

TexasOnline 2.0 Master Agreement

Between

**The State of Texas, acting by and through
the Texas Department of Information Resources**

and

Texas NICUSA, LLC

Exhibit O Strategic Requirements

July 31, 2009

Exhibit O Strategic Requirements

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Article I. Introduction

The purpose of *Exhibit O Strategic Requirements* is to address Strategic Requirements for TexasOnline 2.0.

Article II. Contractual Principles

Section 2.01 Strategic Requirements

- (a) Strategic Requirements are new features and functionalities that require policy, planning, governance, and/or architecture enhancements.
- (b) The goal of these requirements is to drive e-government transformation, which is one of the strategic goals for this procurement, as well as a State strategic goal for information resources management.
- (c) Each Strategic Requirement will be comprehensively addressed individually through a Business Case. DIR will consider Strategic Requirements (excluding Financial Processing System) as proposed through the Business Case Process. Vendor understands that implementation of the strategic requirements will be contingent upon approval through the Business Case Process.
- (d) *Exhibit O Strategic Requirements* addresses the following Strategic Requirements:
 - (i) Federated Identity Management
 - (ii) Application Marketplace
 - (iii) Extensible Architecture
 - (iv) Personalized User Accounts
 - (v) Published Specifications
 - (vi) Geospatial Infrastructure and Web Services
 - (vii) GIS Web Services Requirement

Section 2.02 *Federated Identity Management*

- (a) Federated identity management (FIM) is the use of trust relationships between separate security domains (organizations) to provide appropriate and secure seamless authentication for users, enabling organizations to be more agile and efficient while improving user productivity and reducing overhead. Implementation is a combination of policy, process, and technology.
- (b) DIR has three strategic objectives regarding the adoption of FIM:
 - (i) Mitigate the security and privacy risks associated with e-government by allowing Customers to develop trust relationships with their respective user communities through the use of electronic identity credentials (e.g., public key infrastructure (PKI) certificates, user IDs/passwords) issued by other Customers and commercial organizations.
 - (ii) Control costs and risks associated with authenticating the identity of a large number of end users by eliminating the need for each Customer to create and maintain a separate credentialing system for each of their online applications.
 - (iii) Improve Citizen, Business, and Customer online experience with single sign-on capabilities.
- (c) Subject to the Business Case Process for FIM, DIR will lead the development of policies and procedures with Customers in the federation. The Vendor is responsible for architecture, implementation, and operation of FIM within TexasOnline 2.0. In addition, the Vendor will also:
 - (i) Participate as a technology subject matter expert in Texas federation policy-making discussions,
 - (ii) Document the interface specifications and publish changes,
 - (iii) Assist new TexasOnline 2.0 FIM participants with testing of new interfaces,
 - (iv) Maintain a test instance of the authentication system,
 - (v) Maintain auditable documentation of partners and their level of participation, and
 - (vi) Maintain a list of participating information resources and contacts.

Section 2.03 *Application Marketplace*

- (a) TexasOnline 2.0 will provide a community where developers and employees are encouraged to share knowledge, ideas, and applications to collaborate across boundaries.
- (b) The marketplace can be a central repository where users can leverage the power of a common infrastructure to extend benefits across boundaries, reduce redundancies, share best practices, and enhance existing solutions.
- (c) Subject to the Business Case Process, features may include:

- (i) Forums for posing questions, product reviews, technology discussions, knowledge sharing, creative ideas, partnering opportunities, etc.,
 - (ii) Blogs,
 - (iii) Wikis, and
 - (iv) Add-ons to existing applications.
- (d) Subject to the Business Case Process, the Vendor is responsible for:
- (i) Marketing to current and potential Customers,
 - (ii) Providing in-depth training to optimize usage,
 - (iii) Moderating user-generated content,
 - (iv) Establishing policies and standards for the community in accordance with State guidelines,
 - (v) Soliciting feedback to develop new ideas and refresh older tools, and
 - (vi) Performing necessary duties to ensure the marketplace is a vibrant, well-visited site.

Section 2.04 Extensible Architecture

- (a) Extensible architecture is based on a foundation of service-oriented architecture (SOA), enterprise application integration (EAI), and software-as-a-service (SaaS) architecture principles, using an extensible messaging tier for transactional data and business process management.
- (b) The Vendor is required to deploy all new features into a target architecture that uses these principles.
- (c) Subject to the Business Case Process, features of the architecture will:
 - (i) Be built on SOA, EAI, and/or SaaS principles,
 - (ii) Use a shared application server and presentation environment,
 - (iii) Set up a messaging tier that is protocol-, platform-, and database-agnostic,
 - (iv) Be able to abstract unstructured data from non-web-based, web-based, and multi-protocol web-based systems,
 - (v) Provide integration for existing applications that are more tightly coupled,
 - (vi) Accommodate security requirements that range from simple to multi-tiered, and
 - (vii) Offer Customers secure connectivity to both hosted and non-hosted applications.

Section 2.05 Personalized User Accounts

Subject to the Business Case Process:

- (a) TexasOnline 2.0 will offer a personal account for all Citizens, Businesses, and Customers to customize content to enhance the e-government experience.

- (b) Personalization will include a dashboard allowing users to incorporate dynamic tools such as web widgets and RSS feeds to receive regular updates from the Customers of their choice.
- (c) Features of the customized pages may
 - (i) Incorporate an interface that is creative, well-designed, usable, and navigable,
 - (ii) Comply with statewide accessibility standards,
 - (iii) Work collaboratively with Customers to create useful and dynamic web widgets,
 - (iv) Allow approved outside content to be incorporated into user dashboards, and
 - (v) Publish an organized and searchable library of widgets.

