

Office of Information Services

Quarterly Status Report

April – June 2004

The purpose of this report is to provide a quarterly update on information technology activities within the DHS - Office of Information Services (OIS). This report will provide a high level summary of OIS' major accomplishments and planned activities; as well as budget and staffing information.

In June 2004, OIS began a re-alignment into six major organizational units. These units play vital roles in the ability of OIS to accomplish its mission and meet customer goals and objectives.

Customer Service & Support (CSS) – The Customer Service & Support unit is the primary interface to OIS Services for DHS employees, partners, and other OIS customers. The unit includes the Help Desk and the Desktop Support Technicians who receive and resolve customer issues. It also includes end user training, change control and application deployment to ensure proper testing, training and release management accompanies all changes in our information services. It also serves an information triage function: customer inquiries not resolved by the Help Desk are routed to appropriate resources and then tracked to ensure complete resolution.

Network & Computing Services (NCS) – NCS is responsible for managing the hardware and software that make up the major computing devices and network infrastructure for the Department, including IT inventory and tracking. The NCS unit is also responsible for ensuring that DHS employees and partners have the connectivity between computing devices needed to complete daily work. The consolidation of OIS staff and duties into this unit will help position DHS for the anticipated consolidation to the state's network and computing functions into a single center.

Strategic Systems Initiatives (SSI) – The focus of SSI is on major systems initiatives and projects across OIS, including projects for systems/application development, department-wide technology implementations, and major technology initiatives. OIS staff will be transferred in and out of this unit from the other OIS units as necessary as specific projects begin and end.

Application Maintenance & Support (AMS) – This unit is responsible for maintaining the current DHS applications portfolio. AMS works closely with all DHS clusters and program offices to ensure that system changes meet customer business needs. AMS receives requests from customers that may result in changes and additions to existing systems or initiation of a new development or acquisition. Larger new developments will be moved to SSI for planning and delivery. Support is also provided for end-user application development and related requirements.

Systems Architecture (SA) – The Systems Architecture unit is responsible for providing overall technical expertise to OIS in data, application, and technology architectures. Application development, data management, and input into technologies used to develop systems is supported by quality assurance and testing efforts across OIS.

OIS Administration (Admin) – Administration is responsible for supporting OIS from a policy, administrative, communications, and planning perspective. It includes:

Budget & Administration: Provides support to OIS in the areas of budget development, monitoring and execution, expenditure tracking and reporting, payroll, and human resource management. Staff act as liaisons with Department Wide Support Services sections and provide training and support to OIS management on efficient and effective administrative practices.

Project Management Office (PMO): Provides process, templates, tools, techniques and coaching to assist DHS staff with project management practices and discipline.

Policy & Planning: Provides the CIO with IT research and technical information, IT planning, and preparation of IT policy.

Business Process Engineering (BPE): The BPE will assist the department in streamlining processes and systems to achieve improved efficiency and effectiveness.

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CIO 2003-2005 Performance Goals

1. Create a DHS Business Plan for OIS that identifies the departments current IT environment, major issues/opportunities to be addressed, resulting strategies and action plans, and a quarterly reporting process on the status of plan implementation.
2. Replacement of DHS' 21 year old the Medicaid Management Information System (MMIS) with a modern MMIS that meets DHS' needs for the future.
3. Actively support the State's Computer and Network Infrastructure Consolidation (CNIC) initiative.
4. Develop proactive project reporting capability within the newly established Strategic Systems Initiatives (SSI) organization to meet the needs of the Department as well as DAS and JLCIMT.
5. Develop and implement a workload planning and scheduling system within OIS.
6. Develop and Implement Customer Service & Support metrics.
7. Develop Policy & Planning units capabilities to focus on maintaining an effective IT planning process, developing high level plans for initiatives in support of biennial budgeting requirements and the identification of external grant opportunities as an alternative source of funds for IT initiatives.

