to ensure the network meets their wireless public safety communications needs.



FirstNet

- The law requires each state to designate a single officer or governmental body for purposes of both consulting with FirstNet on development of the RFP and coordinating implementation of grant funds in that state. The Executive CITO was designated by the Governor as that point of contact.

FirstNet

- Close cooperation & planning among
 - Kansas Adjutant General
 - Kansas Statewide Interoperability Executive Committee (SIEC)
 - Statewide Interoperability Coordinator (SWIC)
 - KDOT
 - OITS

IT Security Update

John Byers, CISO

Enhancing Security


- Since July 2012, the Enterprise Security Office (ESO) has taken several steps to enhance and improve the capabilities of the State with regard to Information Security.

AV/Malware Consolidation


- Standardized AV/Malware platform on Sophos
- The bulk of the dollar savings should come this year and next year as agencies' current contracts come due and are replaced by the Sophos contract pricing.
- Overall the rollout continues and has been without major issues.
- Contract pricing available to others.

 **Security Certificates (SSL)**


- At the heart of security is the need for the capabilities of encrypting data and information. We rely heavily on web services to provide the interface for businesses, government and private individuals to conduct business with the State. To do so we have a responsibility to secure those transactions.
- In early spring a scan of approximately 256 websites revealed approximately 35% of the websites had expired certificates.

 **Security Certificates (SSL)**


- Another 35% were using self-signed certs and the remainder were certs issued by various companies and organizations - some still in business and some not.
- We needed to correct this situation to provide security and to ensure that the citizens of the State of Kansas could be confident that their information was protected.
- This is also a vital component of ensuring compliance with Federal Requirements

 **Security Certificates (SSL)**

- Entrust was selected to provide SSL Certificates. OITS and ESO considered several key areas when making the choice for a State provider:
 - Must be compatible with at least 99% of all browsers.
 - Must have a managed/management solution that can be delegated.
 - Must have Federal bridge capabilities.
 - Must have never been breached.
 - Willing to provide certs to all levels of government and education at volume price.

 **SOC for KEES**

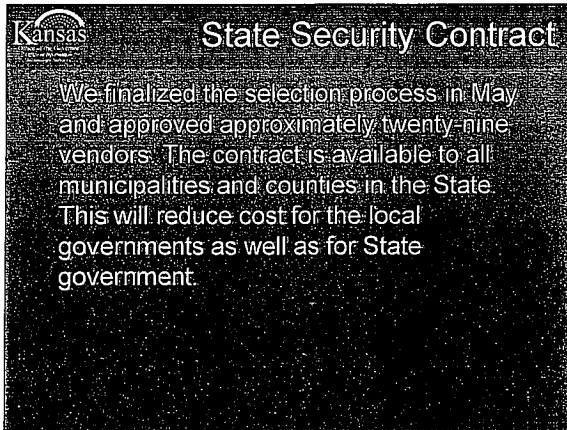
The ESO worked with KDHE to find a third-party solution for continuous monitoring that would do so without exceeding budget or future costs to both Federal and State resources. The ESO consulted with Gartner to assist in determining some of the many issues that could arise out of an outsourced managed solution. After reviewing all the options RSA was competitively selected to provide Security Operations Center (SOC) services for KEES.

 **SOC for KEES**

RSA products and reputation as a leader in Security services provide the State with the necessary oversight for KEES. RSA pricing and services were lower, their processes and procedures are refined and products offered provide the State with the necessary assurances for the KEES project as well as compliance with Federal requirements.

