ICN BIG - Bringing Illinois Gigaspeeds

CMS has applied for broadband funding available through the American Recovery and Reinvestment Act of 2009 (ARRA). If successful, the ARRA funding will enable CMS to install fiber optic cabling throughout the state and migrate the Illinois Century Network (ICN) from leased lines to state-owned fiber. The ICN is the largest state broadband network in the nation, serving nearly 8,000 K-12 schools, libraries, museums, colleges and universities, community colleges, local and state government, health care and other non-profit entities throughout all 102 counties in Illinois.

The ICN was built on a model of leasing point-to-point connections between 14 Point of Presence (POP) sites. With constituent demand for bandwidth increasing at a rate of 8% per month, this model of leasing carrier lines is no longer economical. The increase in demand also makes it challenging, if not impossible, to attain the physical route diversity necessary for the reliability required by today's critical community facilities and to sustain the high-bandwidth that next generation applications will demand. Some of these next generation applications include: telemedicine, real-time videoconferencing and video monitoring of critical infrastructure.

The **ICN BIG** application for Recovery Act funding can help bring world-class broadband networks and up to 166 times more bandwidth than the current backbone at the same or lower operating costs to every rural, underserved and vulnerable community in the state. The current model of relying mostly on leased circuits is too costly to achieve statewide, 21st Century information and communication capabilities for the largest state broadband network in the nation.

Recovery Act funding can support the state's efforts to ensure robust broadband connectivity to everyone in the state, so we can meet the ever-growing demand for bandwidth – especially in areas like health care, public safety and education. It can also support a faster, cheaper, open-access model that will create new business opportunities for last-mile Internet service providers in remote and underserved locations.

The proposed network is analogous to a statewide highway system, which provides the infrastructure that meets the needs of the state and the core institutions it serves, citizens, entrepreneurs, and businesses across the state.

Fiber Network

ICN BIG is a statewide approach to building a fiber infrastructure which can serve all areas of the State. The fiber infrastructure will link together disparate public and private networks throughout the State to provide affordable access to commodity Internet, private peering locations, and research networks. This fiber infrastructure levels the playing field for all networks and service providers by providing economical access to critical broadband facilities located in Illinois . We will offer services at multiple layers of the network including: dark fiber, Lambdas or light waves, Ethernet ports, and Internet egress. All last mile providers and customers will have equal access and cost under this system.
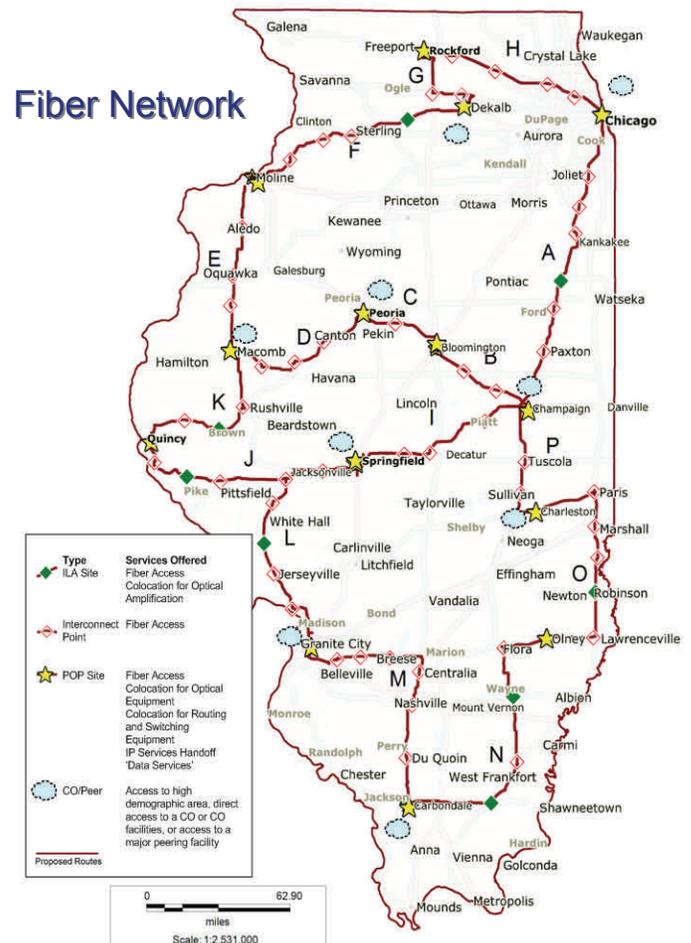
NASCIO Awards

In early June, BCCS submitted projects on behalf of the Department of Commerce and Economic Opportunity (DCEO), Secretary of State (SOS), Health & Family Services (HFS), Bureau of Communications and Computer Services (BCCS) and the Department of Public Health (DPH) for consideration by the 2009 NASCIO Recognition Awards for Outstanding Achievement in the field of Information Technology.

We were pleased to be notified in early September that DPH's project, the **Illinois – National Electronic Disease Surveillance System (I-NEDSS)** project was selected as an award recipient in the Business Continuity and Disaster Recovery category!

