

Presentation to the IT Directional Meeting

September 12, 2012

Pioneer Room
State Capitol



Agenda

- 2013-15 IT Proposed Legislation Update – Mike
- Annual Customer Survey Results (Gary)
- New ConnectND Modules (Gary)
- Ongoing GIS Initiatives (Gary)
- IT Planning Process (Gary)
- New Program Managers (Gary)
- Upcoming User Group Meetings (Gary)
- Recognition Awards (Gary)
- Twitter (Gary)
- Quality Assurance Update (Doran)
- Mobility/Mobile Development (Doran)
- Product Upgrades (Doran)
- Mobile Device Management - (Duane)
- Recap on Network Backbone Upgrade (Duane)
- Voice over IP (VoIP) Project Update (Duane)
- Virtual Desktop Infrastructure (VDI) & Application Virtualization (Dean)
- Mainframe z/OS upgrade - (Dean)
- Security Update (Dan)
- Temporary Service Rate Reductions - Dan



**Mike Ressler
Director**





Legislative IT Committee Bill #1

- Committee passed a bill draft requiring all Executive Branch agencies follow directives as set out by the Governor's Executive Order for IT projects of \$1,000,000 and over.
- Requires the agency to work with a 5 member procurement committee (Attorney General IT attorney, IT procurement, ITD project manager, project sponsor and one other member from the agency).
- Executive steering committee (Agency head, agency sponsor, OMB director, CIO, and ITD project oversight analyst)



Legislative IT Committee Bill #1

- Four members of the executive steering committee must agree on decisions relating to major project decisions affecting contracts, budgets, and project scope.
- Agency head and CIO will sign all contracts, revisions and scope changes.
- Overall project manager must hold a PMP (project management professional) credential and have at least 18 months experience managing a project of at least \$1,000,000.
- Quarterly status meetings must be held with Governor's office.



Legislative IT Committee Bill #2

- Committee has passed a bill draft increasing the definition of a large IT project from \$250,000 to \$500,000.
- This would remove the agency's responsibility for presenting to the SITAC and Legislative IT Committee with project startup and closeout presentations.