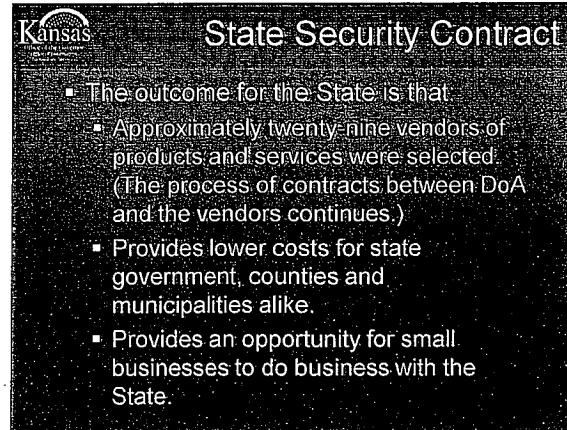
 **State Security Contract**

The State of Kansas had operated since 2004 on a single vendor for the State of Kansas with regard to the State Security Contract. It was my goal this year to enhance the Security contract offerings with better pricing and greater competition. Working with Department of Administration, the Enterprise Security Office developed the RFP for the State Security contract.



Kansas State Security Contract

We finalized the selection process in May and approved approximately twenty-nine vendors. The contract is available to all municipalities and counties in the State. This will reduce cost for the local governments as well as for State government.



Kansas State Security Contract

- The outcome for the State is that
 - Approximately twenty-nine vendors of products and services were selected. (The process of contracts between DoA and the vendors continues.)
 - Provides lower costs for state government, counties and municipalities alike.
 - Provides an opportunity for small businesses to do business with the State.



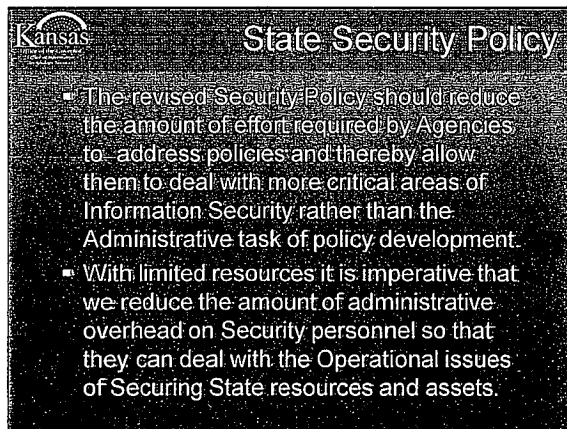
Kansas State Security Contract 2014

- It is our intention to revisit the State Security Contract in the early part of 2014. It is our goal to bring in smaller businesses in rural areas that can provide these services.
- Additionally, through our contacts with larger corporations, we continue to encourage them to take on a mentoring program to work with the smaller companies to help them grow and enhance the potential pool of qualified companies in less populated areas.



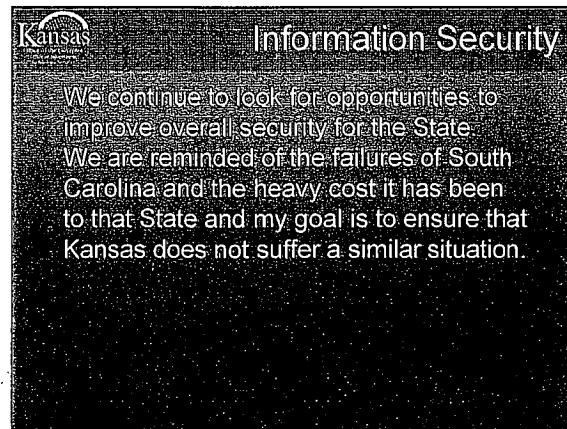
Kansas State Security Policy

- Some of our ongoing efforts include working with the Regents through the Security Council to draft a revised Security Policy that sets a common minimum requirement with reference points.
- The policy will be developed to meet State and Federal compliance requirements that are answered through Risk Management.



Kansas State Security Policy

- The revised Security Policy should reduce the amount of effort required by Agencies to address policies and thereby allow them to deal with more critical areas of Information Security rather than the Administrative task of policy development.
- With limited resources it is imperative that we reduce the amount of administrative overhead on Security personnel so that they can deal with the Operational issues of Securing State resources and assets.



