



Texas Department of Information Resources

Charles Bacarisse  
Board Chair

Karen Robinson  
Executive Director

DELIVERING TECHNOLOGY THAT MATTERS

DECEMBER 2013

# 2013 Year-End Highlights and Updates

> **Next DIR Board Meeting:** February 20, 2014, 9:30 A.M. | Clements Building, Room 103 | 300 West 15th Street | Austin, Texas

## Measurable Progress

Below are FY13 agency highlights.

- Delivered **\$300 million in cost savings** through **\$1.7 billion in technology Cooperative Contracts purchases**
- Generated **\$103.7 million in revenue** through **Texas.gov**, an **increase of 8.1%** over FY12
- Processed more than **27 million transactions** through **Texas.gov**, a **7% increase** over FY12
- Enabled the purchase of **283,000 iPads for K-12**, a **73% increase** over FY12
- Supported more than **\$44 million of technology purchases** for the City of Austin, FY13's top local government customer
- **Increased Historically Under-utilized Business purchases** by **15.5%** over FY12

### From DIR's Executive Director



Thanks to the collaborative efforts of Texas agencies and institutions of higher education, the 2014–2018 State Strategic Plan for Information Resources Management lays out a clear vision for technology in state government. The priorities outlined in the plan, particularly security and privacy, cloud services, and legacy modernization, reflect recent legislative action and demonstrate Texas technology leadership and innovation.

This issue of "Year-End Highlights and Updates" illustrates how well Texas is already addressing these priorities and highlights 2013 initiatives. I hope you find this update as exciting as I do. As always, we welcome your suggestions and comments.

—Karen W. Robinson

## Cybersecurity Initiatives Focus on Collaboration, Boosting Awareness

### New Cyber Coordinator Role Bridges Government, Industry

The 83rd Legislature directed DIR to **designate a coordinator** to align public- and private-sector security matters. Texas Chief Information Officer and DIR Executive Director Karen Robinson named Brian Engle, the state's Chief Information Security Officer (CISO), to serve in this role.



*Texas CISO Brian Engle will serve as the first State of Texas Cybersecurity Coordinator.*

As the state's first Cybersecurity Coordinator,

Engle is focusing on several collaborative initiatives to

- create a long-term **cybersecurity culture** throughout the state,
- build **partnerships** between private industry and public-sector organizations,
- develop and share **best practices** for protecting critical infrastructure and sensitive information, and
- produce a cybersecurity **workforce** to protect technology resources from an increasing number of threats.

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DIR's mission is to provide technology leadership, solutions, and value to all levels of Texas government and education to enable and facilitate the fulfillment of their core missions.

# Five-Year Strategic Plan Provides Guidance on State's Top Information Technology Priorities

The 2014–2018 State Strategic Plan for Information Resources Management (SSP) identifies the Top 10 Technology Priorities affecting IT decisions in Texas government over the next five years.

Each state agency is encouraged to consider how these priorities align with its business goals and IT strategic plan. Given the decentralized nature of IT in Texas government and the diversity of missions, some priorities may not be as relevant to some agencies as others.

Because business needs and technology vary by agency, the priorities are presented in three general, unranked, groups:

- The first three priorities—**Security and Privacy**, **Cloud Services**, and **Legacy Modernization**—are of significant interest to state leadership as indicated by legislative action.
- The next four priorities—**Business Continuity**, **Enterprise Planning and Collaboration**, **IT Workforce**, and **Virtualization**—are included as technology priorities for the first time this strategic planning cycle.
- The final three—**Data Management**, **Mobility**, and **Network**—were identified in previous planning cycles and remain as priorities for Texas government.

The SSP is available on DIR's website (see "Read the Plan" link at right).★

## Top 10 Technology Priorities

2014–2018



### Security and Privacy

Develop governance, policies, and procedures to secure technology infrastructure, ensure the integrity of online services, and protect the private information collected from citizens and businesses.

### Cloud Services

Consider and adopt as appropriate, cloud-based software, platform, and infrastructure services to drive cost-effective and efficient operations.

### Legacy Modernization

Identify existing mission-critical legacy applications and prioritize their replacement or modernization.

