

Worksession

MEMORANDUM

January 19, 2012

TO: Government Operations and Fiscal Policy Committee
FROM: Dr. Costis Toregas, Council IT Adviser
SUBJECT: Update - Interagency Technology Policy and Coordination Committee (ITPCC)

Expected to attend:

Sherwin Collette, Chief Technology Officer, Montgomery County Public Schools, and Chair, CIO
Subcommittee, ITPCC
Gary Thomas, Manager, ITPCC

Chief Information Officers from participating agencies will also be in attendance and able to comment on specific projects.

Summary of Staff Recommendations:

1. Review ITPCC progress against annual work program. The decisions of the CARS Steering Committee regarding the four ITPCC projects should be especially highlighted and discussed.
2. Request the development of strategies to fund the Interagency Technology Fund (ITF) in the FY13 budget.

Background

On June 27, 2011, the Committee reviewed and approved the Interagency Technology Policy and Coordination Committee (ITPCC) annual work plan (see © 1-5, with work plan at © 4-5). The ITPCC work plan for 2012 has five major initiatives: FiberNetII, the Interagency Technology Fund, the CARS initiative, IT Asset Management, and Special Interest Groups. The Committee requested quarterly sessions to receive updates on progress; the first review session was on November 14, 2011 and focused on one of the major projects underway within ITPCC - the support of the Cross Agency Resource Sharing (CARS) IT working group and the execution of four specific projects. The analytic packet from that review session is on © 6-13. This is the second review session scheduled.

Staff comments

1. FiberNetII is an essential infrastructure for all County agencies and is included in the Executive's FY13-18 Capital Improvements Program. A worksession has been scheduled for February 13, 2012 that will give the Committee a chance to appreciate in detail the investments foreseen in this program.
2. The Interagency Technology Fund is the mechanism that provides funds for ITPCC to undertake collaborative projects. Because of funding limitations, no new projects have been undertaken since FY10. If the ITF is not replenished, the ITPCC will not be able to undertake any new efforts in a collaborative manner and will be limited to reviewing and supporting individual agency efforts. It is important for the ITF to be replenished with new revenues as soon as practical.

There are only a limited number of strategies to replenish the fund:

- one time surpluses from existing projects;
- allocation from specialized funds that are already oversubscribed by existing priority areas (such as the Cable plan that funds a major portion of the FiberNet project);
- asking agencies to provide small amounts of pilot funding monies to a centralized fund to be administered by ITPCC collectively;
- direct supplemental appropriation.

The Committee may want to discuss these and other options with the ITPCC leadership and chart a course for replenishing the ITF, hopefully within FY13.

3. The CARS effort was reviewed in detail on November 14, 2011 by the Committee (see © 6-13). The projects reviewed included:
 - a. Mobile Data/Voice contract consolidation;
 - b. IT Help Desk services contract consolidation;
 - c. Joint Use/Data Center consolidation; and
 - d. GIS Strategic Plan implementation.

These projects were scheduled to be presented to the CARS Steering Committee on November 7, 2011; the Committee will hear the decisions made and next steps in each of the four projects.

4. IT Asset Management is an effort to refresh the "Health and Replacement Priority for Major IT Systems" which, in all likelihood, will be covered at the Agencies' FY13 IT programs and budgets review by the Committee on March 26, 2012. This item, therefore, will not be discussed.
5. Special Interest Groups (SIGs) are a way in which technical experts from each agency assemble and share best practices throughout the year. One SIG (cyber security) is referenced in the work plan. It would be helpful if all SIGs were identified and a brief report provided on important issues that they see on the horizon.

GO Committee #1
June 27, 2011

Worksession

MEMORANDUM

June 23, 2011

TO: Government Operations and Fiscal Policy Committee
FROM: Dr. Costis Toregas, Council IT Adviser
SUBJECT: Interagency Technology Policy and Coordination Committee (ITPCC) 2012 Annual Workplan Approval

Expected to attend:

Dick Leurig, Chair of ITPCC CIO Subcommittee and Montgomery College Director Emeritus for Future Technology and Innovation Initiatives
Gary Thomas, ITPCC Staff

Agency CIOs may also attend

Summary of Staff Recommendations

1. Approve the ITPCC FY12 annual Workplan as recommended by the ITPCC Principals
2. Request that ITPCC projects with a potential FY13 budget impact be separately identified within an amended Workplan, and that status reports on those projects be brought forward for Committee discussion by late Fall 2011.

