

# 2013 IRDR Findings

## Part 1 – Agency Environment

### Section 1.01 Information Resources Management

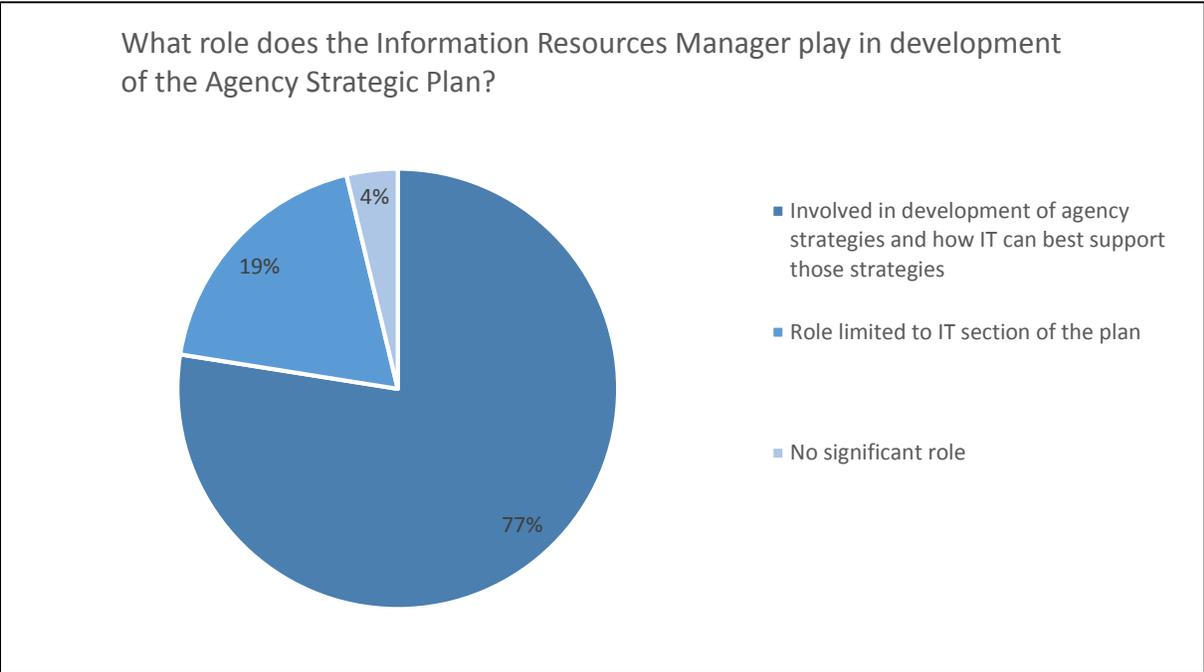


Figure 1: Over 20% of IRM’s are not involved in developing agency strategy outside of the IT section of the plan.

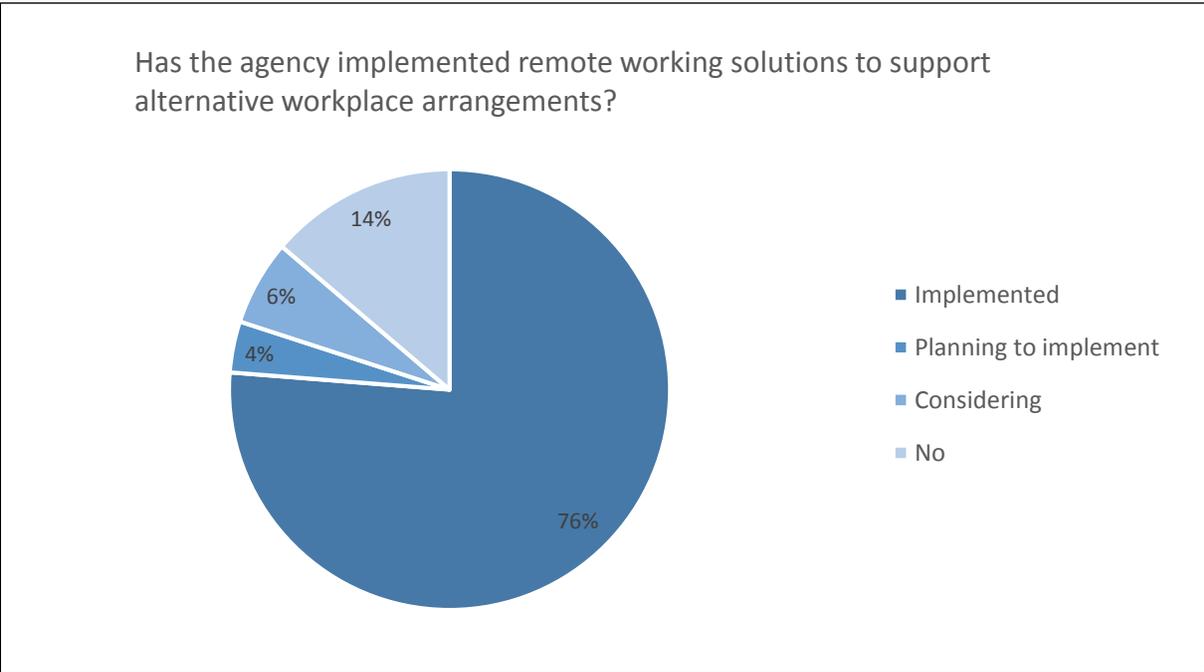
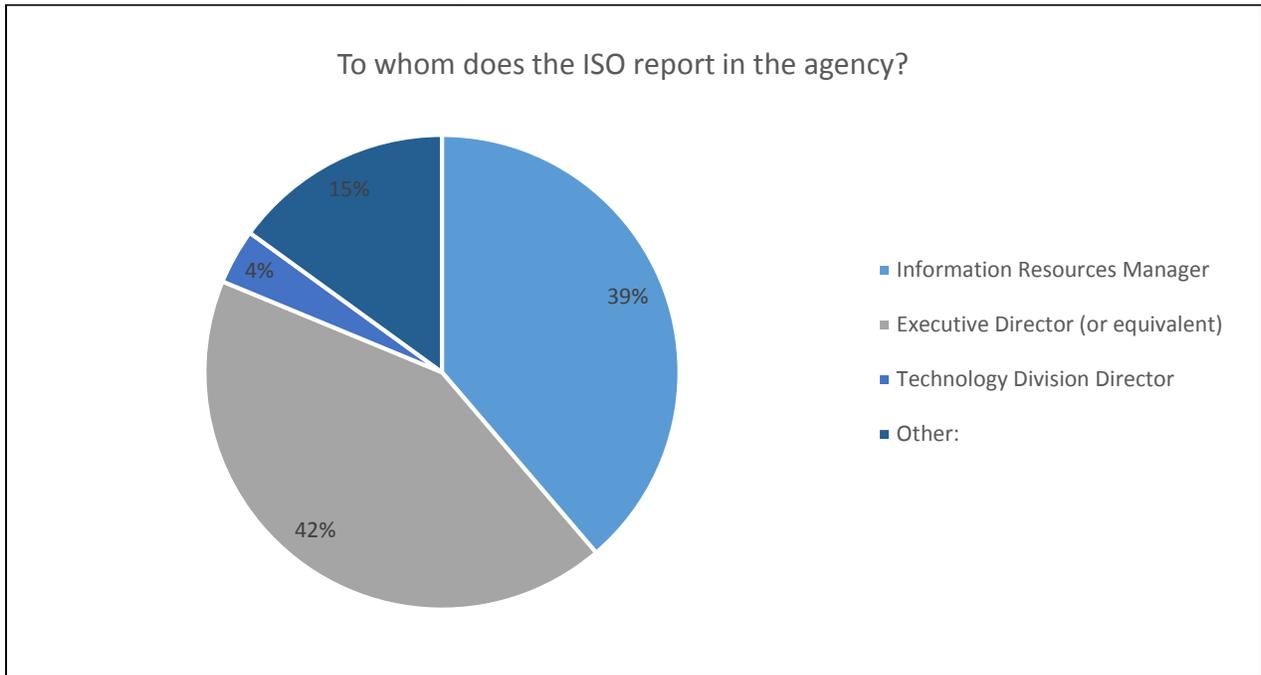
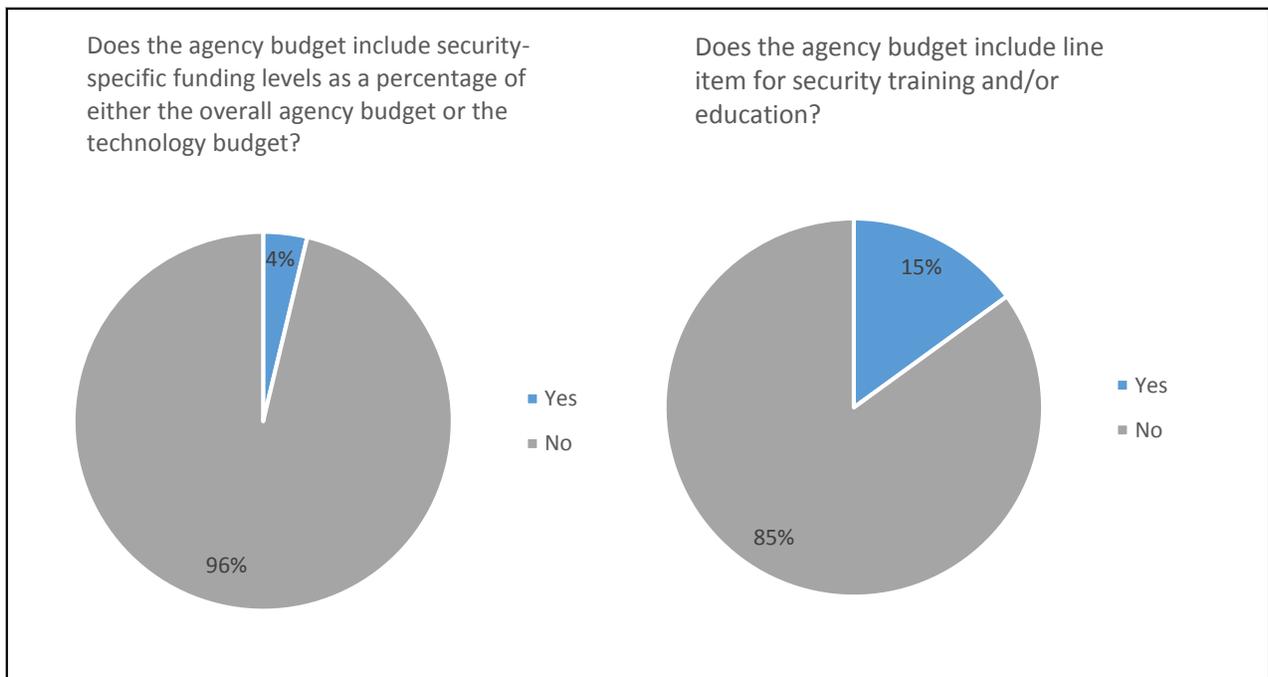