### Business Continuity

Ensure that critical government technology services continue in the event of a disaster or a disruption of normal operations.

### Enterprise Planning and Collaboration

Enhance statewide efficiencies through improved enterprise planning and collaboration between and within agencies.

### IT Workforce

Develop and implement strategies to recruit, retain and manage a fully trained and qualified IT workforce to meet current and future mission objectives.

### Virtualization

Virtualize existing server and desktop environments to reduce operational costs and improve service delivery.

### Data Management

Implement sound data management principles to support good business practices, meet regulatory requirements, and reduce costs.

### Mobility

Support the needs of an increasingly mobile citizen and workforce population.

### Network

Provide innovative network services to allow agencies to improve efficiency and to successfully deliver citizen services.

## Read the Plan

[www.dir.texas.gov/management/strategy/ssp13/](http://www.dir.texas.gov/management/strategy/ssp13/)

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"Cybersecurity," continued from page 1.

# Cybersecurity Initiatives Advance State's Workforce

## Defense Competition Cultivates Future Cybersecurity Workforce

DIR recently partnered with community leaders to showcase a national, hands-on cyber defense competition that encourages high school students to pursue cybersecurity careers. Started in 2008 by the Air Force Association, "CyberPatriot" now involves more than 1,500 teams representing all 50 states and several countries.

This effort stems from recommendations made by the Texas Cybersecurity, Education, and Economic Development Council. The group promotes cybersecurity education and awareness in order to develop the state's cybersecurity industry. The 83rd Legislature both reauthorized the Council and enabled DIR to implement several Council recommendations. As government increasingly relies on technology, Texas will continue developing its future information security workforce through programs like CyberPatriot.

## "End User" Training Supports Agency Security Programs, Equips State Government Employees

To support agency security programs, DIR is providing Securing The Human (STH) End User Training for State of Texas employees through the SANS Institute. The institute is a cooperative research and education organization specializing in engaging, high-impact, security awareness training.

This computer-based training is designed to increase users' security awareness and modify online behavior. The course focuses on challenges facing the everyday computer user, covering topics such as social engineering threats, safe web browsing, and the importance of using strong passwords.

By equipping staff at all levels with greater knowledge of sound security practices, the state strengthens individual agency efforts to safeguard state networks and the data they process.★

## DIR Reaches Out to Agency Customers with Targeted Communications

Customer service continues to be a high priority for DIR. The agency actively seeks customer feedback, provides information on government and industry educational events, and produces relevant and timely communication on DIR services and offerings. These efforts include four new [email discussion lists](#), created in response to customer needs:

- **App-Dev** provides an opportunity for knowledge sharing among state *application development* leaders
- **ITSOURCING** announces news on DIR cooperative contracts and state agency *IT procurement* procedures
- **Texas.gov TPE User Group** addresses the Texas.gov *Transaction Payment Engine* (TPE), required for use by all state agencies conducting financial transactions through the state portal
- **TX-PM** engages state *project management professionals*

DIR also produces an electronic newsletter, "[News for State Agencies](#)," and digital videos. The first set of video programs explains the criteria for defining a major information resources project (MIRP) and describes the features of the Texas Project Delivery Framework, the state's method to select, control, and evaluate MIRP projects.★

## Project Management Toolkit Offered to Agencies

DIR has created "PM Lite," a set of templates and tools to facilitate consistency across its projects and programs. As part of its instruction to lead project management practices across the state, DIR posted these tools online for potential use by other agencies. PM Lite features

- **consistent project delivery** across a portfolio of projects
- **best practices** for project management
- **flexibility** in project approach
- **easy-to-use**, customizable toolsets
- **accountability** for project leaders

PM Lite is adaptable to projects of all types and sizes.★

## Capitol Phones Upgraded

DIR recently upgraded network equipment supporting the Capitol Complex Telephone System (CCTS). This system serves 23,000 telephone lines in 89 agencies throughout 50 buildings in the Capitol Complex in Austin. Improvements include migration to a more robust fiber-optic path and enhancing redundancy to improve the reliability of the network. CCTS customers are supported by a 24/7 help desk, available by calling 512-475-4357.★

# Legislation Results in Administrative Rule Changes

Aligned with its mission to provide technology leadership, DIR is amending its current rules to guide state agencies based on recent legislation. The DIR Board voted to approve and post the following rules in the Texas Register for public comment. After receipt and review of public input, these rules will be voted on by the Board during the February 2014 meeting.