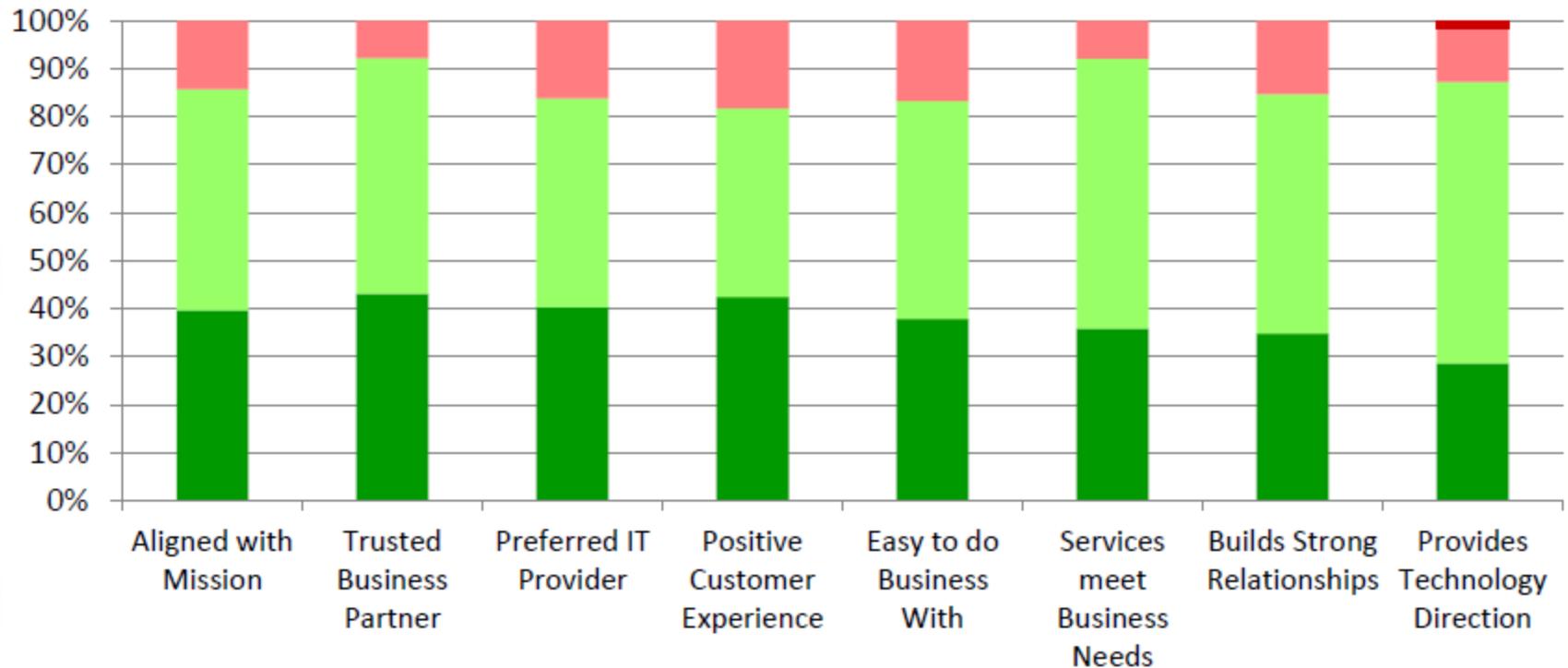
Gary Vetter
Director

Enterprise Services
Division



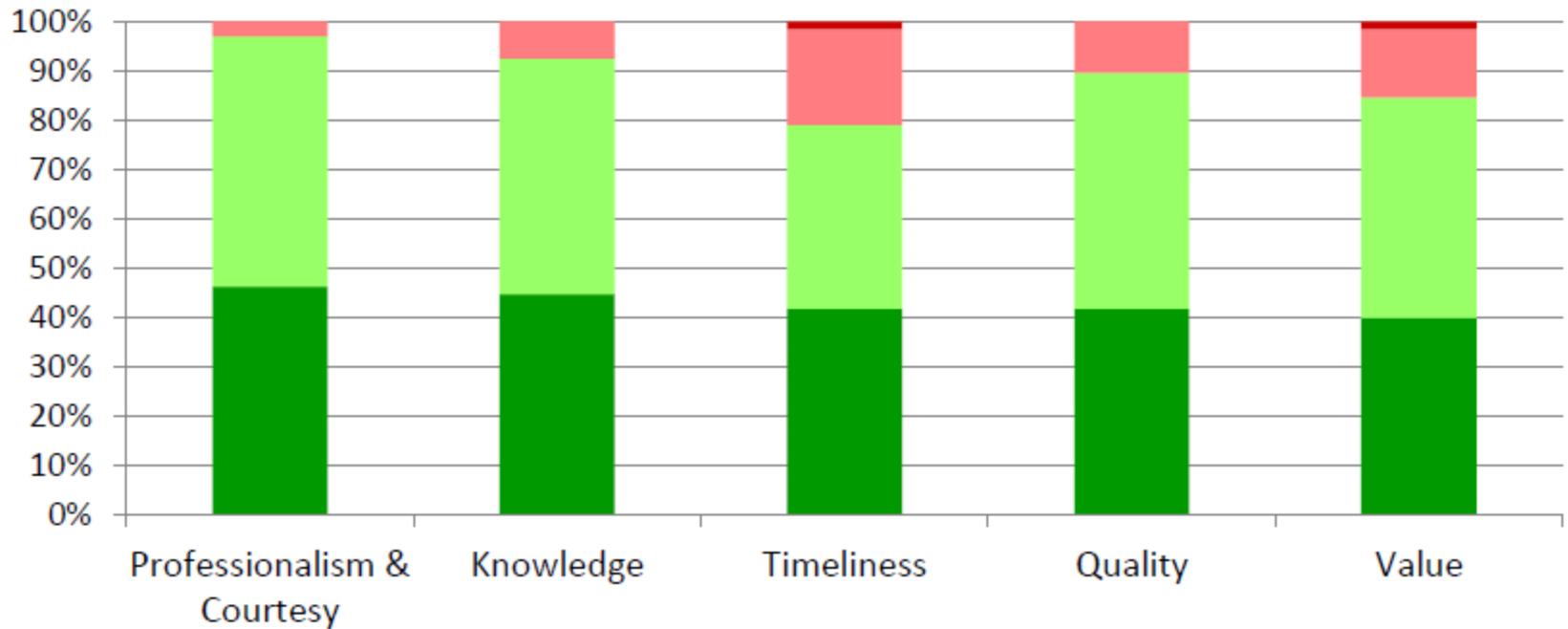


Annual Customer Survey



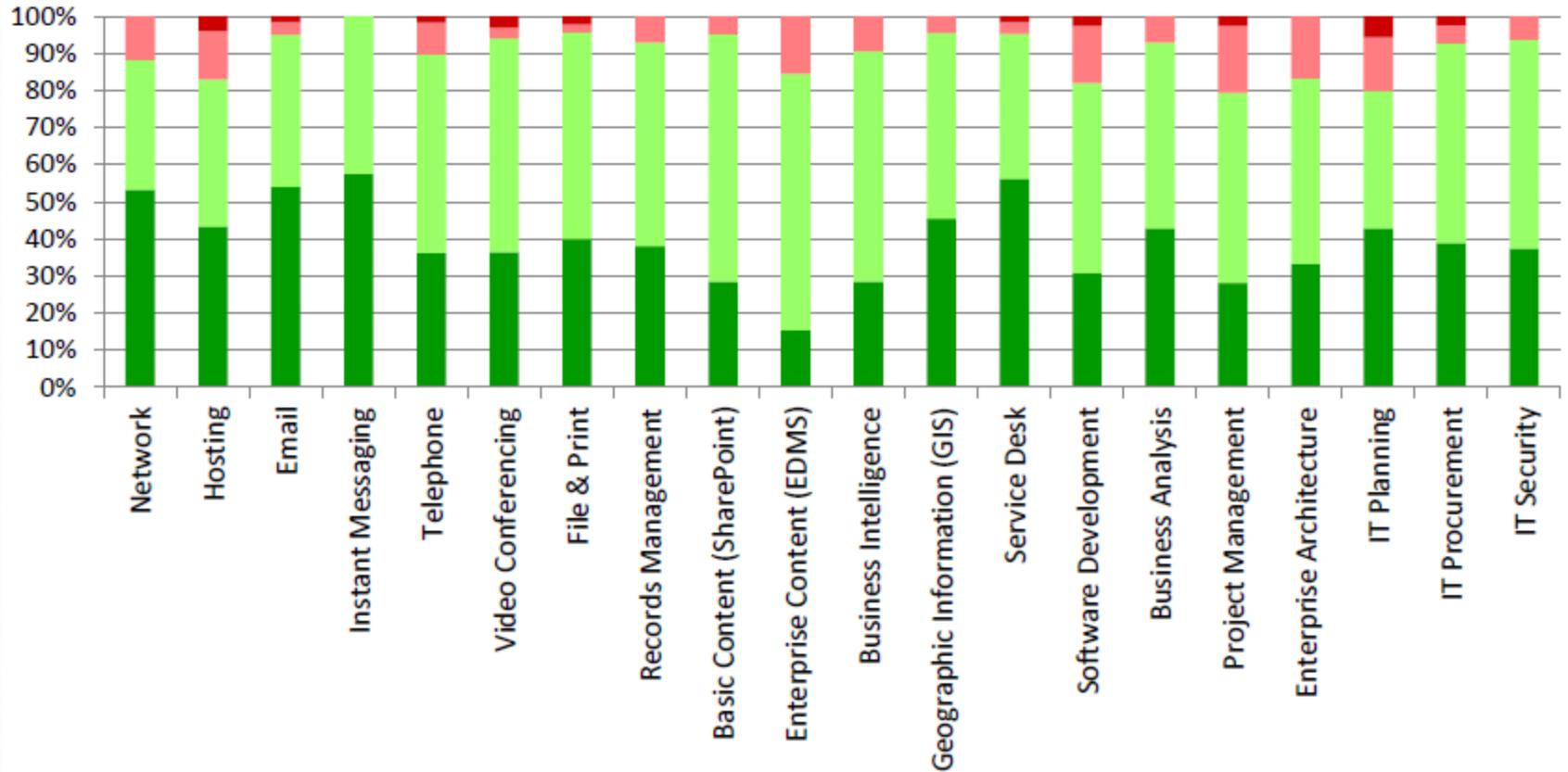


Annual Customer Survey





Annual Customer Survey





PeopleSoft Recruiting Solutions



- Researching Capabilities
- Identifying Costs
- Outlining Timelines

Encompasses PeopleSoft's Candidate Gateway
and Talent Acquisition Manager



PeopleSoft Company Directory

My Page | ELM My Page | HR Payroll | ELM Admin | BI | Talent Management | Portal | Help? | My Links | Select One:

Company Directory | Connect ND Project Members

Search by Name, Job Title, Department, or Email | Advanced Search | My Org Chart

Profile | Org Chart

Chart | List

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graph TD
    JD[John Dalrymple  
ELECTED - NOT CLASSIFIED  
Department: Governor's Office  
Work Phone: 701/328-2200  
Directs: (5) Total: (506)]
    FZ[Francis Ziegler  
APPOINTED/NON-CLASSIFIED  
Department: DOT Executive Office  
Work Phone: 701/328-2381  
Directs: (0) Total: (0)]
    JC[James Collins  
APPOINTED/NON-CLASSIFIED  
Department: Public Employees Retirement  
Work Phone: 701/328-3901  
Directs: (2) Total: (42)]
    PS[Pamela Sharp  
