BCCS
Keeping You Connected

Pulse newsletter

A newsletter of the Bureau of Communication and Computer Services

Let's Give a Round of Applause to the Remedy Team

It has been a challenging feat to say the least, but on July 10, 2007, the "small, but mighty" Remedy Team pulled off a successful deployment of Remedy ITSM 6.0. This completes Phase 1 of the BCCS ITSM v6.0 Upgrade Project. **What does this mean for customers of BCCS?** The Consolidated Agencies and CMS are now supported by a single, shared enterprise service desk ticketing system which processes both incident tickets and service requests.

In February, with the July 2nd deadline date looming over their heads, the Remedy Team was faced with scheduling and conducting workshops to gather and document requirements for the ITSM 6.0 project. Despite snowstorms, the sheer number of workshops needed for the project, and challenges arranging facilities, the team worked hard and finished the workshops on schedule. The Team pressed on, working many long hours and over weekends to keep the project on schedule and working with the vendor to provide an application that would meet the needs of BCCS and the Consolidated Agencies.

(Left to Right) **First Row:** Theresa Starling, Jo Higgerson, Vicki Spencer, Keith McVay. **Second Row:** Billy Foster, Melissa Kahle, Lori Rebman. **Third Row:** Karl Thorpe, Paul Watson, Tom Seagraves. **Fourth Row:** Roger Priestly, Jim Morgando, John Buehner, Gary Wasilewski. **There were many others, not pictured, on the team who worked hard to make this a success.**

EMS11 has Replaced MONIES for Telecom Billing and Provisioning

First of all, what is MONIES? It is a mainframe based application that utilizes virtual storage access method (VSAM) files, so anyone wishing to see what they are being billed for has to access the data through the Customer Information Control System (CICS), possess an intimate knowledge of the datasets and maneuver through a series of "green screens" to get the answers to their questions – a cumbersome process - or rely on BCCS to provide the information.

Why were we looking to replace MONIES? The State's current version of MONIES is no longer supported by the vendor. This means there is a great deal of BCCS staff support required to keep the application operational and to process the millions of dollars worth of bills produced monthly.

(Left to Right) **First Row:** Michele Standridge, Leslie Barrow, Theresa Starling, Jeff Schmid. **Middle Row:** Paul Romiti, Scott Baldwin, Kathy Iler, Howard Olson. **Back Row:** Bill Tumulty, Jim Michels, Alex Jones, Harold Mays.

User support is also a concern. BCCS receives numerous requests monthly for billing information and detailed reports that in many cases have to be manually produced. Evolving technology produced another challenge. Names of data fields worked well for the original application, but as items such as pagers, cell phones, and modems came of age, they did not fit neatly into the existing application. This resulted in naming conventions that could be confusing to new MONIES users without historical knowledge of the application. In a manner somewhat similar to the Y2K situation, the field names worked just fine in the early days of the application's life, but the passage of time necessitated changes. The inability to grow and interface with new technology was a major drawback of the MONIES application.

Business Services SSRF Billing SharePoint

BCCS Business Services has created a SharePoint site to facilitate agency access to important billing detail regarding their BCCS services. Effective July 1, 2007, BCCS implemented four new rated services for FY08. These services are:

- Personal Information Management (PIM)
- Local Area Network
- Mid-Range (Server)
- End User Computing

This SharePoint site allows agencies to download billing data into an Excel format for further manipulation to support any internal charge-back methodologies. Initially, the SharePoint site only includes PIM billings, but the plan is to post billings for the other three rated services in the future. On August 15, 2007, a communication was sent to agency Directors, Chief Fiscal Officers and Chief Information Officers informing them of this site. This communication requested each agency to designate appropriate agency personnel who may access this site to obtain detailed agency billing information.