Figure 2: Over 80% of agencies are planning to, or have, implemented remote working solutions.

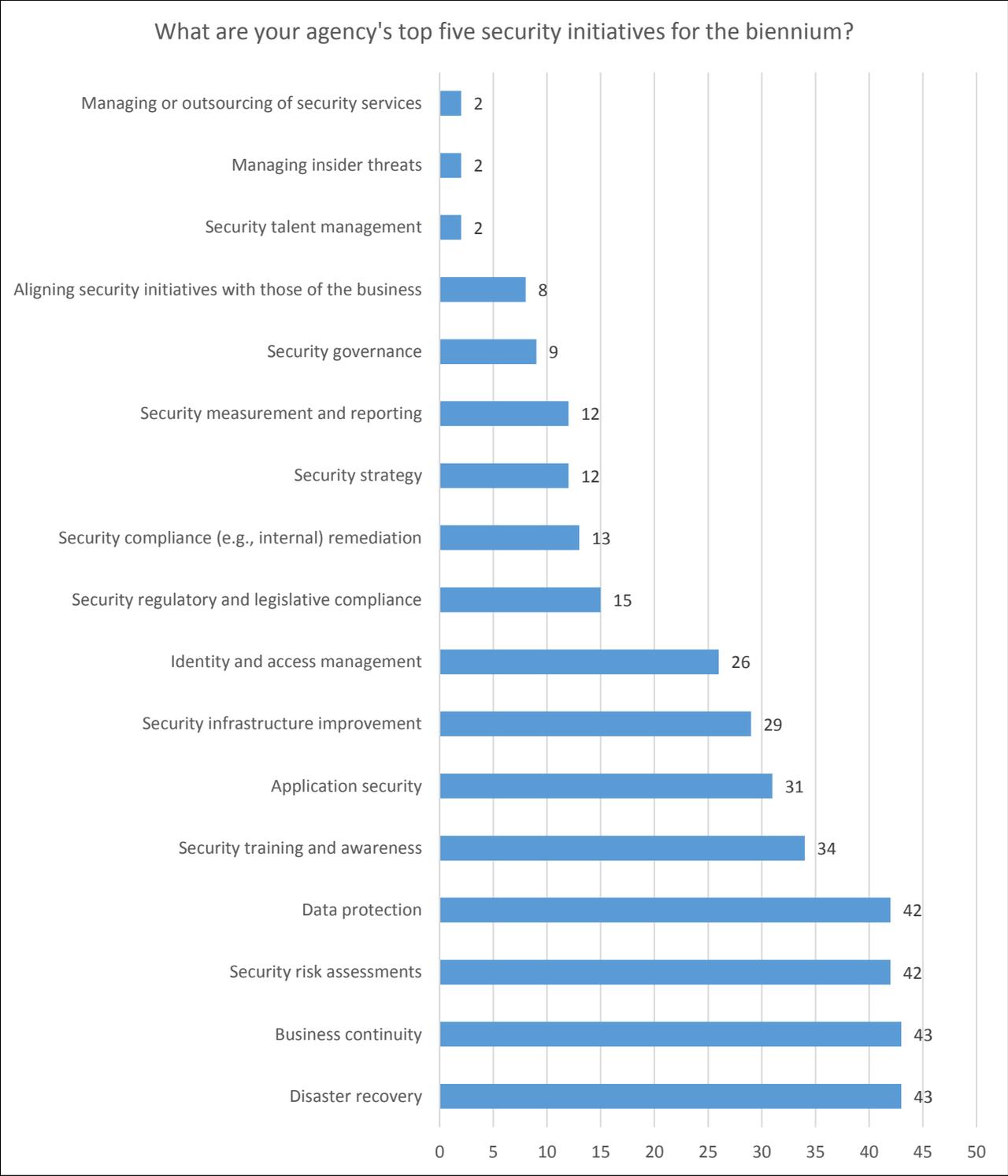
Section 1.02 Information Security



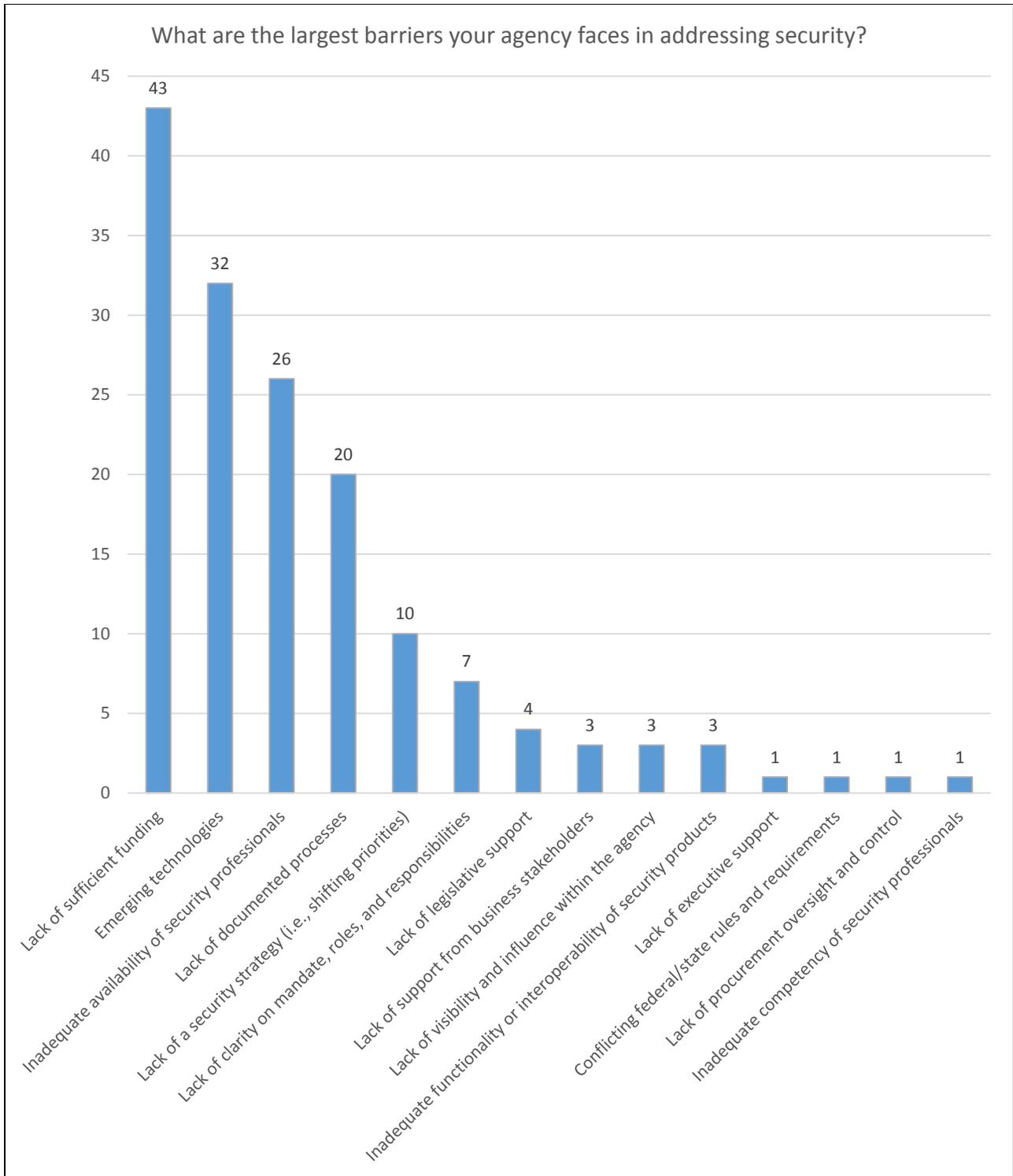
*Figure 3: Agencies are divided on whom their Information Security Officer reports to, with the majority reporting to the executive director.*



*Figure 4: Security budget remains low for the majority of agencies, with very few agencies dedicating funds specifically to information security.*

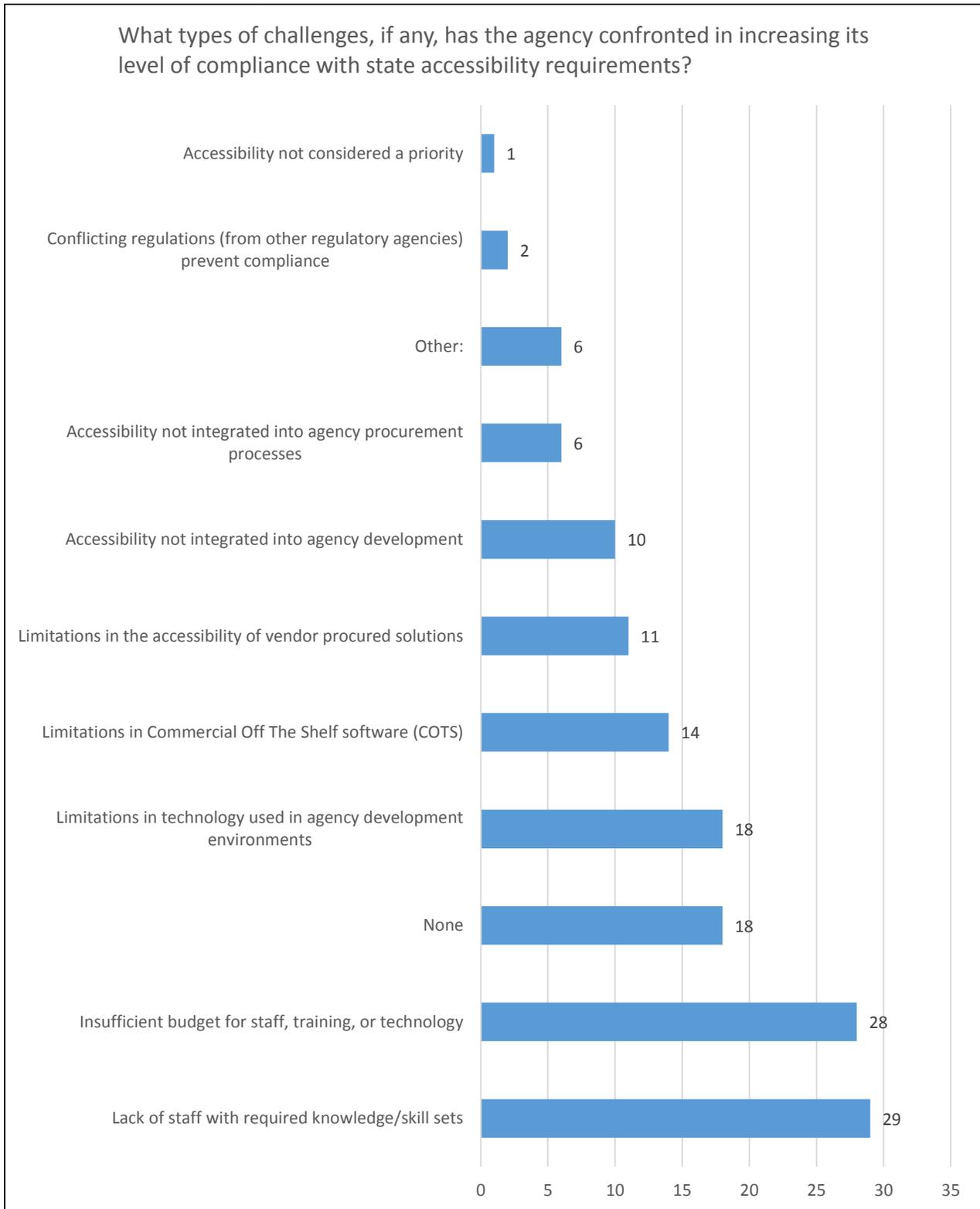


*Figure 5: Agencies are focusing more on disaster recovery/business continuity, security risk evaluations and data protection in the upcoming years.*



*Figure 6: Agencies' report that their greatest challenges relating to security are lack of funding, inability to keep up with technology advancement, and a scarcity of security professionals.*

### Section 1.03 Accessibility



*Figure 7: Greatest challenges in achieving accessibility compliance were cited as lack of knowledge/skill sets and insufficient budget for staff, training, or technology.*