APPOINTED/NON-CLASSIFIED  
Department: Office of Management & Budge.  
Work Phone: 701/328-4606  
Directs: (6) Total: (127)]
    LF[Lisa Feldner  
APPOINTED/NON-CLASSIFIED  
Department: Executive  
Work Phone: 701/328-3193  
Directs: (5) Total: (330)]
    SD[Scott Davis  
APPOINTED/NON-CLASSIFIED  
Department: Indian Affairs Commission  
Work Phone: 701/328-2432  
Directs: (2) Total: (2)]
    JB[John Boyle  
DIR. FACILITIES MGMT DIV  
Department: OMB Facilities Management  
Work Phone: 701/328-4002  
Directs: (11) Total: (60)]
    LS[Laurel Steriott-Hammeren  
OTHER-NOT CLS-OFCL/ADMIN  
Department: OMB - Human Resources  
Work Phone: 701/328-4733  
Directs: (6) Total: (12)]
    LA[Lori Anderson  
ADMIN ASSISTANT III  
Department: Office of Management & Budge.  
Work Phone: 701/328-4904  
Directs: (0) Total: (0)]
    SP[Sheila Peterson  
OTHER-NOT CLS-OFCL/ADMIN  
Department: Office of Management & Budge.  
Work Phone: 701/328-4905  
Directs: (11) Total: (19)]
    SN[Sherry Neas  
DIA-CENTRAL SVCS DIV  
Department: OMB - Central Services  
Work Phone: 701/328-1726  
Directs: (11) Total: (27)]
    TA[Tag Anderson  
OTHER-NOT CLS-OFCL/ADMIN  
Department: OMB - Risk Management  
Work Phone: 701/328-7580  
Directs: (3) Total: (3)]

