

GO Committee #1
January 28, 2013

Worksession

MEMORANDUM

January 24, 2013

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

The following are expected to attend:

Sherwin Collette, MCPS Chief Technology Officer and Chair, Chief Information Officer
Subcommittee, ITPCC
Gary Thomas, ITPCC Staff

Members of the ITPCC and ITPCC CIO Subcommittee may also be available for detailed questions.

Staff Recommendation:

1. Engage the ITPCC CIO Subcommittee leadership in an assessment of the status of the workplan for 2013 and identify new policy directions or missing elements that can help provide a more comprehensive interagency technology platform for County residents.

Overview

The 2013 Workplan for the ITPCC was adopted by the Committee on July 9, 2012, after the budget process for the County and Agencies was completed and each agency knew what resource capabilities for FY2013 were available for individual, as well as collaborative efforts. It therefore represents a workplan for which resources in each individual agency were available and programmed for implementation. This Workplan is presented on © 1-2.

The Committee requested a mid-year review to observe progress towards the goals articulated in the Workplan, and this review is scheduled for January 28, 2013.

Discussion

In the July 9, 2012 packet, the following description of the Workplan was included; it is replicated here to remind the Committee of the new aspects of the program, as well as the more traditional ones.

Several new elements are presented in the 2012-13 Workplan: an Interagency Open Data Initiative, Interagency Mobile Systems/Devices and Applications, and a Strategic Visioning and Planning process. In addition, a new subcommittee is being created to look at long-term planning and funding strategies for ITPCC projects. All these new elements are a welcome addition to the more traditional (and yet no less important) elements of FiberNet, Health and Replacement Priority of Major IT Systems, and Continuity of Operations Plan (COOP) Development, which have been included in prior year Workplans.

The first important change announced by the ITPCC is the evolution of the Workplan to a two year plan, rather than the traditional annual plan. This is a wise move, as many of the items incorporated are complex and may take time to define, organize, and allocate to responsible organizational structures perhaps not yet in existence. The ITPCC Principals will, of course, be reviewing progress against the goals on a continuous basis.

The Open Data Initiative comes at an opportune time, as the Council's digital lead, Hans Riemer, is actively preparing legislation on the same topic for the County to consider. Current trends in Open Data are well summarized in the Guidelines for Open Data Policies just compiled and released by the Sunlight Foundation.

Specific questions that the Committee may want to pose in order to engage with the ITPCC include:

- *How will the many desirable and needed projects suggested by the Workplan be funded?*
- *Can the Open Data Initiative lead to a Cloud-based solution, under which different agencies will be able to share information in an open manner?*
- *Will the FiberNet build out support the creation of public WiFi hot-spots, a stated desire of the GO Committee from past worksessions? If so, where might be locations that lend themselves to such a service provision?*
- *Will the NOC (Network Operating Center) costs be shared by all agencies? And is there an opportunity to lease the network to a private provider of telecommunications services and buy back annual services, including NOC and SLA Management, for a lower cost than that currently absorbed by the County (in other words, a public/private partnership)?*
- *The COOP solution implementation is now complete in a technical sense; can the same be said for the procedures and human factors of implementation in all agencies? Or are Change Management processes required to be deployed?*
- *The Security Special Interest Group (SIG) transition to a formal work group is a good first step to improved security; what major new strategies will the work group be able to undertake that the SIG was not able to?*

Beyond this initial set of questions posed in July 2012, several new accomplishments have been achieved in FY13 and create new opportunities for the ITPCC. A new Open Data law has been passed, and four major initiatives have been unveiled by the Administration:

1. accessMontgomery – which shows how the County is performing and invites each department to post performance metrics
2. dataMontgomery – this tool allows County employees, agencies and residents to manipulate, share and comment on posted data sets
3. engageMontgomery – in addition to providing a live town hall, this tool allows residents to share ideas on current County issues and provides an incentives program for participation
4. mobileMontgomery – this tool is designed specifically to enable mobile residents easy access to County programs and information from their mobile device

These two accomplishments from the legislative and executive branches address Montgomery County residents and cut across all agency members of the ITPCC. Recognizing this, the ITPCC Workplan wisely focused on creating a new strategic initiative, explicitly focusing on the opportunities that the Open Data law offers all agencies and solutions behind a digital Montgomery County. These would include the promise of open data techniques and the new technologies of smart phones, cloud computing, and pervasive WiFi and ways that they can help organize a citizen-centric rather than agency-centric information environment. Progress against this goal is key, and the ITPCC report to be made on January 28, 2013 will be interesting in this regard.