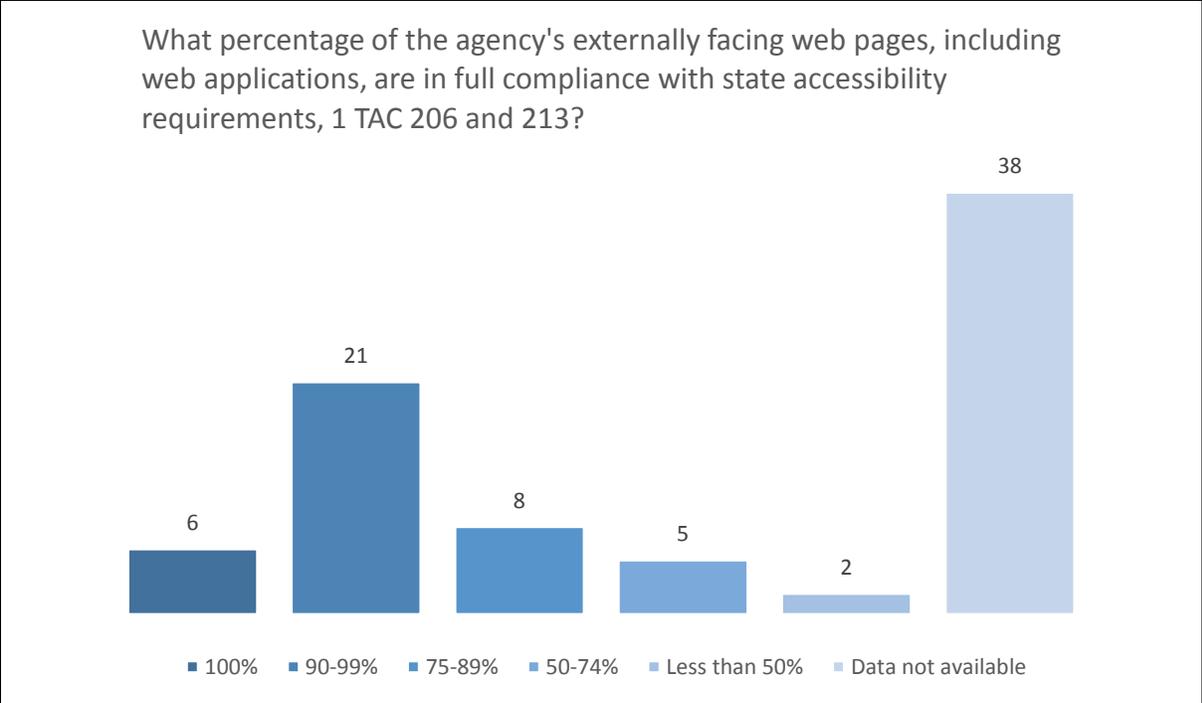


Figure 8: Almost half of agencies are unaware of what percentage of their externally-facing webpages are in compliance with state requirements.

Section 1.04 Continuity of Operations

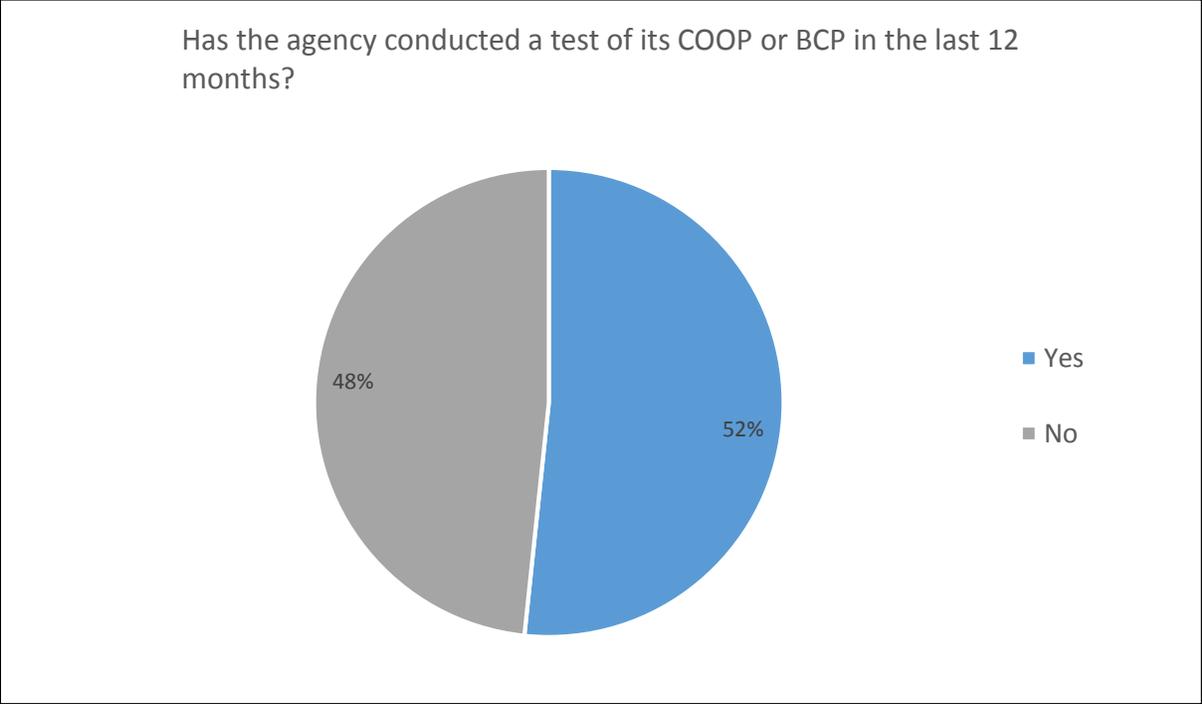


Figure 9: Only slightly more than half of reporting agencies have put their continuity of operations plans to the test within the past year.

Section 1.06 Contracting

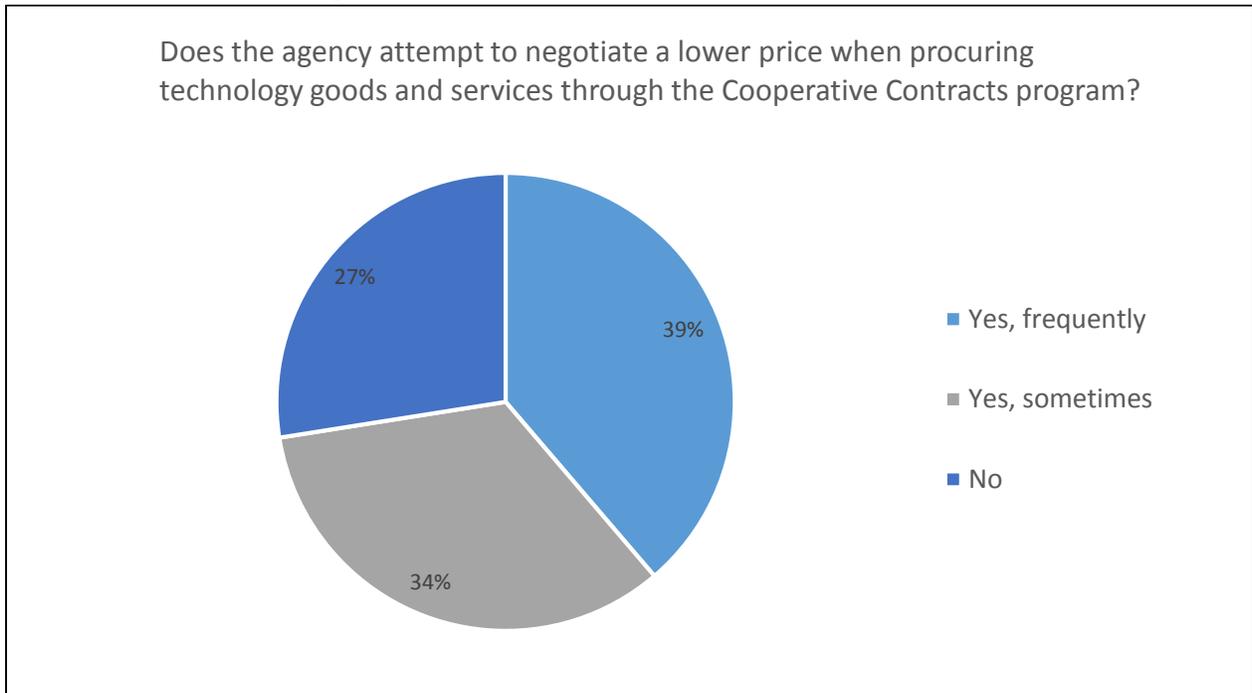


Figure 10: Over a third of agencies procuring technology goods and services through the cooperative contracts program do not attempt to negotiate a lower price.