    JD --- FZ
    JD --- JC
    JD --- PS
    JD --- LF
    JD --- SD
    PS --- JB
    PS --- LS
    PS --- LA
    PS --- SP
    PS --- SN
    PS --- TA
  
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Provides an actionable Organizational Chart



PeopleSoft Manager Dashboard

ORACLE You are on Database: STHD Home | Worklist | Add to Favorites | Sign out

Favorites | Main Menu > Manager Self Service

Manager Dashboard

Alerts

- License/Certificate Expires on 10/01 for Jason Sutheimer - First Aid Certificate
- License/Certificate Expires on 10/01 for Jason Sutheimer - Auto Ext Difibrilator/CPR
- Barbara Dammen's Birthday is on 11/05

[View All](#)

Pending Approvals

No approvals are pending at this time.

Company Directory

Search by Name, Job Title, Department, or Email

[My Org Chart](#) [Advanced Search](#)

My Job Openings

You are not assigned to any open jobs.

[Browse Job Openings](#)

[Create Job Opening](#)

Quick Links

- [Search and Compare Profiles](#)
- [Manage My Objectives](#)

Objective Alignment

There are currently no Business Objectives.

Business Objective Alignment

There are currently no Business Objectives.

Manager Expiring Licenses

Name	License/Certificate
Jason Sutheimer	First Aid Certificate
Jason Sutheimer	Auto Ext Difibrilator/CPR

Manager Leave Summary

There is no information available for display at this time.

Direct Line Reports

Summary | Job Details | Contact | Career Plan | Compensation | Performance

Name	Job Title	Performance Rating	Compa-Ratio	Position in Salary Range
Empty Position (00000169)				
Barbara Dammen			76	
Darin Schorsch		★★★★★	93	
Jason Sutheimer			85	
Teresa Bauer			85	

Employee Performance

Icon	Employee	Due
✘	Darin Schorsch	08/16/2012
✘	Darin Schorsch	12/16/2012
✔	Darin Schorsch	08/16/2012
■	Barbara Dammen	06/15/2012

Learning

Error getting content

Please contact your System Administrator.

Collects information and initiates Talent Management functions



Ongoing GIS Initiatives



north dakota GEOGRAPHIC INFORMATION SYSTEMS

- GIS Report to the Governor published in September
- Historical Imagery Pilot Project produced 1957 images of Burleigh County
- Crew Camp data is being gathered



Ongoing GIS Initiatives

ArcGIS

FEATURES

PRICING

30-DAY FREE TRIAL

Sign In



The Mapping Platform for Your Organization

Create interactive maps and apps and share them with the rest of your organization. Realize new opportunities and gain insight into your data. Do this quickly and easily with nothing to install or setup.

30-DAY FREE TRIAL



Reach Your Users

Share your maps through blogs, social media, or custom apps. [Learn more](#)



Go Mobile

Your maps can be accessed from anywhere. [Learn more](#)



Ready-to-use Content

Choose from a variety of beautiful maps to kick-start your projects. [Learn more](#)



IT Planning Process



- Agency IT Plan extensions due by September 15
- SITAC large project ranking on September 26
- Statewide IT Plan completed by December 31

The 2013-15 ND Statewide IT Plan will (only) be published electronically.