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Major Accomplishments During the Last Quarter

Customer Service and Support (CSS)

- Created a formal plan to establish a OIS Change Management Process
- Gained customer agreement to transfer local area experts (LAEs) from field SDA's to OIS
- Created Workload Balancing Plan for Portland area technicians
- Created a plan to initiate IT purchases through the Help Desk
- Achieved metrics: 15,795 initial calls; 15,093 tickets created; 9,300 tickets resolved by help desk; help desk resolution rate 61.6%

Network and Computing Services (NCS)

- Actively participated in CNIC Business Case Analysis (**CIO Goal #3**)
- Produced first all-DHS IT Asset Inventory in compliance with DAS requirements
- Upgraded mainframe scheduling software (CA-Scheduler) to current release
- Researched and eliminated 3 unused data circuits, resulting in a savings of \$1500/mo.
- Upgraded IT Asset Inventory System software (Audit Wizard) to current release

Strategic Systems Initiatives (SSI)

- Presented to JLCIMT updates on eXPRS, MMIS and Home Care Workers Projects (**CIO Goal #4**)
- Received approval of MMIS Implementation Advanced Planning Document from CMS (**CIO Goal #2**)
- Received approval for eXPRS plan to implement 70% of Medicaid payments from the Project Steering Committee. eXPRS is meeting its schedule, functionality, and cost commitments.
- Implemented Paid Leave Accrual and Usage Support, Workers Comp Management, and Health Insurance Management Support for the Home Care Workers Project
- Completed the data wiring installation and upgrade on the first floor of the HSB
- Completed initial inventory for the department's PC Replacement strategy

Application Maintenance & Support (AMS)

- Implemented the pilot "Credit Card Authorizations" enhancement to ORCA 2 to allow counselors to make purchases for clients with a SPOTS Visa card
- Completed Iteration 1 development on the TRIPS project (travel reimbursement system)
- Implemented Phase 1 of the Food Stamp Stabilization Project (FSSP)
- Implemented Large Print and Spanish Notices – which has resulted in savings of approximately \$200,000 per year by using DAS Print Plant rather than a third-party vendor

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Systems Architecture (SA)

- Completed Family Child Module (FCM) architectural assessment and approach
- Facilitated Home Care Worker (HCW) mainframe integration assessment
- Continued to migrate applications to the AIX servers
- Completed the upgrade to the new release of the Sybase database management system on the AIX servers positioning DHS for data center consolidation
- Completed installation of software on the new Integrated Client Data Base server in preparation for processing 2003 data
- Completed a number of activities in the data security area

OIS Administration (Budget, Project Management Office, Policy and Planning)

- Began workgroup to develop the OIS Business Plan (**CIO Goal #1**)
- Negotiated reduction in cost of software licenses for DHS migration from Corel to MS office
- Represented DHS on statewide workgroups that set enterprise Information Technology Asset Management policies; PC, laptop, and server hardware standards; and purchasing policies
- Determined minimum PC requirements needed by line staff to adequately perform business functions
- Completed an OIS Communications Plan
- Developed revised organizational charts and re-alignment plan
- Created the ITGC (IT Governance Council) replacing ITROC and achieved agreement on mission, roles, responsibilities, and participants

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Planned Accomplishments During the Next Quarter

Customer Service and Support (CSS)

- Refine Customer Service and Support metrics (**CIO Goal #6**)
- Implement OIS Change Management Process
- Create a “Two-tier” Help Desk operation
- Provide Windows XP Training for all Desktop Technicians
- Install new PCs as outlined in the PC Replacement Plan
- Install MS Office as outlined by the WordPerfect to MS Office project
- Create processes for Patch Management and Application Deployment
- Create and pilot a process for scheduling technicians from Help Desk

Network and Computing Services (NCS)

- Work with Accenture to provide the detailed CNIC (statewide data center consolidation) implementation plan (**CIO Goal #3**)
- Upgrade firewall and intrusion detection software and hardware
- Define business requirements to procure and install a new asset management system
- Eliminate the last of the microfiche production
- Build a new File Transfer Protocol (FTP) infrastructure including tiered levels of security
- Upgrade CORE application to utilize new version of Crystal Reports software
- Improve PSOB security
- Install and test the new release of the mainframe operating system

Strategic Systems Initiatives (SSI)

- Document internal processes required to proactively meet DAS and JLCIMT reporting requirements for major IT initiatives (**CIO Goal #4**)
- Release the MMIS DDI and QA RFPs (**CIO Goal #2**)
- Rollout Phase 3 of the FACIS Guided Assessment Project (GAP)
- Complete 8 of 14 iterations of the eXPRS Project
- Implement Overpayment Recoupment and Union Deduction Support modules within the Home Care Workers Project
- Complete the data wiring installation/upgrade on the fifth floor of HSB and begin wiring upgrade on the 4th floor