The information presented on this site will be "Read Only" with only agency-designated personnel being able to access, read and download their agency's billing detail. Questions regarding the data on this site should be directed to the following individuals within CMS/BCCS Business Services:

Bev Connolly
217-785-1358
bev.connolly@illinois.gov

Betty Bennett
217-782-5046
betty.bennett@illinois.gov ●

VMWare is an Approved Statewide Standard

The VMWare Product Standardization Request (PSR) was approved by the Architectural Review Board (ARB) on August 13, 2007 and the Taxonomy database is updated to reflect this new standard. This software is an essential component of BCCS's longer term plans to implement a virtual server environment allowing greater flexibility in responding to agencies' growing needs for IT computing resources. Through the Server Consolidation project, individual application servers were moved into the Data Center as a first important step to overall centralization of existing server infrastructure. VMWare will allow BCCS to take the next step to eliminate existing infrastructure constraints associated with individual application servers. Coupling VMWare with blade server technology will allow BCCS to focus attention on providing the needed infrastructure for an agency's application irrespective of the individual operating system, application, and capacity needs. This technology will be able to scale to meet increasing agency needs in a more timely and cost effective manner. Another important aspect of this virtual technology is the ability to dynamically move applications from one server to another for upgrade, maintenance, or business continuity purposes with minimal downtime. Questions may be directed to the Domain Owner Don Warren at 217-557-0287 or don.warren@illinois.gov. ●

STARCOM21

In the days following 9\11, one of the lessons learned that became painfully apparent was the tremendous importance of the need for first responders from different jurisdictions to have reliable radio contact. Fast and reliable contact between law enforcement agencies, fire departments, and other responders plays a key role in executing a quality response - and possibly saving lives. Historically speaking, the problem has been that not all responders could talk to each other effectively due to the utilization of many disparate individual networks.

What is it?

STARCOM21 is a statewide wireless communications system deployed via a public-private partnership between the State of Illinois and Motorola. This network allows emergency management, law enforcement, fire and public health agencies to talk to each other from nearly anywhere within the state. STARCOM21 is one of several statewide interoperable networks developed by Motorola for first responders in the United States.

Network Overview

The STARCOM21 network was built as a result of the unique relationship between the State of Illinois and Motorola to create a statewide, trunked, digital, voice 700/800 MHz radio network using a combination of existing state-owned resources such as frequencies and infrastructure and Motorola-owned or leased infrastructure such as towers, T1 lines, and microwave links. The resulting network is owned and maintained by Motorola and leased back to the State. State agencies, local law enforcement, and municipalities may purchase radios and control consoles for use on the network and are responsible for their own user fees.

Current State

The construction of the system is now 100% complete. As of September 18th, the State successfully completed its statewide transition to the STARCOM21 network. All that remains is the process of final system acceptance which will begin immediately and will take place over the next 4-6 weeks.

The system will help meet the communications and interoperability needs of the state agencies, local law enforcement, and governmental entities sharing the network. So far, the major users include the Illinois State Police, Toll Highway Authority, Commerce Commission, Secretary of State, Department of Revenue, Emergency Management Agency, Illinois Terrorism Task Force, and numerous other state agencies and local governments. The list of users continues to grow.

For more information about STARCOM 21, please contact Harold Mays at 312-836-0190 or harold.mays@illinois.gov .●

EMS11 has Replaced MONIES for Telecom Billing and Provisioning (continued)

Why did we choose the Expense Management System (EMS11)? Listed below are several benefits EMS11 provides the State of Illinois:

- The application is web-based with a user friendly interface that is very intuitive and easy to navigate. It can be accessed from any location with an Internet connection. This access and interface will make it much simpler for agencies to view details of their bill to ensure their telecommunications dollars are being spent correctly and efficiently.
- Customized on-line reporting will enable users to enter parameters for reports specific to their agency and view the data in the format they need.
- EMS11 allows for orders to be processed via e-mail. MONIES requires orders to be faxed in.
- Agencies will receive a single, consolidated statement of all telecommunications charges with access to supporting data behind the bill.
- Partial month billing capability.
- Agencies can search a single database for their telecommunications inventory information instead of having to look in three separate databases as in MONIES.
- End user training and actual use will be much simpler than MONIES.