Program Managers



Kevin Nosbusch
Software Development
Team Leader



Karly Berger
Enterprise Services
SharePoint
Workforce Software



Dennis Burdolski
Enterprise Services
Master Client Index
ITSM



Upcoming User Group Meetings



- EDMS User Group
 - September 19 from 9-10:30 AM
 - Missouri River Room

- Social Media User Group
 - September 20 from 9-10:30 AM
 - Dept. of Commerce / WSI Boardroom

- Cognos User Group
 - November 14 (tentative)
 - BSC National Energy Center of Excellence



Award Nominations



- Digital Government Achievement Awards
- Best of the Web
- MS-IASC Best of the Web
- PTI Web 2.0 State/Local Government Awards
- NASCIO Recognition Awards
- NASCIO Technology Innovator Award
- Digital States Survey

Congratulations to Legislative Assembly's LEGEND project for being one of the 30 finalists in NASCIO's cross-boundary collaboration and partnership category!



Twitter

Home @ Connect # Discover



Information Technology
Department



nd.gov/itd

Integrity
Service
Respect
Achievement
Leadership
Teamwork
Innovation
Trust
Strategy
Foundation
Quality
Principle
Knowledge
Dignity



ITD

@ndgovitd

Information Technology Department of North Dakota
Bismarck, ND · <http://www.nd.gov/ITD>

Edit your profile

3 TWEETS

0 FOLLOWING

10 FOLLOWERS

- Tweets >
- Following >
- Followers >
- Favorites >
- Lists >

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Blog Status Apps Resources Jobs
Advertisers Businesses Media Developers

Tweets

-  **ITD** @ndgovitd 6 Sep
Bismarck SVC Maintenance starts 9/9/2012 7:00 AM and ends 9/9/2012 3:00 PM. Affects: Due to the... Read more at bit.ly/QoPBjY
Expand
-  **ITD** @ndgovitd 4 Sep
SAN Volume Controller Maintenance starts 9/5/2012 5:30 PM and ends 9/5/2012 6:00 PM. Affects: N... Read more at bit.ly/Qj9QZk
Expand
-  **ITD** @ndgovitd 31 Aug
ConnectND State HR Production Maintenance starts 9/21/2012 5:00 PM and ends 9/24/2012 8:00 AM. Read more at bit.ly/NHKDIC
Expand



Follow @ndgovitd



**Doran Eberle
Director**

**Software Development
Division**





Quality Assurance Update

- Integrated formal Quality Assurance processes into ITD's Software Development Lifecycle.
 - Created policy, processes, and templates.
- Validate new processes and templates through pilot projects.
 - Highway Patrol Receipts.
 - ITD Billing rewrite.
- Knowledge Transfer of DHS MMIS testing methodology.
 - IBM Rational Functional Tester.
 - Expected to start in December 2012.



Quality Assurance Update - Continued

- Test Automation tool procurement.
 - SmartBear Test Complete.
 - Easy to use, intuitive, feature rich yet not complex.
 - Performed internal ITD review and EA domain team review.
 - Anticipate procurement of 5 licenses for internal ITD use.
 - Microsoft Visual Studio (Premium Edition)
 - Unit testing for .Net development projects.
- Retire current Test Automation Tool.
 - We will not be renewing license for MicroFocus - Silk Test 2010.



Mobility/Mobile Development

- The Software Development Division is focusing on the importance of mobility and the changing ways people use their applications to promote business goals.
 - Web Design
 - ITD Web Design team is incorporating changes to their design methods and practices to address mobility and accommodate better usability on mobile devices.
 - ITD can provide cost estimates to identify necessary work effort to uplift current applications and provide a better user experience from mobile devices.



Mobility/Mobile Development - Continued

- Leadership - The Software Architecture team is developing a white paper that will provide fundamental information about mobile application development. The white paper is intended to promote awareness and help clarify the applicable use and capabilities of mobile applications
 - Anticipate completion in October 2012.

- Application Development - We are examining emerging technology around native mobile development and plan to pilot select applications to further understand and develop mobile application development policies.



Product Upgrades - WebSphere 8.0

- On Schedule for completion date of October 31, 2012.

Progress Statistics	
Deployed to Production	59
User Acceptance Test	36
Development	17
Not Started	7



Product Upgrades - OnDemand

- Project started February 2012.
- Required JCL Changes replace Dispatch with OnDemand

Progress - JCL changes	
Dispatch Reports Reviewed	6,756
JCL changes to use OnDemand	2,477
Reports obsolete or not needed	4,279



Product Upgrades - OnDemand

- Project Completed September 14, 2012
- Reports moved from Dispatch to OnDemand

Progress - Migrated Reports	
Dispatch Reports Reviewed	18,377
Migrated to OnDemand	< 1,000