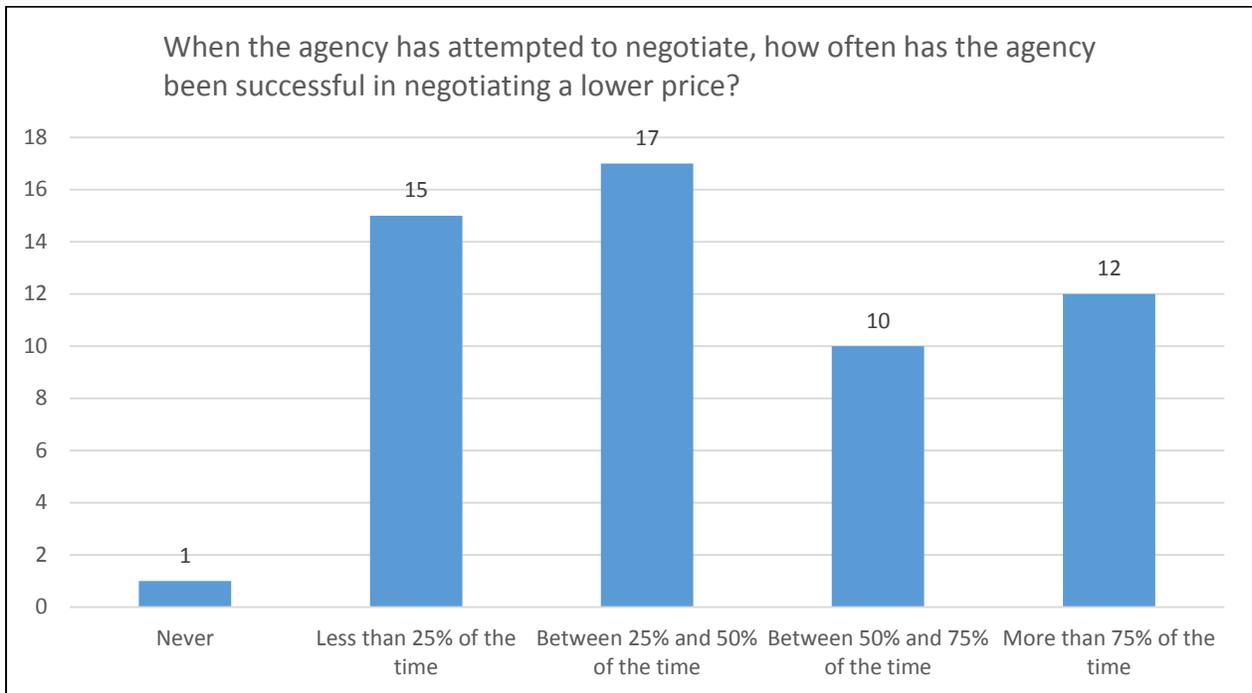


Figure 11: When agencies attempt to negotiate a lower price, there are mixed results with respect to reducing the price.

Section 1.07 Hardware/Software Environment

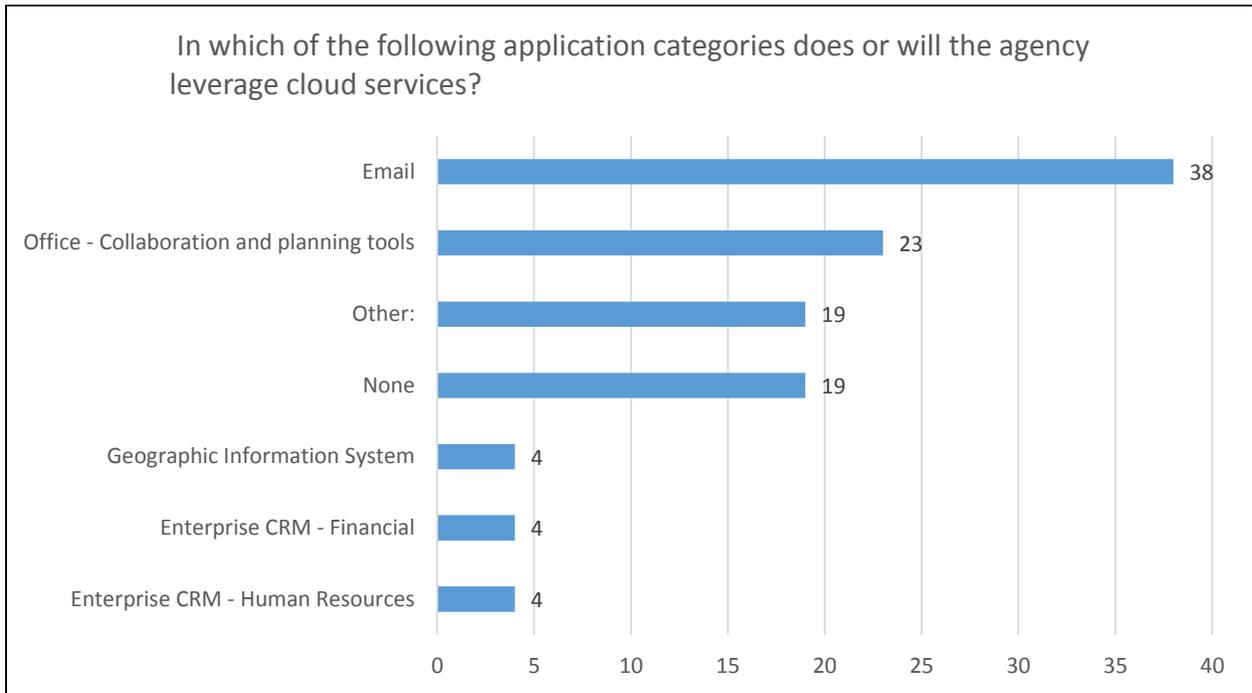


Figure 12: Cloud services: Agencies are taking advantage of the cloud primarily through the use of email and collaboration tools. Almost a quarter of agencies are not using cloud services to fulfill any function.