Section 2.06 Published Specifications

Subject to the Business Case Process:

- (a) The Vendor will publish specifications to allow developers to build applications to integrate efficiently into TexasOnline 2.0 and provide reusability of components.
- (b) In addition, a software development kit (SDK) will be deployed to assist Customers with incorporating new applications into TexasOnline 2.0.

Table 1 Timeline for Publishing Specifications

Task	Start	End
Finalize Specification Approval Process	9/1/2009	10/12/2009
Document Specifications for TexasOnline 2.0	1/1/2010	5/14/2010
Receive Specification Approvals	5/17/2010	5/28/2010
Publish Approved Specifications	5/28/2010	5/28/2010
Maintain Specification and Create and Publish New Specifications	6/2/2010	Ongoing

Section 2.07 Geospatial Infrastructure and Web Services

Subject to the Business Case Process:

- (a) TexasOnline 2.0 may provide a flexible service that may lower development costs and time by utilizing enterprise GIS shared services that spread out the overall costs of development.
- (b) The objectives of the TexasOnline 2.0 GIS services include:

- (i) Provide for the deployment of an integrated GIS database and map visualization capacity, supported by open and publishable APIs that would enable deeper integration opportunities with other State GIS applications in the future;
- (ii) Provide an automated ability to discover and access spatial information delivered through TexasOnline;
- (iii) Provide Customers a cost-effective and efficient means to rapidly publish GIS web maps and create new geospatial web services for business purposes;
- (iv) Provide Customers access to an online catalog of State-maintained geospatial data formatted for the web, map templates, and web services;
- (v) Provide Customers with multiple options for engaging skilled vendor contract resources and technological resources that can deliver support services for GIS web services;
- (vi) Facilitate the development of Customer GIS web applications that are interoperable with other State enterprise GIS systems;
- (vii) Empower Customers to publish geospatial content directly to the web;
- (viii) Provide a simple and intuitive map application interface environment with the ability to rapidly render maps.

Section 2.08 GIS Web Services Requirement

Subject to the Business Case Process:

- (a) Vendor may provide technical staff and technological resources to enable Customers to add web mapping and other related geospatial services to their web pages. To ensure data interoperability, all data prepared for TexasOnline 2.0 applications will follow all relevant State of Texas cartographic standards found in 1 TAC 201 (and OpenGIS standards and specifications).
- (b) Customers with limited resources may choose a solution that can provide turn-key services for web mapping. There are also Customers with sufficient resources that may choose to provision web mapping services internally by subscribing to TexasOnline 2.0 services and creating their own service in-house or a third-party contractor.
- (c) The Vendor may provide solutions for organizations seeking to develop and implement basic web mapping service applications (i.e., Mashup Services). These solutions include provisioning for basic Internet mapping applications, without any database requirements, using services such as Google Maps / Earth, Microsoft Virtual Earth, ESRI Arc Web Services, and other comparable environments.
- (d) The Vendor may be responsible for providing these services to support basic geospatial functionality:
 - (i) APIs for GIS web services,
 - (ii) Basic web mapping application functionality, and
 - (iii) Software licensing.

- (e) The Vendor is responsible for providing these geospatial services as required through approved Business Cases:
 - (i) Data development and integration services (excluding complex statewide base map data),
 - (ii) Data licensing,
 - (iii) Database management,
 - (iv) Helpdesk services,
 - (v) User account management,
 - (vi) Security services (network and data),
 - (vii) Subscription services,
 - (viii) Training, and
 - (ix) Web application development services.

Article III. Methodology for Updating Associated Exhibit Attachments and Plans

Section 3.01 Attachment Update Methodology

- (a) If requested by DIR, DIR and Vendor will collaboratively develop a Business Case for each of the Strategic Requirements. The Business Case will be submitted to the Project Review Board for a recommendation for approval, disapproval, or revision and will follow the procedure for Business Case review and approval as described in *Attachment H-1 Policies and Procedures Manual*. Once the Business Case is developed, there will be no corresponding update to the *Attachment*.

Article IV. Documents Referenced in Exhibit O Strategic Requirements

Section 4.01 Attachments to Exhibit O

- (a) The following attachments are incorporated as part of *Exhibit O Strategic Requirements*:

Table 2: Exhibit O Strategic Requirements Attachments

Title	Description and Contents
<i>Attachment O-1 Federated Identity Management</i>	Federated Identity Management Strategic Requirement
<i>Attachment O-2 Application Marketplace</i>	Application Marketplace Strategic Requirement
<i>Attachment O-3 Extensible Architecture</i>	Extensible Architecture Strategic Requirement

Title	Description and Contents
<i>Attachment O-4 Personalized User Accounts</i>	Personalized User Accounts Strategic Requirement
<i>Attachment O-5 Published Specifications</i>	Published Specifications Strategic Requirement
<i>Attachment O-6 Geospatial Infrastructure and Web Services</i>	Geospatial Infrastructure and Web Services Strategic Requirement including GIS Web Services Requirements and Related GIS Efforts

Section 4.02 Exhibit O Associated Plans and Timelines

(a) No plans and timelines are associated with *Exhibit O Strategic Requirements*.

Section 4.03 Other Referenced Documents in Exhibit O

(a) The following documents have been referenced in *Exhibit O Strategic Requirements*:

Table 3: Other Referenced Documents

Title	Description and Contents
<i>Attachment H-1 Policies and Procedures Manual</i>	<p>The <i>TexasOnline 2.0 Policies and Procedures Manual</i> (PPM) attachment provides a detailed description of the TexasOnline 2.0 governance structure. The PPM defines the following:</p> <ul style="list-style-type: none"> • DIR roles and responsibilities • Vendor roles and responsibilities • Function, authority, responsibility, membership, reports, and meeting frequency of all governance committees and teams • Governance policies • Governance processes