Duane Schell
Director

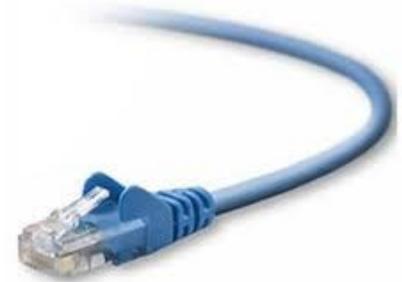
Network Services
Division

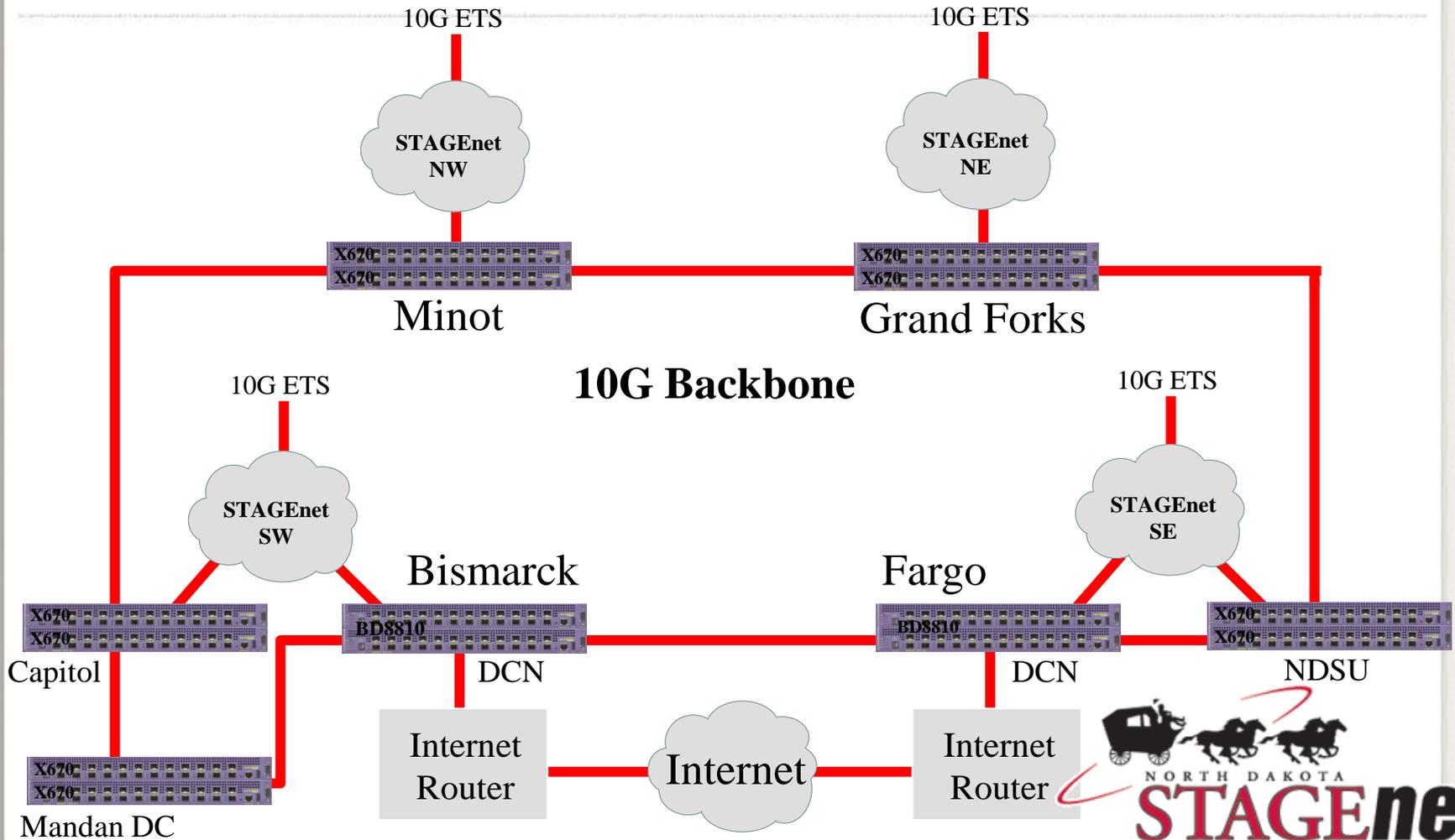




Recap of Network Upgrade

- What we accomplished:
 - Capacity
 - Remove/Replace Legacy Infrastructure
 - Remove remaining remnants of “old design”
 - Migrated to new DCN Building
 - IPv6
- Lease gear still in production







Voice Migration

- 60% complete
 - Bismarck - nearly complete
 - Jamestown - complete
 - Dickinson - complete
- Re-base lining project
 - Building plan for a targeted completion of June 2013





Mobile Device Management

- Improve Management of Mobile Device
- Security Management
- Policy Management
- Application Management
- Pilot Users Welcome





**Dean Glatt
Director**

**Computer Systems
Division**





VDI: A new direction

ITD Tech Briefing



What is VDI?