Should you have questions or comments about EMS11 contact Leslie Barrow at 217-524-0596 or leslie.barrow@illinois.gov . ●

## Microsoft (MS) File/Print Project Update

BCCS has initiated a project representing an important step forward in consolidating and standardizing its local area network infrastructure. The MS File and Print Server project, begun this summer, will migrate existing consolidated agencies away from Novell Netware products to Microsoft File and Print server products.

This migration will have several important benefits:

1. Standardize agency network software onto a single platform;
2. Increase the quality and efficiency of IT infrastructure support and maintenance;
3. Improve the performance of agencies' desktop and portable computer equipment;
4. Increase availability of stored data by the enforced usage of network drives; and
5. Reduce overall operating costs.

The first four benefits included in the dot-point listing above relate to the benefits gained by utilizing a single software platform as well as a common configuration methodology for storage and access to networked resources. During this migration, BCCS will work with individual agencies to assess and upgrade (if necessary) PCs and laptops to a common operating system as well as configure them to handle communications and data storage in a uniform manner. Moving more agencies to this standard platform and configuration will increase BCCS' ability to address user performance problems in a more timely manner because they will no longer be dealing with a patchwork of individually configured local area networks, but a larger, more uniform architecture.

Six agencies, including CMS, will be participating in the initial phase of this project. Two small, two medium and two larger agencies were selected in order to ensure that a larger number of potential migration issues can be identified and resolved prior to a more robust implementation.
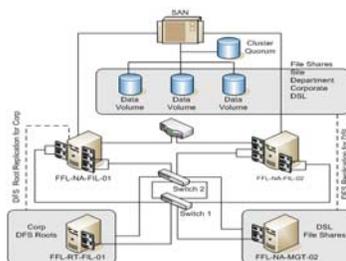
The six agencies, along with the estimated completion date of their migration, are listed below:

- Department of Central Management Services — 10/31/07
- Prisoner Review Board — 11/2/07
- Department of Human Rights — 11/16/07
- Department of Agriculture — 12/13/07
- Department of Natural Resources — 3/13/08
- Environmental Protection Agency — 6/23/08

In addition to the performance benefits gained in this effort, BCCS hopes to reduce overall software maintenance costs in FY08. For further information on this project, please contact Barb Livingston, Project Manager, at 217-524-2274 or barb.livington@illinos.gov. ●

October is Cyber Security Awareness Month!

Governor Rod Blagojevich has established October as National Cyber Security Awareness Month. BCCS Security and Service Delivery and Agency Relations are working together to distribute National Cyber Security Awareness Month Toolkits to our customers. You will receive this information within the next few weeks by mail or hand delivery, depending if you are located in Springfield. If you have any questions about Cyber Security Awareness, please feel free to contact Rafael Diaz at 217-557-1306 or rafael.diaz@illinois.gov. ●

Let's Give a Round of Applause to the Remedy Team (continued)

Developing workflow, creating test scripts, aligning the configuration data to fit the new shared service model, and mapping data for migration to the new system were just a few of the tasks they completed to ensure a smooth deployment of the new system. The Team worked with representatives from several of the consolidated agencies. Department of Employment Security (DES), Healthcare and Family Services (HFS) and Department of Human Services (DHS) provided a great deal of help in defining both business and technical requirements and also participating in the user acceptance testing. The dedicated commitment from agency staff was instrumental in completing this upgrade. Besides the agencies assistance, a number of BCCS staff provided extraordinary service to help complete this project. The four major system owners (Lori Sorenson, Theresa Starling, Tom Seagraves and Chris Gordon) at BCCS stepped up and committed their constant attention and staff to this project. A true sacrifice was made by all of the major players to not only work on the project requirements, but to continue daily support to their customers. The BCCS Midrange staff worked side-by-side with the Team to stand up the infrastructure and right along side was Network Services staff working to make sure there were no connectivity issues.