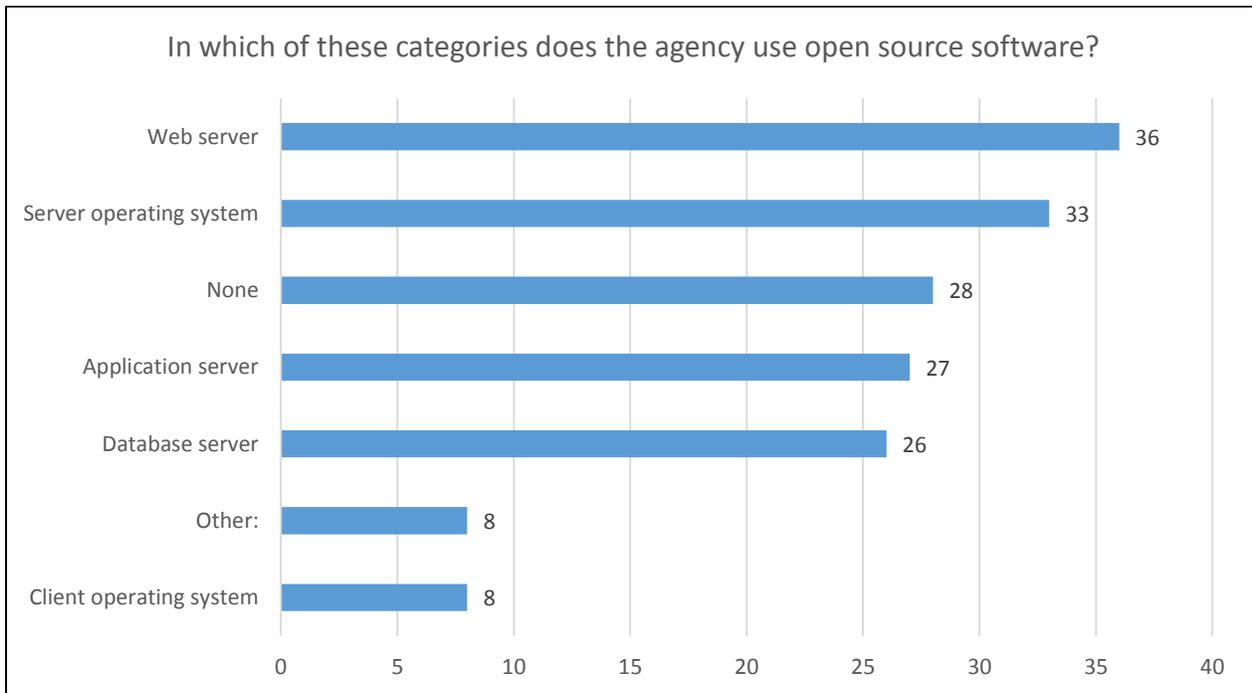
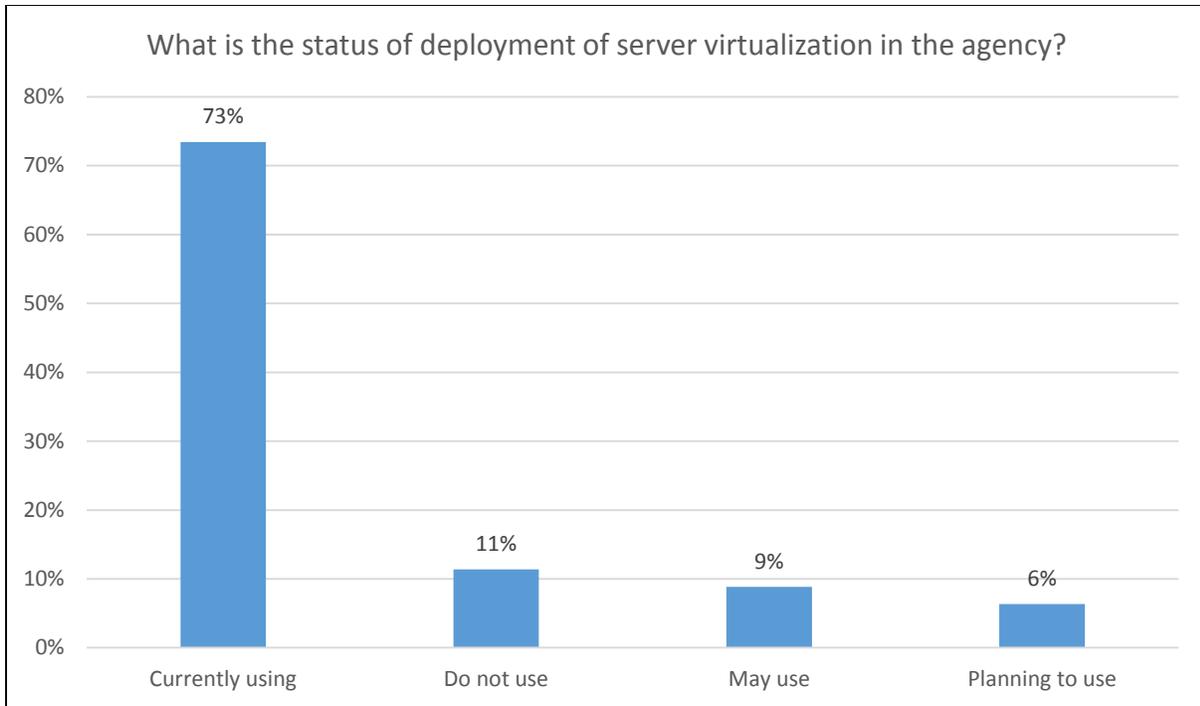
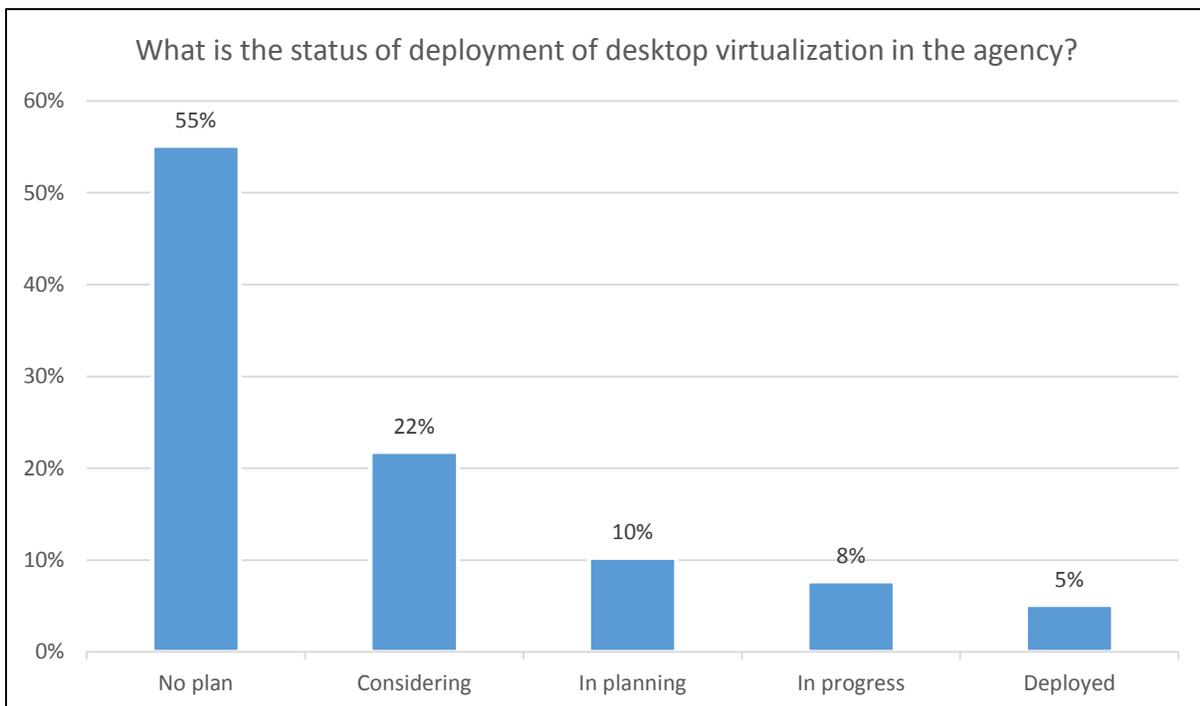


Figure 13: Open Source Software: Agencies appear to be taking advantage of open source software when it comes to web servers and server O.S.