## **Videoconferencing** **HB 2414, SB 984**

The Open Meetings Act was amended to allow government entities to use videoconferencing, enabling remote participation of voting members.

DIR has amended [1 TAC 209, Minimum Standards for Meet-](#)

[ings held by Videoconference](#), and developed videoconferencing guidelines that include both technical and operational standards.

These guidelines ensure minimum standards when leveraging videoconferencing technology for meetings subject to the Open Meetings Act and address frequently asked questions on the use of videoconferencing for such purposes.

## **High-Value Data Sets** **SB 279**

A high-value data set is defined in statute as information that can be used to increase state agency accountability and responsiveness, improve public knowledge of the agency and its operations,

or further the core mission of the agency.

Previously, each agency was required to post this information on its website. Agencies are now required to provide Texas.gov with a link to its posted high-value data sets. DIR amended [1 TAC 206, State Websites](#), to establish the process for posting this information to Texas.gov.

## **Suggestions for Agency** **Cost Savings** **HB 1128**

DIR amended [1 TAC 206, State Websites](#) to establish procedures which enable agencies with 1,500 or more employees to post suggestions for cost-efficiencies on their websites. To further assist agencies in implementation of

this bill, DIR has made available an online tool hosted through Texas.gov.

## **Agency Purchase of Local** **Cooperative Contracts** **HB 1994**

Legislation now permits state agencies to purchase technology products and services through a local government purchasing cooperative if DIR certifies in writing the item is not available on the existing DIR contract catalog. DIR amended [1 TAC 212, Purchases of Commodity Items](#), to advise agencies to complete a Certification Request Form, now available on the DIR website, if an item is not available through DIR contract.★

## DCS Consolidation Brings Savings, New Services

In 2005, legislation merged data centers of 28 Texas state agencies into two consolidated centers in Austin and San Angelo. The consolidation is to provide technology, disaster recovery, and security upgrades, and generate cost savings through statewide economies of scale. [The Data Center Service \(DCS\) Program](#) experienced several successes in 2013:

- In July 2012, 57% of customer agency servers were housed in remote sites. With a proven accelerated server march, the team anticipates 50% consolidation by the end of 2013.
- The Office of the Attorney General Child Support Division joined as a print/mail services customer on October 1. This increases DCS print/mail volumes by 20% and results in an estimated annual savings of over \$900,000 to the state.
- DCS now offers Microsoft Office 365 (O365), a cloud-based email service. In the last year, DCS migrated 11 state agencies, representing 22,111 email boxes, to O365. An additional eight agencies, representing 12,272 boxes, are scheduled for migration.
- Customer agencies now receive standard server configurations in fewer than 15 business days through a new online Community Cloud Catalog. The Catalog streamlines architecture design and server builds.★



## 2013 Awards

- **Texas CIO Academy Award** – Todd Kimbriel
- **19th Annual Communicator Awards** – Silver Communicator Awards: Integrated Campaign: Business to Consumer, Texas.gov Advertising Campaign; Websites: Web Applications/Services, Texas Driver License Renewal
- **Best of the Web** – Texas.gov Top Ten Finalist, Government Website
- **Gold MarCom Award** – Website/Government, Texas.gov
- **Interactive Media Awards** – Best in Class Award for Government, Texas.gov
- **Internet Advertising Competition** – Best Government Rich Media Online Campaign, Texas.gov
- **Make Your Mark Award of Merit** – Communications Management/Marketing and Communications, Texas.gov
- **Make Your Mark Bronze Quill Awards** – Advertising: Texas.gov TV commercials; Interactive Media Design: Texas.gov Ad Campaign
- **PACE Award** – Honorable Mentions: Texas.gov TV commercials, “The Hendersons” and “Hector”
- **Silver Stevie Award** – Customer Service Department of the Year, Texas.gov
- **Web Marketing Association Outstanding WebAward** – Government Website, Texas.gov