As the deadline approached, the project team identified issues with the email notification functions and intermittent connectivity to the Mid-Tier servers. The "go live" goal date of July 2nd was pushed out to give the team time to resolve these issues and test to make sure the implementation would go smoothly. The system went live on July 10, 2007. The CSC IT Service Desk Manager praised the Remedy Team saying, "all of the hard work across BCCS teams, good project team coordination, a solid training plan, and well documented acceptance testing paid off in a relatively seamless deployment."

The Remedy Team continues to support the new system and they are now gathering requirements for Phase 2. The Remedy system will be enhanced as BCCS matures its services. ●

Audio Conferencing Rate Reduction

Since the late 90's the State has been using a 3rd party audio conferencing service contracted through SBC. Now that SBC and AT&T are one company, AT&T can offer the legacy AT&T audio conferencing services which is owned and operated by the company. While the functionality is essentially the same, AT&T is offering better pricing for their internal service. We are moving the state business to the new service under the existing master contract and significantly reducing the cost for the most commonly used "reservationless" service from 14 cents per minute to seven (7) cents per minute. Based on FY 2006 utilization, we expect a total audio conferencing savings of $605K annually which is a 48% reduction in annual spend.

The conversion will require new conference bridge numbers; pass codes and moderator codes for existing conferences. There is also a new toll free number for scheduling or to report trouble (888-764-8808). CSC staff and AT&T representatives are working with each agency telecom coordinator to coordinate the transition of existing reservations and/or standing bridge numbers to the new system. To date we have converted the Department of Commerce and Economic Opportunity (DCEO) and are in the process of converting the Department of Employment Security (DES). The remaining agencies will be transitioned over the next four months. To find out the estimated dates for your agency conversion, please contact Vernon Burchett at vernon.burchett@illinois.gov or 217-785-9033. ●

E-Forms Saves Dollars and Time

Capitalizing on the capabilities of Portable Document Format (PDF) forms technology to better serve citizens and improve efficiency the State initiated a new E-forms Strategy in 2003 by negotiating a groundbreaking master contract and Enterprise License for Adobe Reader Extensions.

Years later the State continues to build on the success of enabled PDF forms technology to provide additional value to citizens though forms required at all levels of Illinois government. PDF Reader Extensions enablement continues to be facilitated by CMS/BCCS to over 100 eligible entities. Entities include the City of Chicago, Kane County and the SIU School of Medicine just to name a few.

➢ Enterprise successes to date include the enhancement of over 2500 forms now readily available online and a partnership of more than 15 state entities to enhance and provide over 1500 business forms via the State Business Portal.

➢ Agency successes include the conversion of over 1000 forms in the Department of Human Services (DHS) resulting in reduced administrative costs of $6 million annually, reduced printing and distribution costs by $1.2 annually, reduced staff time and reduced forms distribution time from weeks to minutes.

The Reader Extensions server found at www.readerextensions.illinois.gov is available for use by eligible governmental entities. The Enterprise Service Request (ESR) form is the vehicle through which you may request access to the server. ●

Consolidated Agency CIO's Revitalize Monthly Meetings

In an effort to revitalize the Consolidated Agency Chief Information Officer (CIO) meetings, CIOs have joined forces with the BCCS Agency Relations Team to offer a customer-focused meeting format. The CIO meetings were established when agency consolidation efforts began with 12 state agencies, in order to provide a forum for the CIOs to network with BCCS Leadership and to find out the status of rationalization and consolidation efforts. For quite some time, the meetings were utilized to update the CIOs about ongoing projects at BCCS and how these endeavors affected their agencies and in turn this provided BCCS Leadership with an avenue to garner agency support on moving forward. We (BCCS and our customers) have progressed to the point that these meetings should represent an opportunity for CIOs to share with each other and BCCS Leadership their business requirements, opportunities, responsibilities and initiatives. BCCS staff will continue to be available to provide updates as needed and answer questions about timely issues and concerns. With the new format in mind, CIOs are hosting these monthly meetings and providing presentations to their peers.

