

BCCS Pulse

A newsletter of the Bureau of Communication and Computer Services

Welcome

Welcome to the first issue of BCCS Pulse. We hope you find it informative and helpful in keeping up with everything that is going on with the Bureau. The newsletter should arrive in your email box quarterly or you can view archived editions on the new BCCS web site (see below). Please forward any comments or article suggestions to your BCCS Agency Relations representative or to CMS.BCCS.AR@illinois.gov.

— Doug Kasamis, Acting Deputy Director, BCCS
Illinois Department of Central Management Services

PC Lease Update

The PC Lease project is on track to having agencies lease their PCs and laptops from CMS beginning in Fiscal Year 2008 (July 1, 2007).

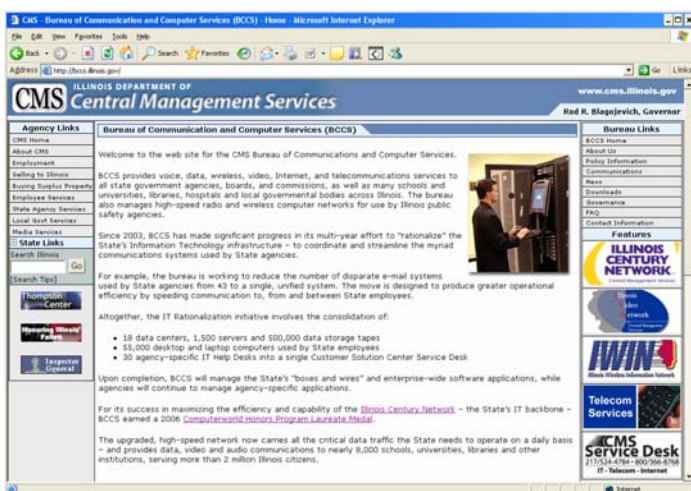
remain under manufacturer's warranty. Leasing the PCs will also ensure that PC costs remain stable year to year.

PC lease was conceived as part of the rationalization initiative that brought together the IT departments of 12 agencies. This included the consolidation of both staff and resources with the goal of running the State's IT functions more efficiently.



The purpose of the PC lease program is to standardize the desktops of all of the agencies and to refresh PCs on a 3 year cycle. The advantages of this are many. The decreased operating costs will come from a standard set of tools for the help desk, leveraging skill sets of staff and the standardization of configurations. Replacing the PCs every 3 years will ensure that agency staff have the best equipment to be able to fulfill their job duties. For the End User Computing staff, the 3 year interval will reduce repair costs since the PCs will

Currently, agencies can take advantage of the CMS master contracts by purchasing PCs outright or entering into a lease with the vendor. In the coming months CMS will be setting up an ordering system through Remedy. We are utilizing a project approach which teams CMS with customer agencies for feedback and testing of the application. This process will validate functions prior to production. For more information contact Vince Arredondo at Vince.Arredondo@illinois.gov.



BCCS Web Site Launched

The Bureau of Communication and Computer Services is proud to announce the launch of its new web site at <http://bcs.illinois.gov>. The web site will bring together information about BCCS into one convenient and easily accessible location. The site will be a reference for memos and communications, organization and contact information and policies. In addition the site will serve as a portal to the existing Telecom Services, IWIN, Illinois Video Network and Illinois Century Network sites.

In the future, the site will feature a complete catalog of products and services. New information will be added on a regular basis so bookmark the site and check back on a regular basis. Please contact Lisa Griffith (Lisa.Griffith@illinois.gov) or Beth O'Mahoney (Beth.OMahoney@illinois.gov) with any questions or suggestions for the site. ●

Did you Know?

All agency data and Local Area Network (LAN) traffic now runs on the Illinois Century Network (ICN). The ICN merged with CMS in 2004 and soon after all state agency traffic migrated from the frame relay network to the ICN.

In addition to state agencies, the ICN also connects over 8,000 sites around the state including K-12 schools, colleges, universities, libraries, museums, health care and local government. For more information on the ICN visit <http://bcs.illinois.gov> and click on ICN. ●

WebSphere Portal Efforts Underway at IDPH and BCCS

Delivering State-to-citizen and State-to-business applications through a web portal will improve the way the State of Illinois provides services to the citizens of Illinois. The Illinois Department of Public Health (IDPH) has already proven this. IDPH has several applications that are administered, maintained, and delivered using a secure portal.

John Albsmeyer, IDPH Chief Information Officer (CIO), and his staff have developed a tried and tested web portal. External and internal users of their web applications utilize the IDPH Web Portal to access the applications they have registered to use.

John and his staff recently conducted a Proof of Concept for IBM WebSphere, using the CMS hardware infrastructure and the services of CMS Midrange support staff. This has worked so well for IDPH that John approached BCCS to collaborate on efforts to determine if WebSphere would meet the requirements to become an Enterprise standard.