Kansas Information Security

We continue to look for opportunities to improve overall security for the State. We are reminded of the failures of South Carolina and the heavy cost it has been to that State and my goal is to ensure that Kansas does not suffer a similar situation.

Kansas

Statewide Cloud Messaging and Collaboration Platform Update

Bryan Dreiling, CITA

Kansas

Request for Information

- Released RFI to gain a better understanding of current vendor capabilities, including on and off-premise private and public cloud, service delivery models, pricing structures, and migration strategies.
- Released October 27, 2012
- Closed December 7, 2012
- Received 11 responses

Kansas

Platform Selection Committee

- Convened February-March 2013
- Governor formed 13 member committee tasked to select the platform for the statewide messaging and collaboration platform
- Asked to choose between internally hosted, externally hosted, and cloud hosted
- Reviewed RFI responses and other information pertaining to different platform options
- Near unanimous vote (12-1) for a Government Cloud platform

Kansas

Messaging and Collaboration

Current Status of State Messaging and Collaboration Environments

Legend:

- Cloud (12)
- Externally Hosted (2)
- Internally Hosted (29)
- Not Consolidated (3)
- Unknown (4)

Kansas


Request for Proposal

- Reviewed RFP and contract documents from other states, federal government agencies, and large universities, counties, and cities
- Developed the Kansas RFP using the best ideas from all these documents
- Reviewed final draft with the Platform Selection Committee, agency CIOs, over 50 state employees who are subject matter experts, and Gartner
- RFP posted by Department of Administration on September 6, 2013. Responses due by October 11, 2013.

Kansas


Expected Results

- Single managed environment
- All state employees with same level of tools, no digital divide between agencies
- Common name space, e.g. first.last@kansas.gov
- Single Statewide Address Book
- Consistent archival and eDiscovery tool




OITS Billing System Update

Bryan Dreiling, CITA




Drivers for Change

- No universal bill of IT for OITS services
- Billing across OITS services are non-uniform, manually intensive
- Bills all have different cycles, some have lagged as much as 120+ days.
- OITS rates are not transparent, nor granular enough for agency review.
- Current systems make usage based billing, and adding new rates challenging.




Project Timeline

- Selected and Purchased VMware's ITBM solution after a year of product reviews and proof of concepts
- Conducted two workshops with Proven IT Finance to develop strategy, project statement of work and final deliverables.
- Currently working on tasks to prepare for implementation.
- Implementation scheduled for September 16, lasting through December.




Expected Results

- Automated and Streamlined tool for OITS Finance Team to use for Cost Modeling
- Transparent and Granular billing portal for OITS customers to view usage and bills.
- Universal bill of IT for all OITS services delivered in days, not months.



KanWIN Network & Telecommunications Update

Jay Coverdale
Director, OITS Telecommunications



KanWIN Modernization

A KanWIN modernization project began in 2008 with the goal of improving the efficiency and reliability of the KanWIN network while positioning it to support the future needs of State Agencies. The project was divided into four Phases:

- Establish Core and Campus Network
- Retire Frame Relay circuits from Wide Area Network
- Upgrade Metropolitan Area Network in Topeka
- Retire legacy phone system and implement VoIP

KanWIN Modernization

Phase I: Establish Core and Campus Network (complete)

- Designed the new network architecture and created the core network components engineered for continuous operation.
- Replaced over 900 switches and assigned new IP addresses to all state agencies.
- This current network structure provides logical networks for over 100 agencies or entities.
- This 2.5 year effort was completed in 2010.

KanWIN Modernization

Phase II: Retire Frame Relay Circuits from Wide Area Network (complete)

- New network design extends agency logical networks and security boundaries across the WAN.
- Needed to replace the legacy AT&T Frame Relay network for increased functionality.
- New network provides traffic shaping allowing data and voice to coexist.
- Over 700 routers and circuits installed in ~500 locations statewide.
- 2 year project. Last Frame relay circuit removed in August, 2013.