No written report was received from ITPCC by the date of the writing of this packet; if additional written materials are received, they will be circulated as an Addendum.

FY13-14 ITPCC Workplan

1.0. Digital Citizenship/Digital Montgomery

1.1 Interagency Open Data Initiative

This project will identify how data from across the agencies can be shared efficiently to make better use of information resources to improve services and access to information. The ITPCC member agencies will develop a pilot project that assesses the feasibility of leveraging and expanding the initial MCG Open Data Initiative to include appropriate interagency data; identify and define project requirements, processes, and potential data sets for initial use in an interagency open data environment; create a formal project plan identifying tasks, milestones, and deliverables; and develop a roadmap for future expansion of the pilot project.

1.2 Interagency Web Search Capability

This project will strengthen citizen access to information contained within agency web sites that current search solutions do not easily reveal. The feasibility and implications of leveraging the MCG solution for web crawling and indexing outside agency site information, and a solution for presentation of the data will be assessed. A pilot project to test and assess the viability and benefits for wider use will be developed.

1.3 GIS Data Visualization Project

As part of the broader Digital Community and open data initiative, data visualization, web and mobile device applications that leverage Montgomery County's GIS resources and infrastructure will be examined. The project will examine how to make GIS information and applications available. The existing GIS Policy Group will be utilized for this effort.

2.0. IT Infrastructure

2.1 FiberNet II and ARRA Buildout

In the final phase of the large scale buildout of the FiberNet network through August 31, 2013, the focus will be to maximize the Federal ARRA grant funds and complete connection of all identified sites; to identify long-term operational support and service requirements agreements; and to assess and document budgetary requirements to sustain the FiberNet infrastructure and operations. This includes priority efforts that will:

- Coordinate the FiberNet Hub Fiber Distribution Center Rebuild for all existing FiberNet Hubs to accommodate new ARRA fiber and existing fiber.
- Determine FiberNet service level requirements of each agency and create a new FiberNet Service Level Agreement (SLA)
- Negotiate and execute MOUs for each agency utilizing FiberNet
- Develop a Network Operating Center (NOC) solution for FiberNet that meets agency requirements and recommend solutions to ITPCC
- Document the FiberNet optical plant using OSOInsight
- Comply with the ARRA Grant requirements for open access

2.2 IT Asset Management-Health and Replacement Priority of Major IT Systems

Focus will be maintained on updating the health and replacement priority for major IT systems, including risk assessments for presentation to the Council in FY13.

2.3 Interagency Mobile Systems/Devices and Applications

Interagency expertise will be coordinated to determine the feasibility of leveraging and sharing applications, application development expertise, management of legal issues, and sharing policy

guidelines related to the mobile computing and the use of non-agency issued technology in the workplace.

2.4 COOP Development—Adding Agencies

The CIO Staff Subcommittee will assess the requirements and options for extending interagency planning using best in class tools such as MCG Office of Emergency Management and Homeland Security (OEMHS)'s COOP Automation Solution that won PTI's and NACO's 2012 awards.

2.5 Information Assurance and Risk Management

To strengthen our preparedness and ability to plan for and respond to evolving and emerging risks, the Security SIG will be transitioned to a formal workgroup and tasked with providing information on specified topics in FY13-14 that should help to strengthen agencies' cyber security plans, estimate resource requirements, and identify categories of risk management controls.

3.0. Strategic Visioning and Planning

3.1 IT Strategic Visioning Retreat

The CIO Staff Subcommittee will plan a day-long interagency group retreat to engage in long range strategic visioning and priority setting for interagency information technologies and solutions as it relates to digital citizenship in a digital Montgomery County.

3.2 Interagency Social Media Communications Pilot

This pilot project would provide a structured examination of the potential uses for social media tools through the creation of a limited scope, special interest group application/project to explore benefits and issues associated with broader utilization of social media tools [LinkedIn, Google+, Facebook, Twitter, etc.] to create and reinforce a 'learning community', enhance communication and information sharing between interagency staff on topics of interagency interest and collaboration initiatives and evaluate the feasibility for expanded uses beyond the pilot phase.

3.3 Special Subcommittees

3.3.1 Major IT Systems Planning and Funding Strategies

The CIO Staff Subcommittee will examine content, organization, and presentation of information regarding the IT infrastructure health of major systems, risks and consequences to the systems, fiscal requirements and strategies, and coordination with established budget and planning processes to enable and improve resource allocation decisions for this critical infrastructure.

APPROVED by ITPCC, June 26, 2012