ITPCC 2012 Work Program

©1-2 is the annual ITPCC Workplan. It lists five major initiatives for 2012: FiberNet II, Interagency Technology Fund, Cross Agency Resource Sharing Initiative (CARS), IT Asset Management, and Special Interest Groups. It was not prepared in time to be approved when the ITPCC budget itself was discussed and approved by the Committee and full Council during the FY12 budget process, as there had been significant shifting of resources and priorities within member agencies. The Workplan is now finalized and was approved by the ITPCC principals in their most recent meeting on June 20, 2011.

Staff recommends approval of the Workplan and has provided commentary for each of the major initiatives below.

FiberNet II

The ARRA grant will permit ITPCC to oversee the construction of new high-speed telecommunications connections to 109 additional sites in the County (primarily elementary school locations). This effort will, in large measure, complete the build-out phase of FiberNet.

The preparation of the FY13-19 FiberNet CIP identified on the Workplan is extremely important. The Council has not appropriated any funds for FiberNet beyond FY12, and requested analysis of alternative technologies and business plans (to include chargeback potential to distribute costs of FiberNet to the user community and the use of Public Private Partnerships as a more efficient device to maintain and improve the network over time) to be conducted before moving on additional allocations. The work of the Interagency Technical Advisory Group (ITAG) is therefore extremely important to the long term viability of the FiberNet infrastructure, and their work will be helpful to the Committee and full Council as they look to the long term support effort needed for FiberNet.

Interagency Technology Fund (ITF)

Staff agrees with the ITPCC position; it is hoped that, as the economy rebounds, the vehicle of ITF will once again be restored through County Executive request and Council action that will enable the development and implementation of cross-agency applications that are difficult to organize and finance today under the disaggregated budget model in use.

CARS Initiative

The CARS effort is an important way to reduce costs across all six County agencies while holding service quality and user satisfaction steady, using collaboration and sharing strategies. The Cross Agency Resource Sharing initiative combines the resources and ideas of all tax-supported agencies in 9 specific support areas:

- Utilities
- Fleet
- Administrative functions (payroll, budget, finance, training, etc.)
- Procurement
- Employee & retiree benefit plans (health, retirement, etc.)
- Mailing, printing, and document management
- Information Technology
- Facilities planning, design, construction, and maintenance
- Space utilization

The ITPCC is responsible for the Information Technology element and has selected three projects to move forward and implement:

- IT Help Desk Consolidation Study
- Mobile Data/Voice Contract Consolidation Study
- Joint Use/Data Center Consolidation Business Impact Analysis (DTS-BIA) Study

These projects were among a large number that were identified almost a year ago. There is an expectation that the result of implementing study results could produce operating cost reductions across agencies in selected categories. The original hope of showing such results in FY12 was overtaken by concerns of lack of time and resources within the agencies. However, there is no hard deadline that would help ITPCC derive an implementation schedule and identify possible savings in time for FY13 budget deliberations. Staff suggests that a **timeframe for producing results, as well as the identification of responsible agencies for the delivery of the studies by those deadlines, be incorporated in the final Workplan approved by the Committee.**

IT Asset Management

The Health and Replacement Priority for Major IT Systems is an important report, and updating it this year will be of great help to agencies attempting to prioritize large IT system risks in a difficult budget time. The County depends on strong IT systems to provide needed services, and “fix on failure” is not a good management option. This inventory and similar efforts should be strongly encouraged.

Special Interest Groups (SIGs)

Cybersecurity is in the news constantly. Databases being hacked and confidential information released to people that should not have access are but two modest examples of the problem made real by recent breaches at the IMF, Sony gaming systems, and Lockheed Martin’s secure networks as a government contractor. Our own County has been fortunate to withstand such dangers through effective planning and operations, but County employees need to be reminded constantly of the threat and ways to minimize it through personal and collective actions. This SIG can play an important role in making sure that this message is out there loudly and uniformly to all employees. The Workplan for the SIG is not apparent in the ITPCC document, so it is difficult to ensure that this harmonized employee training in cybersecurity across agencies is planned for FY12. It should be.

