BCCS Pulse

A newsletter of the Bureau of Communication and Computer Services

Why a Service Catalog?

The new BCCS Service Catalog - launched on July 2 - should answer two key questions for an agency's business managers and end users: 1) What services does BCCS provide? 2) How well do we provide those services?

The inaugural version of the catalog introduced four new shared services (E-mail, Workstations, Laptops and Application Hosting) and documented four existing services (Data Communications, Video Conferencing, Voice Communications, and Wireless). Over time, we will expand the catalog to include all legacy BCCS services and introduce new shared services. We will continue to update the catalog as services change and mature to offer more options and improved performance — and changes to the catalog will be communicated to agency CIOs and IT Coordinators.

In addition, the Catalog will help us plan and orchestrate delivery of those services across the functionally distributed IT organization. The Service Catalog states what will be delivered at what time and what service level can be provided and measured based on our (BCCS') current capabilities.

We value your input and would appreciate your comments or suggestions about the Catalog. Please e-mail cms.slm.services@illinois.gov to reach the BCCS Service Level Management team with your feedback.

View the Catalog and the CMS BCCS website at http://bccs.illinois.gov/. Please bookmark this URL and visit the website often to find out what's new at BCCS! ●

CSC Service Desk Update

The Customer Solution Center (CSC) serves as the central point of contact for telecommunications and information technology customers and responds to trouble calls and requests for new service.

As part of the IT consolidations, help desk support from the consolidated agencies was combined into a single IT Service Desk at 120 W Jefferson in Springfield. Staff from nine of 12 agencies have been relocated to the new call center, and Chicago based staff will be relocating to a single call center in the Thompson Center in August. Staff from the remaining agencies (Ag and DCEO) will be transitioned soon, pending relocation of print production operations.

By utilizing a standard ticketing system, a skill-based routing telephone system and staff cross training, over time the Service Desk consolidation should result in better coverage for all agencies. Since October 2006, the CSC Service Desk has logged 76,822 total calls with a respective live answer rate of 89.9%.

The Remedy ticketing system used to track and manage incidents and service requests will be upgraded in July. The new version provides improved customer notification, ticket tracking, and reporting capabilities. To reach the CSC, dial 217-524-4784 from Springfield or 800-366-8768 from all other locations. ●

BCCS Spotlight

End User Computing (EUC) - Chicago team
Thank you EUC for all your hard work and dedication!
Back Row from Left to Right: Bruce Williams, Tom Fahner, Frank Talbot, Michael Rawls, Dennis Elder, Dale Johnson, Susie Sanders-Washington, Gerry Basso, Tommy Thomas **Middle Row from Left to Right:** Bill Sherry, Paulette Squire-Lockhart, Ashley Jones, Patricia Bolden, Jarvis Reid, Chris Asongwe, BettyAnn Warner, Steve Washko - EUC Manager **Front Row:** Julius Cousin and missing from the picture – but still part of our team – Rahman Stone ●

Monthly Cyber Security Tips

The CMS BCCS Risk Management Team prepares a monthly newsletter to issue cyber security tips relevant for our customers. To stay current on cyber security visit

http://bccs.illinois.gov/communications.htm#security and click Newsletters. CMS is a member of the Multi-State Information Sharing and Analysis Center (MS-ISAC), which is a voluntary and collaborative organization with participation from all 50 states and the District of Columbia.

The mission of the MS-ISAC, consistent with the objectives of the National Strategy to Secure Cyberspace is to provide a common mechanism for raising the level of cyber security readiness and response within state and local governments.   Visit   http://www.whitehouse.gov/pcipb/ to find out more information.

The MS-ISAC provides a central resource for gathering information on cyber threats to critical infrastructure and for providing two-way sharing of information between and among the states and with local government. To learn more about MS-ISAC, visit http://www.msisac.org/. ●

PC Lease Program Launched July 1st

On July 1, CMS BCCS assumed responsibility for providing consolidated agencies with workstations and laptops via the PC Lease master contracts. Consolidated agencies will request new hardware via an Enterprise Service Request (ESR). In turn, CMS will procure, install and provide ongoing support for the hardware. CMS will retain ownership of the hardware and charge the agency a monthly service fee that will include replacement of the hardware every 36 months.