Rafael Diaz, BCCS CIO, Ken Cathers, BCCS Web Services Manager and other IDPH and BCCS staff have met to discuss John's idea to combine resources and talent to make this happen. IDPH and BCCS will work together to consolidate hardware and publish best-practices portal development standards.

WebSphere Portal allows the simultaneous presentation of several different applications in the same browser window using "portlets"

technology. A User Profile (detected at user sign-in) determines rights to applications and content. Role-based rights work for internal and external users.

John wants to provide business owners with the ability to easily submit their own portal content for approval and publishing. The goal is for IDPH to start the process and allow CMS to build on the portal and ultimately offer services to other agencies. This strategy will allow IDPH and other agencies to leverage the economies of scale provided by CMS BCCS. The long-term goal is one user portal for the State and the focus to be business-oriented instead of agency-specific.

This is a great example of how agencies and BCCS should work together! ●

Did you get your service desk coaster?

Service Desk coasters are still available. The coasters feature the CMS help desk number in a convenient coaster for your desk.

Contact the Agency Relations group with your request at CMS.BCCS.AR@illinois.gov. ●



Server Consolidation Project on Track

The project to relocate consolidated agency servers to the BCCS Data Center, a massive undertaking that involves the physical transfer of over 1,000 computer servers, began in April 2006. To date, BCCS Infrastructure and Network Services teams, in cooperation with staff and management of the consolidated agencies, have successfully relocated servers from six of the twelve consolidated agencies; two more agencies are currently underway. In order of completion, these agencies are:

HFS – 180 servers

DCEO – 59 servers

DHS – 192

AGR – 10

DNR – 37

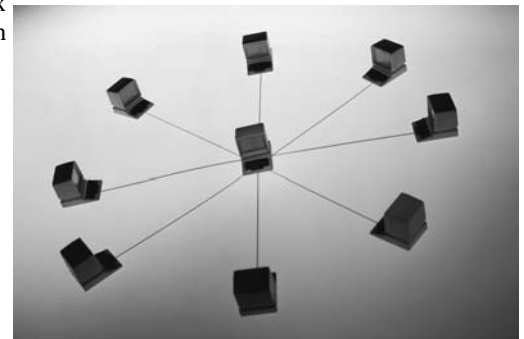
DCFS – 186

DOT – 173

DPH – 136 (In planning stages. Relocations are scheduled to begin March 24th and complete by April 21.)

Four more relocations are tentatively scheduled and targeted for completion by the end of June 2007.

Kudos to Kevin Rademacher, BCCS Infrastructure Services Manager and the Infrastructure Services teams; Kirk Mulvany, BCCS Network Services Manager and the Network Services teams; Barb Livingston, Project Manager; and many staff from each of the consolidated agencies who have worked tirelessly on this effort. The success of this project is the result of the agencies working closely with BCCS to make sure their business needs are visible and accommodated, while BCCS staff address the technical requirements of each relocation. It's been a winning combination. ●



Functional Driven IT Framework

What is the definition of enterprise architecture? It is “the explicit description and documentation of the current and desired relationships among business and management processes and information technology.”

Why is an enterprise architecture approach so important for the State of Illinois? An enterprise approach to the management of information technology was undertaken to ensure consistent, repeatable, efficient and cost effective solutions to the business data processing needs of the State. Enterprise architecture represents a new approach for the State of Illinois, but is a process already undertaken by a number of states and the Federal Government. Here are some of the benefits of this approach:

- Reduced hardware and software costs
- Reduced training requirements
- Staff mobility across governance Agencies
- Rapid deployment to existing systems
- Consistent methods and procedures

What is the BRM? It is a process first defining the current functional structure and underlying business processes, then mapping those processes to current applications and technologies. The map consists of the high-level business domain, sub-domains, functions and sub-functions.

The processes and technologies are evaluated to establish where redundant tools, technology and applications can be consolidated to gain economies of scale. Information technology Governance is the process enabling and engaging the agencies and business stakeholders in the planning and decision-making involved in targeted business process re-alignments.

What does the BRM look like? It is a hierarchal structure consisting of:

- **Domains:** Represent the primary business areas within Illinois government
 - Sub-Domains:** Defines categories of services the government provides to achieve outcomes
- **Functions:** Represent services that are performed to achieve the sub-domain goals
 - Sub-Functions:** Defines specific activities the government performs for its stakeholders

Examples of enterprise planning opportunities include but are not limited to:

- Email
- Web application delivery
- Authorization/Authentication
- Client eligibility screening and processing
- Electronic payment processing
- GIS
- Grant and loan management
- Document and data management
- Client relationship management, and
- Inventory

Enterprise architecture is not a new concept: Federal efforts beginning in 2002, defined the Business Reference Model (BRM) as: “The FEA (Federal Enterprise Architecture) BRM is a **functional driven framework** for describing the business operations of the Federal Government independent of the agencies that perform them.”