FY 2012 ITPCC Workplan

I. FiberNet II

- The primary focus of FiberNet through August 31, 2013 is to maximize utilization of Federal ARRA grant funds that will enable connection of an additional 109 sites in Montgomery County. ARRA funded sites consist of MCPS elementary schools and 18 Housing Opportunities sites. The FiberNet Technical Advisory Group (ITAG) will:
- Coordinate preparation of the FY13-19 FiberNet CIP for submission to the Office of Management and Budget as required.
- Monitor the approved FY11-16 FiberNet project for any changes that may require FY12 supplemental budgetary actions.
- Monitor the progress of ARRA implementation, assess future fiscal impact considerations, identify non-ARRA requirements impacting FiberNet, and continue interagency coordination to ensure highest and best use of this asset.
- Examine long range strategic implications and potential impacts to FiberNet regarding the use, monitoring, and long term support requirements that may result from inter-jurisdictional interoperability initiatives that seek to leverage the County's broadband assets resulting from ARRA and other non-County broadband expansion efforts.
- Perform administrative actions required by the Interagency Technical Advisory Group (ITAG), and requirements of the FiberNet Governance Charter.

II. Interagency Technology Fund (ITF)

- Closeout the GIS Strategic Plan ITF project. Begin formal implementation of the GIS program under the approved GIS Charter and GIS Policy Group; establish GIS project priorities; and establish GIS-Technical Advisory Groups.
- Closeout the pilot phase of the ITF Continuity of Operations Automation Project (COOP); complete migration from the myCOOP to WEB EOC automation platforms; train designated users; continue to develop and refine agency COOP plans; and test and evaluate COOP plans.

[Note: Funding for ITF was eliminated in FY10; no new ITF project initiatives will be proposed until new project funding is available.]

III. Cross Agency Resource Sharing (CARS) Initiative in FY12

- Support Cross Agency Resource Sharing (CARS) IT Workgroup initiatives accepted by the ITPCC. CARS IT is an ITPCC special project. Current projects underway include:
 - Help Desk Consolidation Study
 - Mobile Voice/Data Contract Consolidation Study
 - Joint Use/Data Center Consolidation Business Impact Analysis (DTS-BIA) Study

IV. IT Asset Management –Funding and Planning

- Update the *Health and Replacement Priority for Major IT Systems* risk status for the annual ITPCC Program and Budget Overview presentation to Council in FY12.
- Update the interagency PC Inventory and risk status as a one-time follow-up to the ITPCC Replacement Guidelines for PC Replacement that was adopted in February 2011.

V. SIGs

- MCG DTS Security team will coordinate with the eCity Security Initiative for a possible security awareness and training event during October 2011—National Computer Security Month.

Miscellaneous/Other

- The Approved FY12 ITPCC NDA is \$4,280 which is intended to provide minimal funding for miscellaneous operating expenses and basic supplies that support various ITPCC and workgroup activities.
- New initiatives, interagency mandates, and studies will be considered and prioritized, but will require sufficient agency resources, staff, time, and potentially supplemental appropriations to implement.
- ITPCC may decline or delay additional work until adequate support is available.
- ITPCC reserves the right to reprioritize the ITPCC workplan for new and current project work as necessary in order to cope with the impact of continued reductions of agency IT resources.
- This FY12 workplan represents consensus of the ITPCC agencies.

Approved June 20, 2011.

Worksession

MEMORANDUM

November 10, 2011

TO: Government Operations and Fiscal Policy Committee

FROM: Dr. Costis Toregas, Council IT Adviser

SUBJECT: Update - Interagency Technology Policy and Coordination Committee (ITPCC) Cross Agency Resource Sharing (CARS) projects

Expected to attend:

Fariba Kassiri, Assistant Chief Administrative Officer, Montgomery County Government
Sherwin Collette, Chief Technology Officer, Montgomery County Public Schools, and Chair, CIO Subcommittee, ITPCC
Gary Thomas, Manager, ITPCC

Chief Information Officers from participating agencies will be in attendance and able to comment on specific projects.

Summary of Staff Recommendations:

1. Review the November 7, 2011 CARS Principals meeting decisions, especially regarding the establishment of a timeframe for FY13 budget recommendations that focus on cross agency actions in the IT field.
2. Encourage ITPCC to explore Cloud Computing solutions that could increase productivity across agencies; a starting point could be a County-wide and agency-wide calendar of events that would present unified information to County residents.
3. Explore ways to move projects forward without the use of outside consultants, using the on-board talent of agency personnel.