KanWIN Modernization

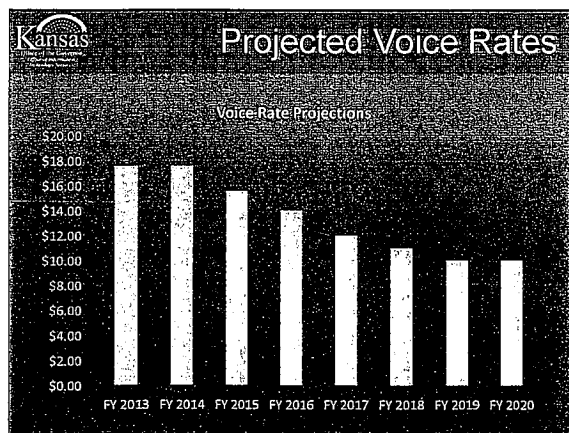
Phase III: Upgrade Metropolitan Area Network (MAN) in Topeka

- Replacement network provides 10Gb backbone with circuit speeds up to 1Gb per site.
- New network provides traffic shaping allowing data and voice to coexist (same as WAN).
- To date, 21 sites have been converted with 6 remaining. Remaining sites currently in design or implementation phases.
- With this step complete, no further bridging between the old and new KanWIN networks will be needed.
- Due to construction near one of the sites, estimated completion date is November 2013.

KanWIN Modernization

Phase IV: Retire Legacy Phone System and implement Voice over Internet Protocol (VoIP)

- Current system based on PSTN network predicted by FCC to go away by 2018.
- New system has considerably more functionality including integration with the desktop computer.
- Includes replacement of voice mail and Automated Call Dispatch (ACD) systems.
- Encompasses ~11,000 phones in Topeka / Wichita.
- ~7,000 phones replaced to date with project end set for April, 2014. (4 remaining migrations)
- In depth analysis shows an \$18M ROI over 10 year period.



Next Generation 911

- Directed a pilot project to identify Kansas capability to support NG911
 - Pilot solution used KanWIN network and OITS data centers to prove concepts in three county Public Safety Answering Points (PSAP's)
 - Tested fail over capability between NG911 and existing KCJIS network (also operating within KanWIN). Led to an MOU between NG911 Council, KCJIS, KHP, and OITS to share KanWIN circuits as a backup resource

Next Generation 911

- Current efforts by the NG911 Coordinating Council see the potential for both regional and statewide networks.
- KanWIN has been selected to provide the State wide backbone network for NG911.

Campus Fiber Extension

- We've been studying the bandwidth needs of some of the non-state owned buildings that house state employees around the general area of the capital complex.
- A relatively short fiber extension from our core down Jackson Street could connect 800 Jackson (old Merchants Bank Bldg), Jayhawk Tower and the KHP HQ.

Campus Fiber Extension

- Would effect staff from
 - Banking Commission
 - Barbering Board
 - Board of Cosmetology
 - Board of Healing Arts
 - Board of Indigents Defense Services
 - Board of Mortuary Arts
 - Board of Pharmacy
 - Department of Administration
 - Real Estate Appraisal Board
 - Sentencing Commission
 - State Fire Marshal
 - Veterans Affairs
 - JJA (KDOC)
 - KHP
 - LPA

Campus Fiber Extension

- Would dramatically improve connectivity speeds — max 100Mb building to 1Gb to desktop
- The Department of Administration has agreed to foot the cost of the upgrade — roughly \$250K.
- Current telecom rates will continue for those agencies with funds transferred to DofA until costs have been paid back — roughly 6 to 7 years at current rates.