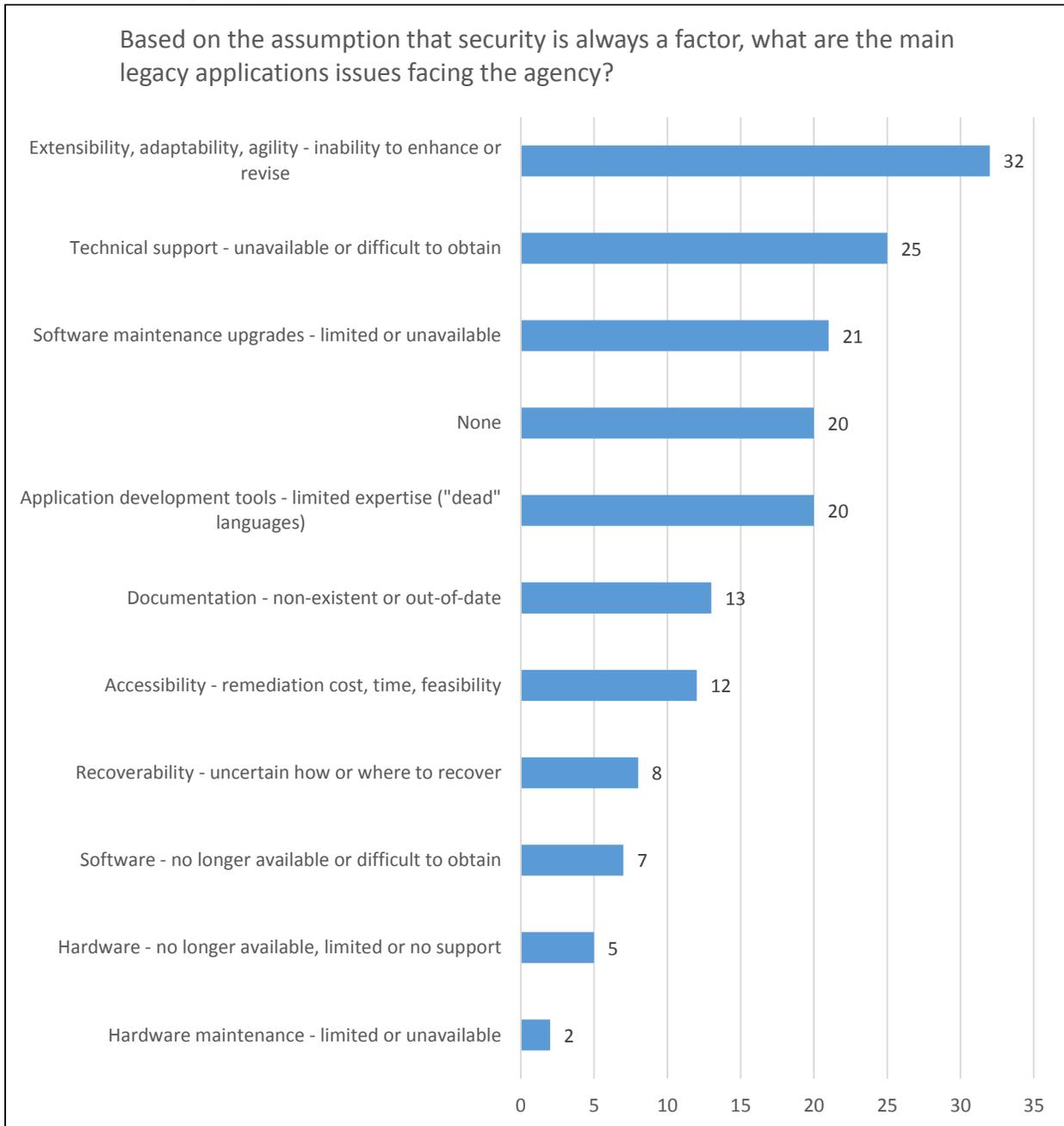


*Figure 14: The vast majority of agencies are virtualizing their servers to optimize efficiency. Only 11% are not considering server virtualization at this time.*



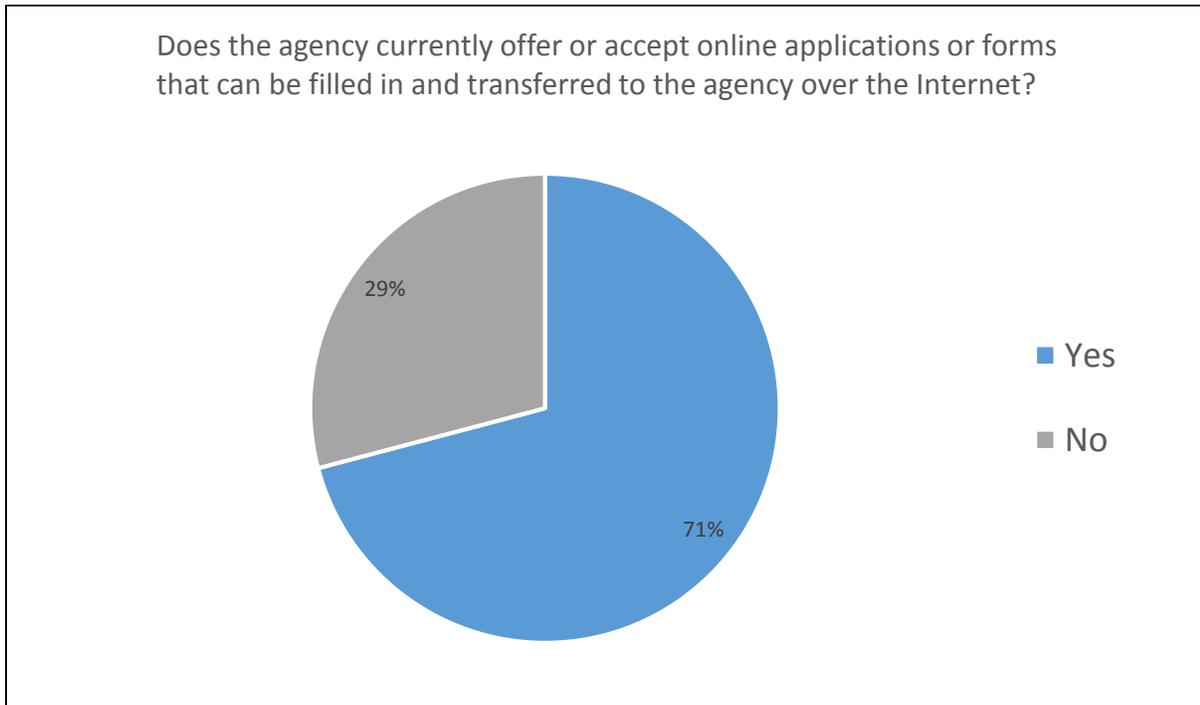
*Figure 15: On the other hand, desktop virtualization implementation appears to be progressing slowly, with only 5% of agencies operating functional VDI environments and over half of agencies not even considering a virtual desktop solution at this time.*