Background

On February 3, 2010, the heads of MCG, MCPS, Montgomery College, M-NCPPC, and WSSC, and the Council Staff Director held the first Cross Agency Resource Sharing (CARS) Executive Committee meeting. The main objective was seen as working together and reaching a high level of cross agency collaboration and partnership towards improving the County's long-term budget challenges and sustainability of services. At that time, although several cost-saving and service-improving ideas had been developed and discussed, the timing to impact the FY11 budget was deemed unrealistic for explicit implementation of these ideas, so the focus of the 9 subcommittees was to consider fresh (and tried-and-true) ideas that might improve the FY12 budget.

One of these subcommittees was in the Information Technology arena. Since the Interagency Technology Policy and Coordination Committee (ITPCC) already had a CIO Subcommittee to address technology issues across agencies, the decision was made to use that structure, expanding it to include Dr. Costis Toregas, Council IT Adviser.

The balance of FY10 and much of FY11 was taken up with defining projects, prioritizing them into a short list, and assembling teams of experts that would look for improvement opportunities. By December 8, 2010, the IT Subcommittee had presented 7 distinct projects (see ©1-2) to address:

- Mobile Data/Voice Contract Consolidation
- IT Help Desk Services Consolidation
- Cross Agency Language Translation Services Cooperative
- Interagency GIS Strategic Plan 2010 Implementation Plan
- Mobile and Wired Voice/Data Communications
- Contractual and Procurement Cooperative Consolidations
- Joint Use and Data Center Consolidations

For a variety of reasons, the CARS IT Subcommittee was not able to make any explicit recommendations during the FY12 budget period; it is easy to understand that the work put into these efforts was of great help to individual agencies and their own budget work.

We are now coming up to the FY13 budget cycle, and the hope is strong that there will be explicit recommendations that will have either a service improvement or a cost decrease impact across agencies in their uses of technology. The vehicle to test this hypothesis is the status reports on projects that are active (©3-5). Four such projects have been moving forward:

- Mobile Data/Voice Contract consolidation
- IT Help Desk Services Contract Consolidation
- Joint Use/Data Center Consolidations
- GIS Strategic Plan (Implementation Phase)

It should be noted that this update has been approved by the CIO Subcommittee and was on the agenda of the full CARS Executive Committee for approval in their November 7, 2011 meeting.

ITPCC CIO Subcommittee Chair Sherwin Collette and Assistant CAO Fariba Kassiri, who handles CARS projects coordination, will be at the GO Committee meeting to discuss this update report.

Staff Comments

1. The status reports on ©3-5 indicate that, while some progress has been made, concrete results to date are limited. Missing the FY11 budget cycle in terms of cross agency recommendations was totally understandable. The fact that the FY12 budget effort was extremely difficult and complex provides a partial explanation for missing that target. However, the FY13 budget effort is now under way, and a reading of the status reports does not reveal any explicit suggestion that might result in service or cost impact across agencies. Perhaps the discussion with the GO Committee will highlight action steps being planned by the CARS Subcommittee or the Executive Committee that are not yet visible and that will have an FY13 budget impact.
2. It is clear that results in the target areas will be beneficial to individual agencies. For example, in the cell phone consolidation area, it appears that consolidating multiple accounts for each of the 3 vendors for each agency could produce efficiencies. However, the same approach seems to be discounted for cross agency implementation. It is possible, though, that single contracts across agencies could have significant improvements in the management of cell phone use, establishment of cross agency rules for their use, and practical ways to reduce overall costs.
3. The GO Committee heard some months ago that Cloud Computing was well in use in all agencies. Once again, though, cross agency use of this technology seems to be under-emphasized or lacking. A simple example may make this point more clear. Calendaring of public events is something that every department has to do and provide to County residents. Cloud Computing solutions for calendaring would enable all agencies to use the same system (with different editing privileges and security measures, of course) that would permit residents to go to a single place and find all events that may be of interest to their families, without visiting multiple websites. This shared calendaring function could be followed by other technology platform consolidations, with the same result of making things easier for residents.
4. The reporting relationship between the IT Subcommittee and the CARS Executive Committee is a session once every six months, where each of nine subcommittees presents their ideas and requests. A more aggressive schedule, with perhaps more time given to each subcommittee, could have a beneficial effect on outcomes that can provide better services across agencies.
5. In two of the projects (Help Desk and Data Center consolidation), the only way forward is proposed to be a consultant study, and the expense appears to be prohibitive. Therefore, unless resources are found from other sources, no action will be taken. Yet there is real opportunity for improvement. The Committee may want to explore ways that progress can be made without expensive consultant engagements, using the talents of the top-flight professionals in the agencies.