Curt Smith, CIO for the Department of Revenue, hosted the July 25th meeting. Curt provided an informative business overview of the Department of Revenue and an in-depth presentation about the Integrated Tax Project. Not only did Curt explain the business side of what goes on at Revenue and how the integrated tax project works, but he shared the IT side of how the systems work and how the technology is used. It is evident that there is a lot more happening at Revenue than tax collection. The folks working at Revenue are running programs and operations that affect all taxpayers in Illinois. Curt did a great job of setting the pace for future CIO meetings. The next time you fill out your taxes on-line, through the mail or in person, you can feel proud to be participating in a tradition in Illinois that goes back to 1932!

Next in line to host a meeting was Mark Kinkade, CIO at the Department of Transportation (DOT). Mark hosted the August 22nd meeting at the DOT Traffic Safety Annex building. His presentation showcased the functional responsibilities, technology and business applications utilized by DOT. Mark provided a demo that represented a sample of DOT business applications. Everyone walked away with a better sense of the business roles and responsibilities that DOT has providing service to the citizens of Illinois. If you walk or ride on a bike path, drive over a bridge, pass a road sign, remember these are all services or product provided by DOT.

John Albsmeyer, the CIO at the Department of Public Health (IDPH), was the host at the September 26th meeting that was held at the Department of Natural Resources. John's presentation noted that IDPH has 1060 employees supporting over 250 programs.

You ask what do they do? They administer vital records; inspect dairy farms, nursing homes, public beaches and swimming pools to name a few; license food service sanitarian managers, plumbers, EMTs, tanning parlors and tattoo parlors; provide disease monitoring and response for disease outbreaks, state-wide health alerts, immunization registry system and the Illinois National Electronic Diseases (INEDSS). You will be relieved to know IDPH supports the Hospital Bypass System, which is a web-based Trauma and Medical Disaster Planning application. The EMS Hospital Bypass System provides electronic tracking of hospitals that go on bypass. This system provides the Division of Emergency Medical Systems and Highway Safety, local EMS Systems and hospitals with a secure, web-based system to monitor, in a timely way, the status of hospital facilities statewide. This will ensure adequate resources for patient care are available in times of disaster or crisis. This is a part of IDPH's overall plan for bioterrorism preparedness.

The next CIO meeting is on October 17th at the Illinois Emergency Management Agency. Information on this meeting will be shared in our December newsletter issue. For more information about the Consolidated CIO meetings, please email the BCCS Agency Relations Team at CMS.BCCS.AgencyRelations@Illinois.gov . ●

Did You Know?

➢ **We still have plenty of CMS Service Desk drink coasters!** At the end of last year CMS purchased drink coasters for all of our BCCS customers. Our goal was to advertise the new CSC Service Desk and the phone numbers for issues with IT, Telecom or the Internet. The coasters display the CMS Service Desk logo and the Service Desk phone numbers 217-524-4784 in Springfield and 800-366-8768 for those customers outside Springfield. If you need a coaster, please send an email to CMS.BCCS.AgencyRelations@illinois.gov with your name and address and we will process your request.

➢ BCCS Enterprise Architecture & Strategy team has recently approved an upgrade to Visual Studio 2005 Team foundation. This edition of the IDE includes a source code repository and the .Net framework 3.0. Questions may be directed to the Domain Owner Gerry Mitchell at 217-557-2766 or gerry.mitchell@illinois.gov.

➢ If you need read access to the Business Reference Model (BRM), we have a generic "Read Only" account you may use. The ID is 'user' and the password is 'user'. The BRM is located at www.standards.illinois.gov. To find out more about the BRM download from the March 2007 edition of the BCCS Pulse http://bccs.illinois.gov/, or contact John Cunningham at 217-785-6813 or john.cunningham@illinois.gov.

➢ Many times when customers call the CMS Service Desk the service representative will ask individuals questions (phone number, location, etc.) to validate user profiles. Please be patient and remember accurate records assist us with serving you.

➢ You can download a list of Technical Reference Model Domain Owners at http://bccs.illinois.gov/About.htm under the Enterprise Architecture and Strategy section. This information was sent to all Agency CIOs and IT Managers earlier this month.