- Desktop virtualization is a set of mainstream technologies that optimize the delivery of desktops, applications and data to users.
- The operating system, apps and data are decoupled from the underlying PC hardware and moved to the datacenter, where they can be centrally managed and secured.
- Instead of juggling thousands of static desktop images, IT can manage and update the OS and apps once, from one location, then deliver desktops and apps that are customized to meet the performance, security and mobility requirements of each state agency.
- This set of technologies and best practices is referred to as: VDI or Virtual Desktop Infrastructure



SETTING THE VDI STAGE IN ND GOVERNMENT

OS Version	Device Count
Windows Vista & Earlier**	4258
Windows 7 (All Versions)	3831
Other (Linux)	72
Grand Total	8161

**Microsoft Extended Support for XP terminates in 2014 & for Vista in 2017.

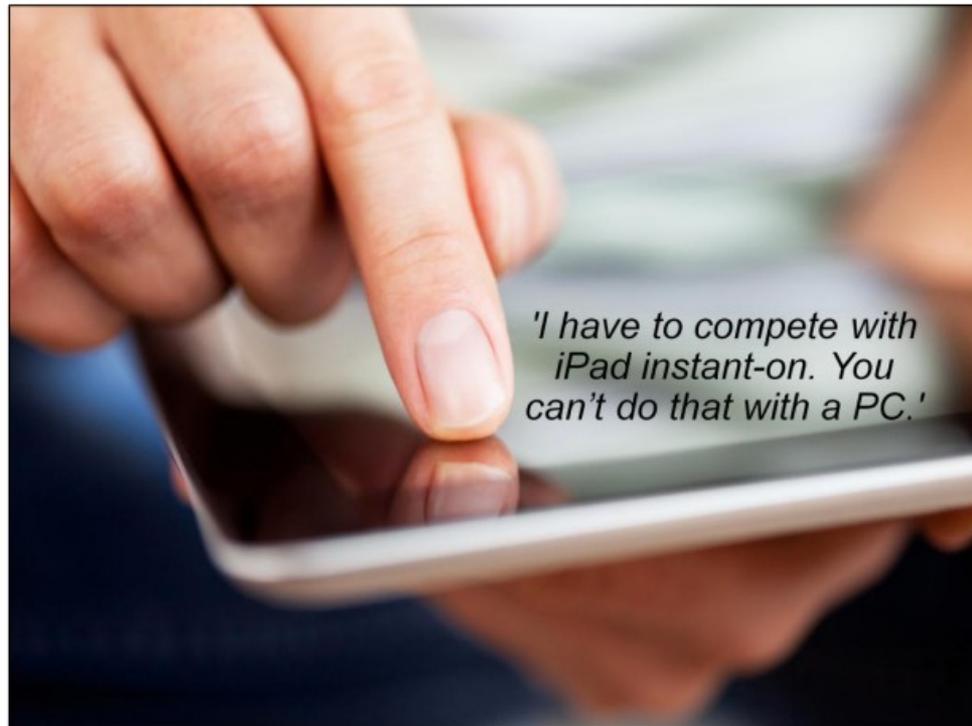


Setting the stage: vdi business drivers

- 'Follow me' desktop:
 - Mobile
 - Work from home
 - Switch offices and floors
- Security
- Business Continuity
- Lower TCO
- Improved productivity



Setting The stage: user expectations





Setting the stage: device management





Setting the stage: the business case

- Based on benefits - anywhere desktop, speed, security
- Piggybacked with Windows 7 migrations and PC refresh
- Part of new infrastructure build-outs
- TCO reduction is a long term benefit but often not front and center with the business case
- Help desk call volume drops and staff reductions are achievable

“We laid the challenge to vendors - you won’t have high adoption without cost parity. Vendors argued you’d get labor savings, but we said “That doesn’t count. That’s ours! If you want higher acceptance, it’s got be less expensive or cost neutral.”

Source: ITD comments in recent vendor VDI meetings.



Setting the stage: business case - capex

And Then There's CAPEX...



What's it going to take to get you into this VDI today?



Invoice

Base:	\$800,000
Read-Side Assistance Consulting:	\$100,000
Rust-Proofing Personalization:	\$100,000
Scheduled Maintenance Management Software:	\$60,000
Turbo I/O Acceleration:	\$120,000
Taxes and Fees-Software Licensing:	\$100,000
Total:	\$1.28M



Setting the stage: manage capex issues

- Average VDI CAPEX = 1.4-1.7x the cost of a physical desktop (1-1.4 is achievable)
- Centralize desktop images - limit the number of dedicated virtual desktop images
- Repurpose physical desktops as thin clients
- Evaluate the feasibility of System on a Chip (SoC)/ARM-based thin clients (<\$300 retail)
- Beware hidden costs (personalization, print roaming, network and storage upgrades)



Setting the stage: the next steps

- General Planning Considerations
- There is no silver bullet: VDI, physical desktops, Web, mobile, server based computing all have their place.
- Start slowly:
 - Proof-of-Concept: 25-50 users
 - Pilot: Year 1 - 100-500 users in initial pilot. Year 2 - 1-2000 users. Year 3 - 5000+
- Get users involved in determining requirements
- Get users into profiles that align with the best platform for each use case.
- Get all IT teams involved in the architecture.