What State of Illinois business processes are eligible for enterprise planning? The BRM consists of business domains organized under four service types: Citizen Centric, Business Centric, Shared, and Government Centric services.

The business domains are: Education, Health & Human Welfare, Natural Resources, Safety, Transportation, Workforce Management, Economic Development, Environment, Common Business Services, General Government and Revenue.

Business baseline data, resulting from a series of workshops conducted with the governance agencies identified thirty-four (34) common sub-functions across multiple business domains. Each of the common sub-functions provides opportunities for enterprise alignment of applications and IT support systems.

Continued next page

IP Video Migration Almost Complete

The project to replace the state's VTEL ISDN videoconferencing systems with Polycom IP based systems is nearing completion. Begun in 2005, the project brings many benefits to users of the Illinois Video Network.

The old VTEL systems, which the state had utilized since the early 1990s, had reached the end of their life and were using ISDN technology which is expensive and difficult to maintain. CMS, with the assistance of state agencies, evaluated all master contract videoconferencing manufacturers in 2004 and standardized on Polycom. The new systems will use the State of Illinois IP network, which is more efficient and does not require a separate ISDN circuit.

The Polycom systems feature easy to use interfaces, integration with laptops for high resolution presentations, clearer pictures, and affordable monthly lease pricing. The videoconferencing project is expected to save the state up to \$900,000 a year upon completion. For more information contact Lyn Stoutamyer at 217-524-0100. ●



Polycom videoconferencing system.

Functional Driven IT Framework (continued)

What is needed to grow the BRM? The software used across agencies is gathered and documented as to its supported state within the Technical Reference Model. The TRM is a repository that contains the products and its Life Cycle state being utilized by the State. This repository aids agencies in determining what technology direction the State is heading. This repository contains all the products that have been deemed as a standard. The overall BRM and TRM are represented within the Enterprise Architecture (EA) tool located at www.standards.illinois.gov. Updates to and the initial mapping of the BRM to applications are accomplished under the "Business Applications" area of the EA tool. Please visit the aforementioned web site to find out how to map an application in the BRM.



What are the benefits for agencies to keep the mapping updated in the BRM? Updated information ensures that BCCS has visibility into sub-functions that have enterprise implications; enterprise opportunity planning saves agencies and the State of Illinois money and resources and most important working together on defining common functions and sub-functions will improve State services for the Illinois citizens. The BRM is also used by internal BCCS functions. The Change Management, Incident Response processes both consults the BRM. In the near future, the Application Criticality will be captured. This will aid BCCS in setting priorities when responding to outages. ●

IWIN Network Upgrade



CMS recently upgraded its cellular-based Illinois Wireless Information Network (IWIN). The upgrade offers increased reliability and enhanced security, all while keeping prices low enough to meet agencies' budgetary constraints.

The upgrade is the most significant in the history of IWIN, which began in 1999 as a partnership between CMS, ISP, Verizon Wireless and Motorola. Verizon continues to provide the cellular service, while Motorola produces the server and client software with built-in encryption capabilities.

Police officers throughout Illinois use mobile computer terminals linked to IWIN for car-to-car messaging, silent dispatching, and access to secure databases for public-safety information regarding stolen vehicles, wanted persons, driver records and critical homeland security incidents. All information is transferred with Code Division Multiple Access (CDMA) encryption technology.

IWIN currently connects 394 entities – including 14 Federal and State agencies, 15 colleges and universities, and 365 local municipalities. CMS expects to connect its 400th user agency to IWIN later this month. More than 5,000 wireless computer devices now connect to IWIN, serving nearly 11,500 individual users including State and local police officers

Prices for the upgraded network range from \$39 per month for basic cellular data service, which provides limited bandwidth at speeds of 60-80 kilobits per second (kbps), to \$70 per month for broadband service enabling access to databases at speeds up to 400-700 kbps. The higher-speed broadband cellular service is generally available in larger metropolitan areas such as Chicago, Springfield, Peoria, Decatur and East St. Louis. ●

Did you Know?

- The CMS Data Center, Central Computing Facility (CCF) has never had an unplanned outage that has interrupted computing operation due to facility problems, such as power and cooling, since the building was built.
- Redundant systems include the following: (3) turbine generators - currently only one is needed to operate the facility, (3) water chilling systems - building normally only needs one, redundant network/fiber connectivity.
- The Data Center has 30,000 square feet of raised computer flooring.
- The CCF has 24/7/forever staff monitoring computer operations.
- The Facility and Guard staff are on-site 24/7/forever.
- The Data Center uses on average 23,000 kwh of electricity - this is equivalent to the power needed for 350 homes.
- The Data Center generators are able to run for approximately 3 days and 6 hours without refueling. ●