Major Outage Response Team (MORT)

As a service provider, BCCS understands that in the event of an outage to a critical business application or service, our customers expect a quick response, good communication and a prompt restoration of services. To meet these expectations BCCS has implemented internal procedures designed to get the customer back online as quickly as possible—we call this procedure MORT (Major Outage Response Team).

MORT is a multi-disciplinary problem resolution team consisting of managers/individuals brought together when a reported incident has a high impact with no underlying cause known. The MORT team immediately begins working together to isolate the problem, outline a plan of action for resolution, and communicate status within BCCS, the agency, and the end users contacting the Service Desk.

You may ask, **"When is MORT activated?** Several factors weigh into the decision to activate MORT including the number of users affected, the business application(s) affected , and whether or not the underlying root cause is known. Ultimately, the Service Desk managers consult with the shared service managers to quickly assess the situation and make a determination on engaging MORT.

Once engaged, the MORT team stays on a conference bridge throughout the outage, working together to quickly resolve the problem. The MORT team ensures that status updates are provided the BCCS and the agency throughout the outage and a root cause analysis is conducted as a follow-up.

BCCS will be tracking outages where MORT is engaged and reporting the details in the agency's monthly performance reports.

To date MORT has proven to be an effective approach to resolving major outages. We are continually looking for opportunities to improve the MORT process and thus improve overall restoration of critical business applications/services. If you have questions regarding this process, please contact Tom Seagraves at 217-524-0574 or tom.seagraves@illinois.gov. ●

Did You Know? (continued)

➢ While most of us work in environments that utilize secure access, it is important to keep in mind that each of us is responsible for securing access to our personal computers (PCs). The effort to lock your PC takes only a few seconds and can protect you, as well as your organization, from unauthorized access to critical state resources. Without this precaution, such applications as e-mail can be easily compromised. Here are a few different keyboard shortcuts you may to choose to perform to lock your PC: Do Ctrl-Alt-Del and click Lock Workstation or do Windows button+L. To unlock workstation perform Ctrl-Alt-Del and then enter your Novell password. **It only takes a second to work secure!** ●

Internet Filtering Implemented at BCCS

Internet filtering and the challenges surrounding it have been a long-standing concern for agency CIOs. *Is there a single best practice that enables state employees to perform their assigned work duties while minimizing potential abuse?* The answer may not be clear today, but one thing that is certain is the fact various state agencies have taken vastly different approaches to resolving this challenge. This has resulted in the state owning a multitude of different software packages – which produce widely varying results - and a lack of standards for implementation, use and support.

BCCS is implementing a new enterprise filtering service using N2H2/Smartfilter by Secure Computing. This filtering service will enable agencies to better control staff access and utilization of the Internet. Like previous filtering packages, N2H2/SmartFilter provides for customized restrictions, referred to as filter groups based on web content categories.

BCCS is in the process of implementing the N2H2 filtering solution internally. This allows us to gain experience with the deployment process and further test the functionality of the product. BCCS staff will meet with individual agencies to discuss the filtering options available, before the deployment process begins at their agency. We anticipate implementing the N2H2 filtering solution enterprise wide within the next six months. For information on this initiative contact Leanne Goldsby at 217-557-2431 or leanne.goldsby@illinois.gov. ●

BCCS Monthly Performance Reports

The BCCS Executive Leadership team will soon resume regularly scheduled service review meetings with consolidated agency CIOs and their agency leadership. These meetings will provide a review of service metrics and the opportunity for CIOs and agency representatives to pose questions and express concerns during the reviews. Based on customer feedback over the last year, the new metrics are targeting the services offered in the BCCS Shared Services IT Catalog. There are limitations as to what can be reported, but additional tracking will be implemented as services mature. We will provide the agencies additional metrics as new services are added to the catalog and the utility of the metric is established. The monthly reports emphasize reporting on the service foundations such as incidents and service requests. ●