## Section 1.10 Legacy Applications

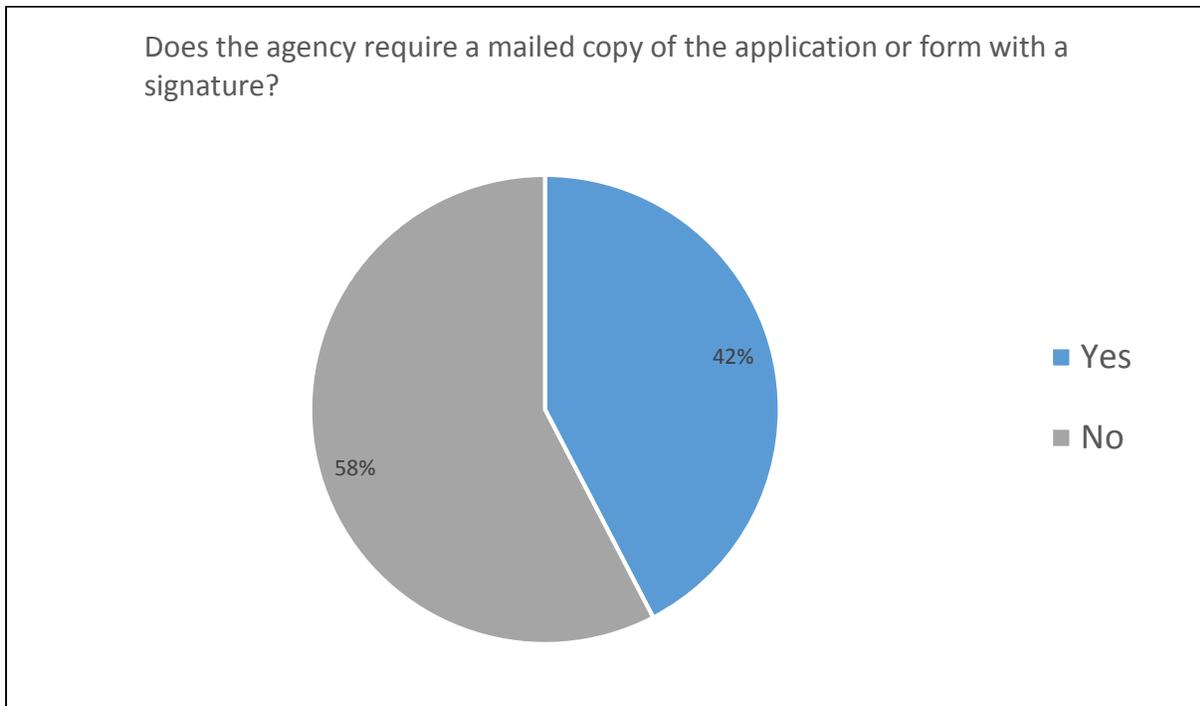


*Figure 16: Agencies are feeling the problems associated with legacy applications. Some of the most cited issues include the inability to revise outdated applications, scarce technical support, maintenance upgrades and limited expertise in outdated application development tools.*

## Section 1.12 Shared Applications



*Figure 17: Business the old fashioned way -- about one quarter of agencies do not accept online applications or forms via the internet.*



*Figure 18: Slightly less than half of the forms or applications accepted via the Internet require a mailed copy containing a signature.*

Section 1.13 Shared Networks

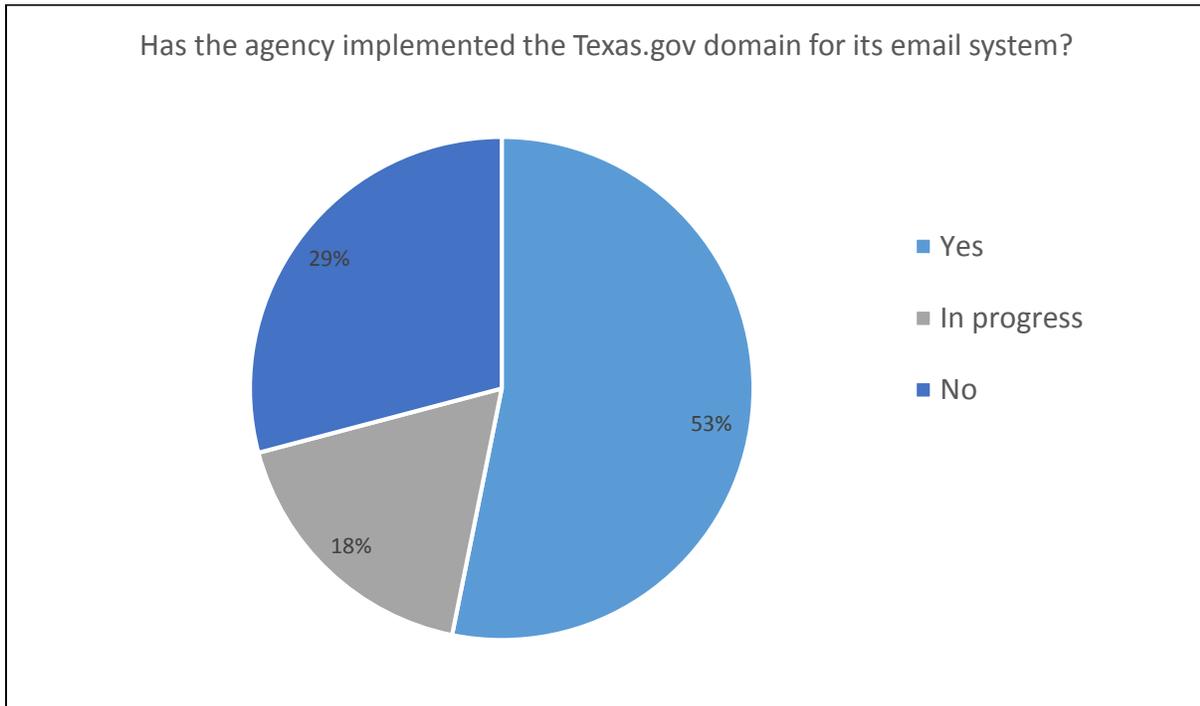


Figure 19: Agencies continue to adopt the Texas.gov domain for both their email and websites.

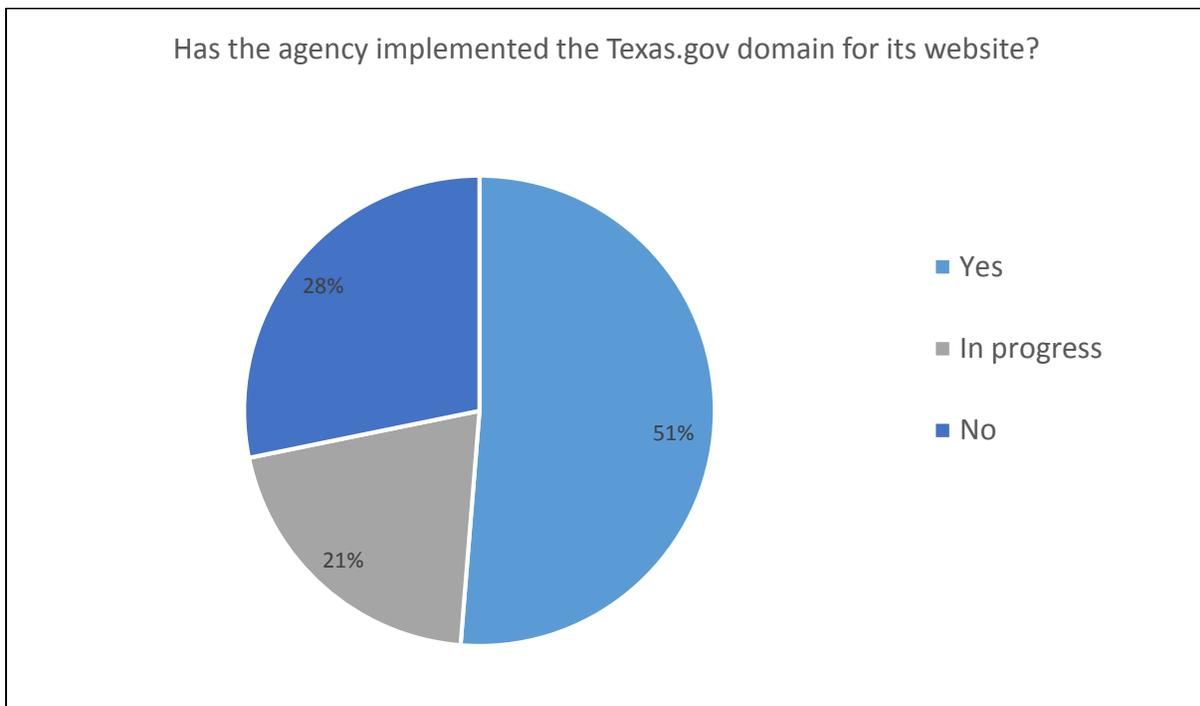


Figure 20: However, there are still over a quarter of agencies that are operating with disparate domain names.