I-NEDSS was developed to improve the ability of public health agencies to identify, track and respond to emerging infectious disease outbreaks and bioterrorism threats. As part of a national system that links health care providers, state and local public health agencies within Illinois, *I-NEDSS* also provides data to the Centers for Disease Control and Prevention (CDC).

Congratulations to Jim Driscoll, Jim Bushnell and team! ●

Virtual Tape Technology

Mainframe-based tape is rapidly becoming obsolete and outdated. Additionally, vendor support for the current tape drive system in use will end in late 2010 and maintenance costs will increase at that time. Consequently BCCS has undertaken a project to modernize the way mainframe tape data is managed by implementing mainframe virtual tape technology.

The new Disk Library for the Mainframe (DLM) is a virtual tape disk-based system that will replace 21 legacy tape silos and over 500,000 tapes which have surpassed their recommended shelf life.

CMS has procured, implemented and begun migration to this new system. The DLM provides higher performance, lower cost, a tremendous reduction in datacenter floor space and a fully redundant off-site system located at the Harris Computing Facility. Over the next year CMS will work closely with agencies to aggressively migrate their respective user and scratch pool data from mainframe physical tape to the DLM.

A point person from your agency should work closely with BCCS to ensure a smooth migration of your tape data. Any questions about this initiative may be addressed to Mark Pape, the project manager, at mark.pape@illinois.gov. ●

Your Window to the World of IT and Communication Information

With the ease of the Internet, you now have one location to find information that you seek regarding Information Technology or Telecommunications.

Log on to www.bccs.illinois.gov to find the people, places, methods, ideas, forms, and policies necessary to provide IT and communication services to the agencies serving the Governor of Illinois.

What is available:

- Services provided by BCCS (BCCS Service Catalog)
- Services provided by Illinois Century Network (ICN)
- Services for Telephone/Voice, Video, and Wireless
- Information Training Manuals (Resources)
- Legal and Operational Guidelines (Policies)
- IT Governance area and the interrelationship between government and technology
- Contact information, BCCS Division Managers, and the Customer Service Center (CSC)

We continually add new and updated information, so be sure to add it to your list of favorites and check it often! ●

Our Enterprise is "Vaulting" into Fall

By now, you have noticed the new, **Enterprise Vault (eVault) icons** added to the upper right hand corner of your Outlook Toolbar. If you haven't spent too much time in the vault or don't completely understand what it can do for you, read further.

What does Enterprise Vault do? Enterprise Vault archives items from your mailbox. Older email, calendar items and attachments are moved to a **Vault**. The Vault can be searched if you need to view or retrieve an item that has been archived. This solution keeps older items out of your mailbox, so you are less likely to run out of space in your mailbox.

Installing the Enterprise Vault software: The Enterprise Vault software has been installed in the background on your computer if your computer is attached to the agency network.

Accessing Webmail and the Vault from outside of the Office: If you access your e-mail through the web from home at webmail.illinois.gov, you will also be able to reach your vaulted files. Please be advised that CMS launched a new Outlook Web Access (OWA) Portal on September 22nd.

To log on and off to Outlook outside of the network, please follow these steps:

TO LOG ON	TO LOG OFF
1. From Internet Browser, type webmail.illinois.gov and press Enter	1. Click Log off
2. Choose public/shared computer or private computer	2. Click Close Window
3. Select the domain, and your agency name	3. For further security . . . clear your browser cache before exiting by selecting Tools/Internet Options and click Delete/Delete All
4. Enter your user name: i.e.(john.smith)	4. Click Yes and then, Close
5. Enter your password	
6. Click "log on"	

If you consider yourself a novice user and already appreciate the difference it has made in your e-mail organization, read on . . .

Searching for documents made so much easier!

Have you ever spent what seemed like an eternity searching for an email? Those frustrating days are over and life has become easier with the new Enterprise Vault application! You will continue to file your emails according to your typical scheme (i.e. project, person, and agency), and then the e-mails will be "pushed" to the Vault.

The Vault is set up identically to the file structure in your e-mail in-box. You can now go to your "search vault" icon and enter key information about the document, such as, date range, subject, or recipient and then run the search. Please remember that you can search all vaults to which you have access, including shared mailboxes for your division, etc.

Even if you have misfiled a document by dragging and dropping too quickly, you can now find it as the search will be conducted across all the different folders in your vault. Take a few minutes to familiarize yourself with the many time saving features of Enterprise Vault and the next instance that you lose a document, you will find it in no time!

To date, the following agencies have been moved to the Enterprise Vault: CMS, EPA DPH, DNR, CEO, HFS, ISBI, and Aging. Finance and Professional Regulation and Revenue will soon be completely "vaulted". All consolidated agencies will be vaulted and anyone else on the enterprise e-mail system is invited to participate in the e-Vault solution, just contact Rebecca Morgan at: Rebecca.Morgan@illinois.gov.