Subcommittee	Recommendation	Response	Implementation Date	Subcommittee Report (to be submitted to the Board of Supervisors)	Key Issues or Challenges/Obstacles	Next Steps
Information Technology	1. Mobile Data/Voice Contract Consolidation	In order to avoid the high up front cost, we recommend implementing this in three phases. Phase I: Evaluate and purchase cross-agency "contract" consolidation. Phase II: Evaluate, validate and purchase cross-agency consolidation. Phase III: Evaluate, validate and purchase cross-agency consolidation of warehousing, distribution, maintenance services of mobile data/voice devices.	Phase I FY12 Phase II mid-year FY12 Phase III FY13	Phase I FY12, Phase II mid-year FY12, Phase III FY13	Contract vehicles and schedules differ widely among agencies, some with strict federal rebate requirements which affect scope and schedule. These challenges will be explored by the project team. Phase II and Phase III implementation dates may change depending on Phase I outcomes.	Project team members have been identified. Project sponsor is Steven Collette (CIO - MCPD), project manager is Cary Kubar (Director of Information & Ops - MCPD). Project kickoff meeting has been scheduled to define the project charter, scope, schedule and deliverables. Firm is scope activity will be to perform an emergency survey on mobile data/voice needs, usage, costs, and contract vehicles.
Information Technology	2. IT Help Desk Services Consolidation	In order to avoid the high up front cost, we recommend implementing this in two phases. Phase I: Evaluate the current IT Help Desk Service contracts of the six county agencies and conduct delineation of "service types" and "service levels" for each agency. Evaluate the information and develop in acceptable cross-agency standard for "type and level of service". Phase II: Evaluate the information and perform cross-agency consolidation of IT Help Desk Services.	Phase I FY12 Phase II mid-year FY12	Implementation dates for each phase will be defined in the project plan. The plan will be developed by the end of January 2011.	Length of contracts, funding, may require separate board/agency approvals, different systems requiring different expertise, the population served will include various non-jud agency employees.	The project working group is scheduled to meet in mid-December to define project charter, scope, deliverables and milestones. The subcommittee proposed implementation dates may change once the project plan has been developed.
Information Technology	3. Cross Agency Language Translation Services Cooperative	Client suggestion. While the translation process depends heavily on sophisticated translation management software called "WordServe", from a partnership point of view, the action item can be handled by the administrative Subcommittee. IT Subcommittee should continue to provide support, as needed, to Administrative Subcommittee for successful implementation of this project.	See Administrative Subcommittee	See Administrative Subcommittee	See Administrative Subcommittee	See Administrative Subcommittee
Information Technology	4. Interagency GIS Strategic Plan 2010 Implementation Phase	Approved, but we recommend the following two phase approach. Phase I: Proceed with finalizing the interagency GIS Strategic Plan and establish an inter-agency GIS Policy/Governance Committee. The first task of the GIS Policy/Governance Committee should be to delineate the types of data/information and their collection and storage needed by each agency. In addition, the new GIS Committee should review the current GIS information layers that are scheduled to be purchased by each agency, and coordinate expenditures on the data. The committee needs to immediately and proactively purchase expensive layers not currently owned by the county. Phase II: Evaluate and develop a strategy to reduce cost and maximize the "use and accessibility" of data/information for all agencies. In addition, the GIS Committee should identify and prioritize the GIS analysis projects that offer the County the greatest potential benefit, and to assign a lead agency to each project. The final suggested strategy by the GIS committee should use	Phase I FY12 Phase II mid-year FY12	Phase I mid-FY12, Phase II mid-FY13	None	1. December 9, 2010, consistent draft of GIS Governance: finalize recommendations to CIO Subcommittee. 2. December 17, 2010, committee draft of completed GIS Strategic Plan to CIO Subcommittee for review and approval. 3. January 2011, ITGCC review and approval of GIS Strategic Plan. (4) implementation begins.