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Application Maintenance & Support (AMS)

- Develop workload planning and scheduling system for all AMS activities (**CIO Goal #5**)
- Complete implementation of iteration 2 of the new travel reimbursement system (TRIPS)
- Implement the Random Moment Sampling System (RMSS), replacing Employee Social Security No. with Employee ID number and automating the population of the personnel database
- Complete conversion of SPD COBOL74 programs to COBOL2/OS390
- Replace TANFCALC application with a new system
- Implement Phase I and II of 24/7 hour availability project, giving near 24/7 availability of the FACIS application to the Child Welfare Hotline
- Continue to support project management and technical requirements for the Department Internet Content Management Migration project

Systems Architecture (SA)

- Define and present options for migrating the remaining systems from Sun Solaris to AIX.

OIS Administration (Budget, Project Management Office, Policy and Planning)

- Publish Draft OIS Business Plan (**CIO Goal #1**)
- Publish Project Portfolio Management RFP (**CIO Goal #5**)
- Identify high level performance measures for each major OIS unit (**CIO Goal #6**)
- Migrate OIS Pilot Intranet site to the DHS Intranet site
- Recruit and hire for PMO Manager, Policy & Planning Manager, Customer Service and Support Manager and Application Maintenance and Support Manager positions
- Develop a comprehensive OIS Training Plan
- Obtain agreement on mission, roles and responsibilities of cluster ISM's

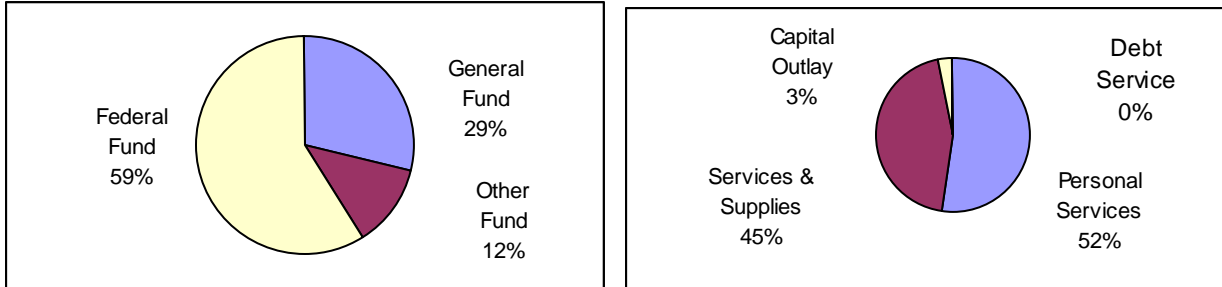
High Level Impacts/Implications

- CNIC implementation plan will have an unknown but significant impact on staffing resources (**CIO Goal #3**)
- COP funding for state share of the MMIS project funding to be completed in October (**CIO Goal #2**)
- SEIU decision to appeal approach on MMIS maintenance and operations
- CMS approval of MMIS DDI and QA RFP's (**CIO Goal #2**)

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Status of Budget/Personnel

2003-2005 Legislatively Adopted Budget (post April 2004 Rebalance)