For detailed training documents and online tutorials, please visit the *Resources* page on the BCCS website at: www.bccs.illinois.gov ●

Third Quarter 2009 Email Statistics

INBOUND

Message Classification

	Good	Spam	Virus	Policy	Total
Count	9,500,796	14,849,109	108,973	110,039	24,568,917
%	38.7	60.4	0.4	0.4	100.0

Good Spam Virus
Policy Violation

OUTBOUND

Message Classification

	Good	Spam	Virus	Policy	Total
Count	4,922,885	0	8	14,273	4,937,166
%	99.7	0.0	0.0	0.3	100.0

Good Spam Virus
Policy Violation
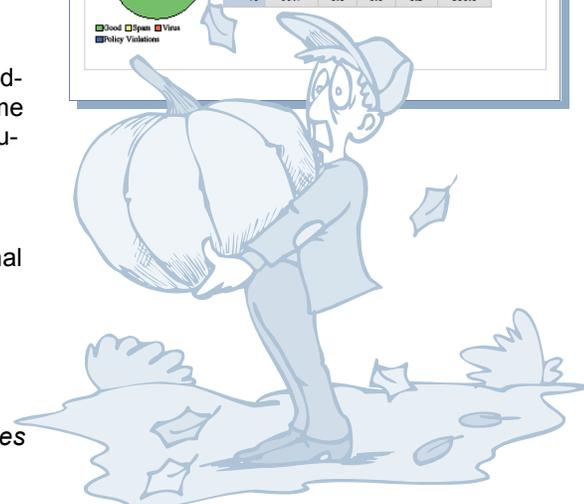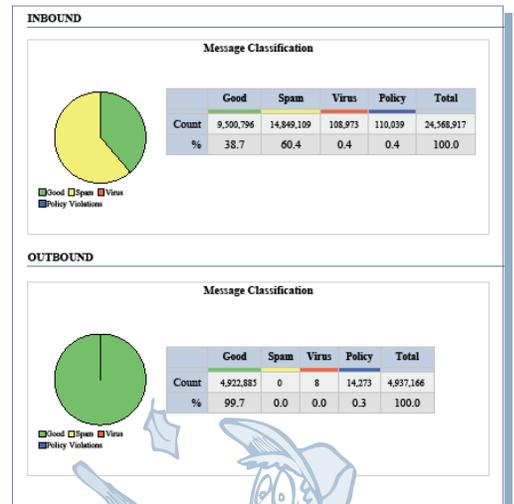
Chinese Delegation Visit

During the first week of August, BCCS and many agency partners helped the Governor's Office host three Chinese government officials sponsored by the 21st Century Institute of Oakbrook, Illinois.

We planned a full four-day itinerary of presentations and discussions to share with our visitors the many efficient ways in which we manage our data to best serve the people of Illinois. We are grateful to all of the professionals from several agencies who took time from their schedules to prepare for and deliver meaningful material to our guests. Those included:

The **Illinois Department of Healthcare and Family Services** and **The Secretary of State** who presented their collaborative and nationally award winning project, "Denial of Driving Privileges". "Denial of Driving Privileges" has enabled the State of Illinois to collect and distribute significant child support obligations that have previously gone uncollected, yet owed, to families across Illinois.

The **Illinois Department of Financial and Professional Regulation** walked us through their electronic Professional License Renewal application that is much more convenient for the licensee and cost effective for the State of Illinois. The license renewal application, a bread and butter application for IDFPR, was a previously manual process that was automated in 2007. The current process has reduced the need for so many staff people to handle each application, which frees up their time to spend on other work, while reducing the amount of expense per application. The new process is triggered by a simple post card which reminds the applicants to begin the renewal process.

The **Illinois Department of Transportation** presented the philosophy behind their Information Technology (IT) Division which serves as one of the great models for IT in Illinois State Government. DOT personnel is distributed across the state with employees in various district offices. This distribution of staff challenges the agency with long-distance support, communication and collaboration issues. DOT has chosen Microsoft's SharePoint as their solution. SharePoint has enabled DOT's Bureau of Information Processing (BIP) to fulfill their mission to utilize the current, available technology to serve the needs and solve the problems of DOT business owners statewide.

The **Illinois Emergency Management Agency** shared the communication process they employ during disaster and emergency situations statewide. This information was particularly timely, as we seem to be experiencing natural disasters and other incidents with increased frequency, worldwide, in recent years.

We challenge anyone to find a more professional and knowledgeable group of people with whom to work in or outside of state government! ●

ICN BIG - Bringing Illinois Gigaspeeds

The State of Illinois is advancing the *ICN BIG* initiative for ARRA funding because we believe that developing additional state-owned infrastructure, rather than continuing to lease will help the state maximize its overall investment in broadband, create jobs, provide a more equitable distribution of that infrastructure to last mile providers, and result in better service to rural, low-income, and/or low population density communities.

Funding decisions for round one are expected to start rolling out in early to mid December and continue through January. A second round of funding will open shortly after round one award announcements are complete. ●

Email "phishing" attacks are circulating as hackers and others with malicious intent attempt to take advantage of people's concerns about the Swine Flu outbreak.

Take precautions to avoid falling prey to potential scams, including fraudulent emails or websites purporting to have information about the outbreak.

Visit reliable sources, such as the Illinois Department of Public Health or the U.S. Centers for Disease Control and Prevention for accurate information about the Swine Flu. Protect your computer by ensuring all patches and anti-virus software are up-to-date.