BCCS Agency Relations Representatives are now scheduling meetings for the Consolidated CIOs with Steve Washko (BCCS End-User Computing Manager) and Deb Harvey (BCCS Infrastructure Vendor Management Manager) and to discuss the PC and laptop forecasting process.

If you have questions about the PC Lease Program ordering process, please contact Tom Seagraves, IT Service Desk Manager, at 217-524-0574 or tom.seagraves@illinois.gov.

Questions regarding the PC Lease Program can be directed to Steve Washko, End-User Computing Manager, at 217-557-4682 or steve.washko@illinois.gov. ●

Storage Master Contract Awarded

How does CMS plan to improve the process for procuring storage? CMS has awarded a five-year master contract for storage solutions, including all aspects of storage beginning with small and medium options, large SANS, NASs for remote locations and ending with all the infrastructure needed to support the storage (including fiber channel directors and switches). The Storage Master contract was awarded to Dell/EMC in June with no protests.

Prior to that, we did not have a procurement mechanism for obtaining storage solutions for the clients served by the Data Center under consolidation, so when an agency came to CMS with a need, we issued an Invitation for Bid (IFB) on a case by case basis.

What does this mean for the agencies? The master contract will be a much more efficient tool for procuring storage when needed, as well as a great enhancement to our Disaster Recovery capabilities. In addition to the master contract for storage, CMS is also issuing multi-year RFPs for e-mail archiving software and for the hardware. The archive storage master is being reviewed and we anticipate an award will occur in July. For further information, contact John Livingstone, BCCS Infrastructure Enterprise Storage Manager, at 217-782-4394 or john.livingstone@illinois.gov. ●

EA&S Technical Standards News

A key duty of the Enterprise Architecture and Strategy group (EA&S) is to maintain technical standards.

Over the past few months, the EA&S group has approved 13 Product Standardization Requests (PSRs). A PSR is the method by which a standard is changed from one to another.   Both SQL Server 2005, used as a WINTEL Database Standard, and SharePoint 2007 were adopted as standards through this process.

PSRs can be submitted by an Agency or by a Domain Owner. Domain Owners are individuals identified from across several agencies who are responsible for certain areas of technology.   The standards are maintained in a web-based application at www.standards.illinois.gov.

The EA&S group also monitors Proof of Concepts (PoCs). We currently have Office 2007 being evaluated in this fashion. PoCs also can be submitted by an Agency or a Domain Owner. To request access to the PoCs, please use the email link located at the log on page noted above.

For further information, contact John Cunningham at 217-785-6813 or john.cunningham@illinois.gov. ●

MSEA: CMS' Computer Software Agreement to Save State Millions

CMS has completed a contract that, over the next five years, will save the State of Illinois an estimated $10 million – and may save local governments even more – while greatly improving communications.

For the first time, the State has consolidated its demand for a full array of desktop software into an efficient, common platform. The Enterprise Agreement with Microsoft and the CDW Group, referred to as the "MSEA", enables government entities to deploy a standard desktop software configuration – which will enhance collaboration and communications among State agencies as they will all be on a common desktop that can "speak" to each other. The State's move to standardize its technology platform on Microsoft mirrors that of leading corporations in the private sector. As noted in the *Wall Street Journal*, most businesses have chosen Microsoft operating systems for reasons including its support for Office and other business programs.

In the *Journal's* March 13 article, "More Businesses Adopt Cost-Saving Software For Some Workers' PCs", Precursor Advisors analyst Bill Whyman says, "When you boil it all down there still isn't a compelling alternative to the Microsoft infrastructure on the desktop."

Doug Kasamis, Acting Deputy Director of the CMS Bureau of Communication and Computer Services (BCCS) – which runs the State's IT and telecommunications systems for State agencies – agreed: "The State of Illinois is implementing a multi-year program to standardize and consolidate its current disparate platforms into a common architecture. We operate a technically complex environment to support many State agencies with disparate missions, and running those networks cost-effectively requires the use of robust, controlled and technically advanced solutions that Microsoft provides – with technology that's standardized, scalable and secure."

PIM Migration Status

➢ 54,235 GroupWise and Exchange legacy accounts have the Illinois.gov address

➢ 4,506 Native Exchange email accounts

➢ 1,325 BlackBerry accounts, across 14 BlackBerry servers, servicing multiple agencies.

The MSEA saves money by leveraging the State's buying power for commonly used desktop software such as Microsoft Office, Word and Excel. For State agencies, boards and commissions, the agreement is expected to produce savings to the State of $2.1 million per year over the five-year term of the contract – more than $10 million total – with even greater savings if the contract is extended past the five-year commitment.