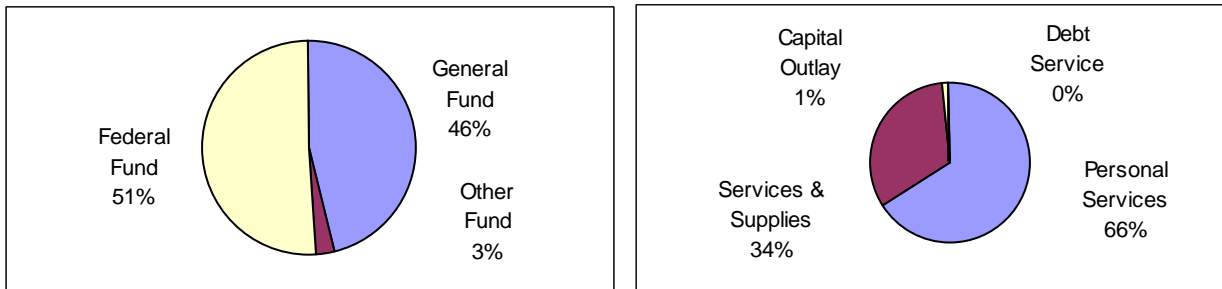


<u>Fund</u>	<u>Amount</u>	<u>Percent</u>	<u>Category</u>	<u>Amount</u>	<u>Percent</u>
General Fund	\$ 31.4	29%	Personal Services	\$ 56.1	52%
Other Fund	\$ 12.9	12%	Services & Supplies	\$ 48.0	45%
Federal Fund	\$ 62.8	59%	Capitol Outlay	\$ 2.8	3%
			Debt Service	\$ 0.2	0%
Total Fund	\$107.1	100%	Total	\$107.1	100%

(in millions)

Reflects the OIS Legislatively Adopted Budget after the April 2004 Rebalance by Fund Type and Budget Category.

Actual Expenditures (July 2003-May 2004)



<u>Fund</u>	<u>Amount</u>	<u>Percent</u>	<u>Category</u>	<u>Amount</u>	<u>Percent</u>
General Fund	\$ 16.2	46%	Personal Services	\$ 23.2	66%
Other Fund	\$ 1.1	3%	Services & Supplies	\$ 11.8	34%
Federal Fund	\$ 17.9	51%	Capitol Outlay	\$ 0.2	1%
			Debt Service	\$ 0	0%
Total Fund	\$ 35.2	100%	Total	\$ 35.2	100%

Reflects OIS actual expenditures through May 2004 by Fund Type and Budget Category. Does not include encumbrances or projected expenditures.

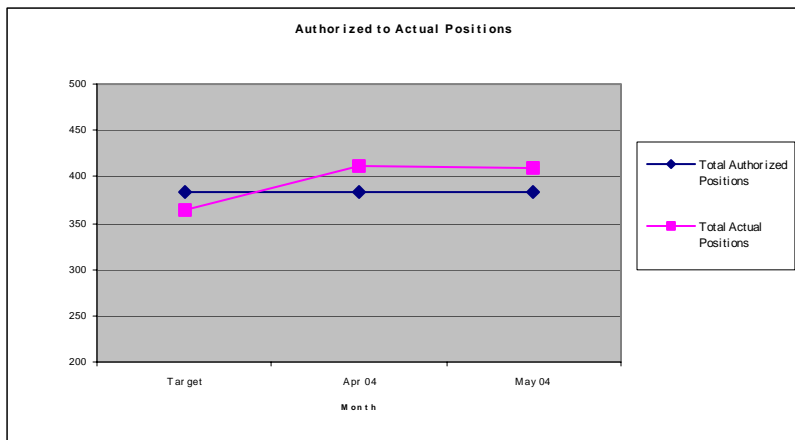
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Comparison of Percentage Spent-to-Date to Straight-Line Target Percentage
Target Rate – 46% (July 2003-May 2004)

<u>Fund</u>	<u>Percent</u>	<u>Category</u>	<u>Percent</u>
General Fund	52%	Personal Services	41%
Other Fund	9%	Service & Supplies	25%
Federal Fund	29%	Capitol Outlay	7%
		Debt Service	0%
Total Fund	33%	Total	33%

Using a straight-line percentage projection, the target rate of expenditures would be 46% for May 2004. The spent-to-date amount does not include encumbrances or projected expenditures. Overall, through May 2004, OIS has excess Other Fund and Federal Fund limitation due to the delayed issuance of the MMIS COP. OIS is over expended in General Fund due to insufficient general funding to meet the Pension Bond Obligation (PERS) and higher than expected general fund cost allocation distribution on cost pool salaries. A large increase in Service and Supply expenditures (Data Processing) is expected in year two of the biennium as we begin procurement of PC's under the PC Replacement Plan.

OIS Personnel



LAB 383 Positions / 379.73 FTE

May 2004

Vacancies - 20 (5.2%) Not including MMIS delayed LD positions
 Doublefills – 34 (8.9%) 15 - Permanent, 19 – Limited Duration
 State Temporaries – 13 (3.4%)

The Legislatively Adopted position count for OIS (post April 2004 rebalance) is 383. During May 2004, we employed 410 staff (doublefills, state temporaries, less vacancies). This amount does not include non-state temporaries (GALT, Teksystems) and contractors.