Kansas Gov Cloud Update

Travis Combes
 Director, Cloud Services

Kansas Gov Cloud

- In lieu of an RFI the Cloud Services team conducted a series of meetings and deep technical briefs with infrastructure vendors to ask direct and targeted questions about how their infrastructure could support the Kansas Gov cloud.
- Cisco, Dell, EMC, Hitachi, HP, IBM, Oracle, Unisys, Verizon, NetApp, XIO, and Brocade



Kansas Gov Cloud

- OITS Cloud services team and the state CITA worked with EMC's Asset Management services team and IBM's IT Optimization consulting team to conduct independent studies of the current State of Kansas IT infrastructure.
- The target for the studies was to look at current agency infrastructure environments and what they could look like moving forward in the private Kansas Gov cloud solution.



Study Findings

- Higher than average risk profile for the state that has been historically mitigated by highly skilled and experienced IT staff with demonstrated proficiency in managing the environment.
- IT infrastructure is highly disparate and non-standardized across the agencies leading to added complexity and limited economies of scale in both utilization and purchasing power.
- Very little automation capabilities.



Study Findings

- Acknowledged need to drive higher levels of standardization and automation as well as economies of scale by leveraging a private cloud.
- 71% of physical hardware based on technologies of 4 years or older – based on GA date.
- 50% of servers are currently in need of hardware refresh based on the provided installation dates.



Study Findings

- Financial potentials provided by IBM based on their PureFlex system that represents the type of infrastructure solution we anticipate through RFP.
- Potential storage related savings over 5 years - \$10.3 Million
- Potential server related savings over 5 years - \$8.9 Million
- Significantly decreased facilities impact for server and storage infrastructure.




Kansas Gov Cloud

- After meeting with the Vendors and speaking with many other Government entities that are building or that have built a private cloud offering the OITS Cloud Services team feels the most efficient and cost effective infrastructure for the Kansas Gov Cloud will be a Converged Infrastructure solution.
- RFP for Converged Infrastructure solution was turned over to purchasing for public release last week.



Kansas Gov Cloud

- We have returned the logical server information that was obtained through the asset surveys to each agency to help us plan and formalize the 0-5 year sizing and capacity requirements for use during RFP negotiations.
- Almost all of the agencies have returned their first-take on the 3 year migration plan into the new Gov cloud infrastructure including the currently planned growth for those 3 years.




**Service Desk
Consolidation
Update**

**David Fredrick
Director, OITS NOC**



Service Desk

- Service Desk focuses on
 - Customer Satisfaction
 - Incident Management
 - Change Management
 - Service Requests
 - Build and Publish Metrics




Service Desk

- Timeline
 - RFP closed – 12/28/2012
 - Signed – 7/9/2013
 - OITS implementation – 9/16/2013
 - First agency rollout – 1/6/2014
 - State-wide adoption – 8/29/2014




Service Desk

- Unified Service Desk Solution
RemedyForce
- Software as a Service
- Framework of best practices
- Standardize common queues
- Track and manage workloads
- Implementing before other Initiatives




**IT Forums
Update**

**David Fredrick
Director, OITS NOC**



IT Forums

- Launched the first 6 IT forums or
Communities of Practice
 - Disaster Recovery / COOP
 - Email Administration
 - IT Project Management
 - Database Administration
 - Web Development
 - Mobile Application Development



IT Forum Benefits

- Build a stronger OITS and IT base in state government
- Promote best practices
- Share lessons learned
- Create a venue for more efficient dissemination of information.
- Create a sense of teamwork across agencies. Develop a network of peers.
- Learn from each other.