Thanks to the State's expanded bargaining power and aggressive negotiations, this innovative agreement allows Illinois municipalities, medical facilities and libraries the opportunity to buy needed computer software at a significant discount. Many local governments – including the cities of Evanston and Naperville, Rush North Shore Medical Center, the Chicago Transit Authority and several local park and forest preserve districts – have taken advantage of the MSEA to purchase the computer desktop software licenses they need to operate at significant savings.

To date, State agencies, boards and commissions have deployed more than 26,000 desktop software "seats," while local government entities have installed more than 17,000. In an innovative part of the contract, the State also benefits from this extra demand, because the volume discounts increase as additional licenses are purchased. The State's "bulk buy" from Microsoft not only enabled the steep discount off normal prices, but also enhances the State's bargaining position for future contracts involving desktop software licenses. In addition, the MSEA positions the State to reduce cost further by eliminating licenses for redundant software products and the technological support for those products. ●

Did you Know?

➢ CMS/BCCS has recently standardized on the TN3270 emulation product "Blue Zone" sold by Seagull. If you have questions, contact Rita Bregenhorn at 217-785-8841 or rita.bregenhorn@illinois.gov.

➢ Linda Walcher is the BCCS/ISD Mainframe Manager. You can contact Linda at 217-785-8801 or linda.walcher@illinois.gov.

➢ To establish a URL, you should go to http://www.illinois.gov/Tech/govpolicy.cfm and download the Domain Service Request form and instructions.

➢ CMS/Illinois Information Service (IIS) provides a free CD burning service to State Agencies. CDs need to be provided by the agency or a fee will be incurred. Please contact Kim Howard at 217-782- 4881 or kim.howard@illinois.gov.

➢ CMS/IIS offers a free VHS and DVD dubbing service. VHS tapes and DVDs must be provided by the agency or a fee will be incurred. For more info, contact Shannon Tamblin at 217-782-2801 or shannon.tamblin@illinois.gov.

➢ Cindi Hitchcock is the Acting BCCS/Chief Financial Officer. You can contact Cindi at 217-557-6531 or cindi.hitchcock@illinois.gov. ●

Server Consolidation Project Update

Since our quarterly newsletter in March, we have more progress to report in the server consolidation project. The following server numbers are estimates.

March 2007 update:
HFS – 180 servers
DCEO – 59 servers
DHS – 192 servers
AGR – 10 servers
DNR – 37 servers
DCFS – 186 server
DOT – 173 servers
DPH – 136 servers

June 2007 updates:
DPH – 129 servers
EPA – 77 servers

Scheduled for August 2007
REV – 105 servers

Thanks to astute planning and great cooperation between the BCCS teams and the consolidated agency staff, the server moves are progressing successfully. We will continue to update you on the progress of this vital State project. ●

GIS Task Force

CMS BCCS continues to expand its service offerings based on the changing needs of our customers – the newest service under development is Geospatial Information System (GIS). Several consolidated agencies have requested an infrastructure environment to support GIS projects. All of these projects have common components, so it makes sense for CMS to pursue building a robust enterprise solution. The thought process is to build a common repository of GIS data by creating a framework that will allow agencies, state, county and municipal entities to interface and share common data.

Several Chief Information Officers (CIOs) and their GIS specialists met with CMS technical managers in May to discuss how to move forward with this effort. ●

2007 Calendar of Events

Event	Audience	Date	Location
Consolidated Agency CIO Meetings	BCCS Leadership, Consolidated Agency CIOs and Agency Relations Staff	July 25, 2007 August 22, 2007 September 26, 2007 October 17, 2007 November 28, 2007 1:30pm – 3:00 pm	Department of Revenue Department of Transportation TBD Illinois Emergency Management Agency Healthcare and Family Services
Telecom Coordinator Meetings	Telecom Coordinators	September 19, 2007	Capital City Training Center - Springfield & JRTC in Chicago
Telecom Coordinator Orientation/Training	New Coordinators	October 3, 2007	Capital City Training Center, Classroom 202
IWIN Conference	IWIN Users both state and local government	November 14 & 15, 2007	Springfield Hilton
Illinois Apco/NENA Conference	IWIN Users both state and local government	October 21-24, 2007	TBD