9/10

Subcommittee	Recommendation	Response	Implementation	Subcommittee's Proposed Implementation	Description of Challenging Objectives	Next Steps
Information Technology (Continued)	5. Models and Word/Voice/Data Communications	Continue the annual work with the goal of implementing in FY12	Post FY12	mid-Peak FY13	Implementation and schedule will be subject to adequate and available resources and determination of project scope and deliverables	To be determined
	6. Contractual and Procurement Cooperative Consultations	Move implementation of this effort to FY12. Refer to General Note 8 in Procurement section. It is understood that cooperative purchasing currently available to MCS and Management College for purchase of selected equipment/dependencies result in greater savings. But all options must be reviewed.	FY12	mid-FY12-FY13	See General Note 1 in Procurement section. Procurement subcommittee will need to further and lead this effort. Implementation and schedule will be subject to adequate and available resources and determination of project scope and deliverables.	Procurement office will need to generate IT related listings of services and providers, consolidate listing, identify overlap and duplications, determine potential for cost savings
	7. Low Use and Data Collect Consultations	Move implementation of some aspects of this effort to FY12. We suggest a four phase approach. Phase I: The Executive Branch conducts a comprehensive Business Impact Analysis (BIA) of their current data centers. Phase II: All other agencies, in an effort to develop a joint alignment for identification of current needs/requirements, use the Executive Branch BIA study model and develop a similar BIA analysis. Phase III: Use the collected data (BIA) and develop cross-agency data center opportunities. Phase IV: Select an option and define the short-term capital investment that yields the maximum long-term operational savings and develop the implementation plan.	Phase I FY12 Phase II mid-year FY12 Phase III FY13 Phase IV mid-year FY13	Alternative Timelines - Phase I FY12 - Phase II FY13 - Phase III FY14 - Phase IV mid-year FY14 Savings Estimates - Savings to be determined between agencies from BIA assessments - Savings will also depend on optimized resource locations and facility costs (expansion/modifications/consolidation/consolidation) - Potentially saving cost for distant location selection for local area disaster recovery has not been included as cost separate	- MCO BIA process is not complete. Assessment includes repeating the process directed by MCO for other agencies. - Costs for MCO BIA will increase. - Repeating BIA for infrastructure alignment assumes agency funding capability. - Joint data center requirements may exceed current available footprint. - Funding for transition planning has been unavailable, funding for actual implementation will be required before any savings can be realized. - Savings for any optimization effort will be based on continued green technology acquisitions, possibility/future of current systems and identifying resource optimizations. - Remote data center model options for regional disaster recovery has not been included as cost separate.	- Complete MCO BIA and purchase statement - Issue MCO BIA to MCCATS and LCATS readers - Evaluate responses and cost proposals - Execute detailed BIA for MCO assessment - Evaluate BIA data collection and portfolio with business systems priorities - Identify history learned from MCO BIA and identify changes to support multi-agency use - Identify consolidation processes with each agency to determine synergies and data center optimization options
	8. Miscellaneous Other	Continue year cross-agency collaborative effort with the goal of implementing new cost saving ideas in FY13 and beyond	Post FY12	Post FY 13	Implementation and schedule will be subject to adequate and available resources and determination of project scope and deliverables	To be determined

10

CARS IT Project Updates
An Update for the GO Committee
October 10, 2011

1. **Mobile Data/Voice Contract Consolidation**

- **Phase I:**
 - Examine and pursue cross-agency “contracts” consolidation to a single contract for each provider [FY12]
- **Phase II:**
 - Examine, validate and pursue cross-agency “accounts” consolidation [mid-year FY12]
- **Phase III:**
 - Examine, validate and pursue cross agency consolidation of warehousing, distribution, maintenance services of mobile data/voice devices.[FY13]

Project Sponsor is Sherwin Collette (CTO-MCPS);
Project Manager is Cary Kuhar (Telecom Manager-MCPS);

October 10, 2011: Report (written only) to the GO Committee.

- Survey was completed by all project team members.
- Contract consolidation options were analyzed.
- Three (3) mobile device vendors are used by agencies. Contract consolidation was deemed unnecessary because it was found that all agencies are already using common contracts for these vendors.
- Efficiencies within each agency may be possible by consolidating multiple accounts for each vendor.
- Final analysis and report are being prepared for team review.
- Final report is being prepared for presentation of recommendations to the CIO Subcommittee on October 11, 2011, and the CARS Executive Committee on November 7, 2011

2. **IT Help Desk Services Contract Consolidation:**

Phase I:

- Examine the current IT Help Desk Service Contracts of the six County agencies
- Delineate ‘service types’ and ‘service levels’ for each agency
- Evaluate and develop an acceptable cross-agency standard for ‘type and level of services

Phase II:

- Examine the information and pursue cross-agency consolidation of IT Help Desk Services.