OITS Professional Services Unit Update

Julie Niehues
Director, Professional Services



Professional Services

Governors Office, Lt. Governor's Office, Department of Administration, OITS Central Office

Small Agencies who do not have IT FTEs

Board of Mortuary Arts, Board of Technical Professions, Board of Behavioral Sciences, Department of Printing, Board of Barbering, Board of Cosmetology, Pharmacy Board, Dental Board, Credit Unions, Human Rights Commission, Kansas Judicial Council, Kansas Real Estate Appraisal, Kansas Real Estate Commission, Board of Accountancy, Kansas Securities Commission, Kansas State Fair, Kansas Fire Marshal, Kansas Board of Optometry, Kansas Sentencing Commission, Office of Administrative Hearings, Federal Surplus, State Surplus, Governors Boards/Commissions

Agencies who need our assistance on projects or other services

Board of Tax Appeals, Emergency Medical Services, Kansas Health Care Stabilization, Kansas Veterans Affairs, Kansas Housing and Resources, Disciplinary Administrators, Kansas Board of Hearing Aid Examiners, Kansas Racing and Gaming Commission, Kansas Board of Healing Arts, Kansas Board of Nursing, Banking Commission, Department of Commerce, Veterinary Examiners, Attorney General's Office, Lottery



Professional Services

- Active Directory and Domain Support
- Boundary and Application Firewall, Load Balancer & IPS Support
- Server, Desktop, Laptop, and Device Support
- Hosted Email Services
- Small Agency Infrastructure/Application Services
- Remote Desktop Access & Support
- Network Security Services
- Mobile Device Management
- Software Licensing and Compliance
- MS SQL Server Administration Support
- Printer and Backup Agent Management
- Virtual Host Management Across Multiple Data Centers
- Application Management Services
- Website Administration



New KITO Rate Structure

Anthony Schlinsog, CITO



Retirement Announcement

- Carey Brown, Director of the Kansas Information Technology Office, retired last week after more than 40 years of service to the government and citizens of Kansas.
- We are interviewing candidates now.

Kansas
Statewide Information Technology Office

KITO Rate Structure

- Costs associated with KITO operations have historically been distributed across multiple rates within DISC and now OITS.
- The distribution of costs was not "fairly" distributed based upon utilization of KITO services.
- We analyzed a number of cost recovery models and settled on an approach that we believe is more equitable.

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Statewide Information Technology Office

KITO Rate Structure

- Beginning July 1, 2013, new CITO-reportable projects are assessed a fee to support KITO operations.
- Fee is assessed against total project cost and will be billed quarterly.
- Phased in on new projects only so will be several years until the rate fully supports KITO.
- Other rates will drop as cost recovery switches to this rate.

Kansas
Statewide Information Technology Office

KITO Rate Structure

- When fully implemented, the new rate will fund roughly 80% of KITO with remaining 20% spread across other rates.
- Rate covers all salary and operating costs for the Enterprise Project Management Office, Geographic Information Systems Officer, CITA, and the Executive CITO non-salary costs.

Kansas
Statewide Information Technology Office

KITO Rate Structure

- Projects Valued \$250,000 to \$1M
 - .003 of Project Cost
- Projects Valued \$1M to \$5M
 - .002 of Project Cost
- Projects Valued \$5M to \$10M
 - .001 of Project Cost
- Projects Valued > \$10M
 - .0003 of Project Cost (PC)
- Infrastructure Projects - .0002 of PC

Kansas
Statewide Information Technology Office

LPA Audit

Kansas
Statewide Information Technology Office

LPA Audit

- Do OITS service rates reflect actual costs and are they competitive with comparable services provided in the private sector?
- What viable options exist for decreasing the cost of information technology and telecommunications services for state agencies?


Kansas **LPA Audit**

- We've heard preliminary findings
- We believe their findings will "likely" bear out much of what we have found
- We are actively working to break apart rates where appropriate, end "rate subsidization" and move to more utilization based pricing.
- Re-alignment of costs will create fee "winners & losers" so LPA findings that helps us push through this are welcome.

Kansas **Kansas Wins an Award**

- Kansas has received a 2013 Digital Government Achievement Award (DGAA) from the Center for Digital Government (CDG) in the Government-to-Business category for their OJA Kansas District Court Records Search application.
- <https://www.kansas.gov/countyCourts/>
- An INK/KIC collaboration.

Kansas **Kansas Almost Wins Award**



Kansas **Conclusion**

- Any questions ?

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