Project sponsor is Dr. Mike Russell (CIO-Montgomery College);
Project Manager is Kathie LaMartina (IT Client Services Manager, Montgomery College);

October 10, 2011: Report (written only) to the GO Committee.

- Site visit to County 311 Center completed April 2011.
- Data analysis performed in May 2011. The analysis found significant disparities in business focus, scope, constituencies, and technology environment, particularly in the area of supported applications while there are numerous similarities in tools and services.
- Developed report with findings and recommendations in June 2011. Recommendations are based on the data analysis of each agency's Help Desk and an assessment of the recommendations ability to satisfy stated business requirements.
- Short-term recommendations suggest continuing the dialog between agencies.
- Long-term recommendations include the initiation of a formal procurement solicitation to retain the services of a consultancy to complete a consolidation study and cross-agency strategic plan.
- In July 2011, the report was finalized and referred to the CIOs for their consideration in August 2011.
- CIO-CARS IT workgroup review is scheduled for October 11, 2011.

3. Joint Use/Data Center Consolidations

Phase I:

- The Executive Branch conducts a comprehensive Business Impact Analysis (BIA) of their current data centers. [FY12]

Phase II:

- All other agencies, in an effort to develop a joint alignment for identification of current needs/resources, use the Executive Branch BIA study model and develop a similar BIA analysis. [mid-year FY12]

Phase III:

- Use the collected data (BIAs) and develop cross-agency data center optimization or, if possible, consolidation opportunities/options. [FY13]

Phase IV:

- Select an option and define the short-term capital investment that yield the maximum long-term operational savings and develop the implementation plan.[mid-year FY13]

Project Sponsor is Steven Emanuel (CIO-MCG)

Project Manager is Steven Emanuel (CIO-MCG)

October 10, 2011: Report (written only) to the GO Committee.

- A Task Order Project Requirements (TOPR) was reissued in early March 2011 with added detail for cost analysis and sourcing options were received. New estimates for the

work efforts increased to \$1.5 and \$1.6M for the level of effort documented. Cost was prohibitive at this time.

- MCG OEMHS provided alternative approach to address BIA process via contract resources that existed (a partnership with University of MD and Towson)
- A BIA methodology simulating the TOPR requirements was developed by the UMD team and a two step user survey was developed. One survey was to develop business data about each application in the current portfolio, the second was technical data about each application. The 2008 Application Portfolio data from MCG ERP discovery process was used to set initial baseline of applications for the detailed survey drill-down.
- MCG kicked off the survey process on August 17, 2011 with a three week turnaround requested. This was extended two additional weeks due to the level of detail and volume of data
- Survey was completed mid-September 2011 and data analysis and report-out format have been discussed with MCG leadership.
- The University of Maryland meeting indicated that departmental visits and more extensive interviews are required to clarify survey data and ensure response consistency between different departments and applications.
- A detailed interview information survey tool is in draft format (as of 9/28/11), and is being circulated for feedback to ensure it is complete. The team will begin large department interviews upon completion of the detailed information survey tool

4. **GIS Strategic Plan—(Implementation Phase)** [Note: This is an ITPCC ITF Project, scheduled for final closeout by June 30, 2012. This is now an ongoing program]

Project Sponsor is MNCPPC;
Project Manager is Richard DeBose

October 10, 2011: Report (written only; see below) provided to the GO Committee.

- GIS Charter workgroup designated, met, and developed the GIS Governance Charter.
- On June 20, 2011, the ITPCC approved the GIS Charter, and approved the Policy Group membership.
- In July 2011, the GIS Policy Group convened and assigned a GIS Technical Advisory Group (GIS TAG) the task of identifying priority GIS purchases for FY13.
- The GIS TAG survey task is currently underway. Survey instrument is being finalized. GIS TAG approval of survey tool estimated in October 2011.
- GIS TAG review and analysis planned during November 2011.
- Recommendations to the CIO Subcommittee expected November 2011, with recommendations to the ITPCC currently targeted for December 2011- January 2012.