ND ITD VDI Update:

- 2010-2011: ITD implemented VMWare View as a Proof of Concept (POC).
- Some lessons learned:
 - PCOIP is a proprietary protocol that limits usefulness in use cases where high bandwidth (i.e. graphics intensive or video streaming is required) over a WAN (protocol independence).
 - A VDI infrastructure requires a significant up-front CapEx outlay.
 - Example: Implementation Costs = \$280,000 for a 100 user pilot.
 - Offset the CapEx expenditures requires a mixed delivery model that incorporates application virtualization (scalability).
 - Example: Monthly hosting rate: \$80 - \$125 per month per user.
- 2012: ITD Implements Citrix XenDesktop & XenApp as a POC.



ND ITD VDI Update Continued:

- Q2 2012: Citrix XenDesktop & XenApp test environment is built out.
 - Citrix Site Visit - May 21st - 23rd
 - Proof of Concept: August - October 2012 (Revised)
 - Phase 1 Implementation: Bank of North Dakota
 - 15 users participating in the evaluation
 - Mixture of end-point devices (Mac/iPad/Android/PC/Zero Client)
 - 4 line-of-business apps were selected for use in the POC
 - Business Apps: Vision IP, Director, Teller Insite, Navigator, ITSM
 - Productivity Apps, Office 2010, IE (w/PDF viewer), Vizio
 - BND Line of Business apps are partially implemented.
 - BND internal rollout - September 2012



ND ITD VDI Update Continued:

- Q3 2012: Citrix XenDesktop & XenApp POC Wrap-up
 - Phase 2 Implementation: DOCR & ITD
 - 15 users participating in the evaluation
 - Mixture of end-point devices (Mac/iPad/Android/PC/Zero Client)
 - DOCR: 4 Line-of-business apps were selected for use in the POC
 - Business apps: Docstars, Itag, AssistMed, FileNet
 - Productivity Apps, Office 2007, IE 7,
 - ITD: Systems & database management toolsets
- Q4 2012: Citrix XenDesktop & XenApp POC Assessment
 - Agency Review & Business Case Development
 - Alternate Scenarios: Cloud Hosted & Windows 8 Remote FX
 - Decision: RFP for Pilot VDI Implementation - 2013



VDI architecture considerations

- Gartner's "Top Ten" List for VDI architecture recommendations:
- Platforms - Citrix XenDesktop and VMware View are the top two choices.
- Leverage pooled/non-persistent desktops as much as possible.
- Explore application layering technologies (Unidesk has significant mindshare).
- Spend considerable time on storage architecture planning.
- Take the time to assess how applications are being used (a basic inventory isn't enough).
- Standardize as much as possible.
- Don't leverage existing data center infrastructure for virtual desktops.



VDI architecture continued...

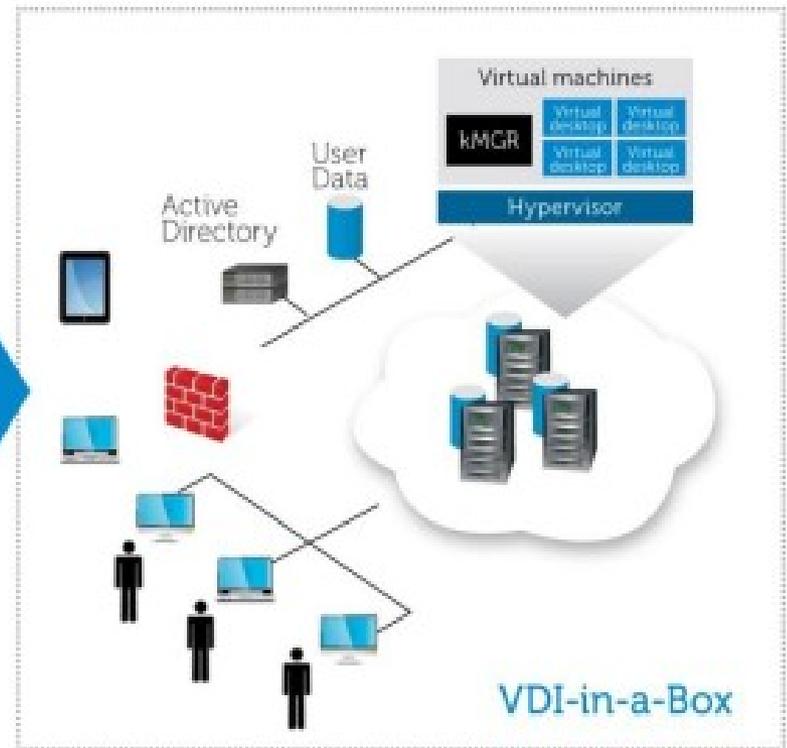
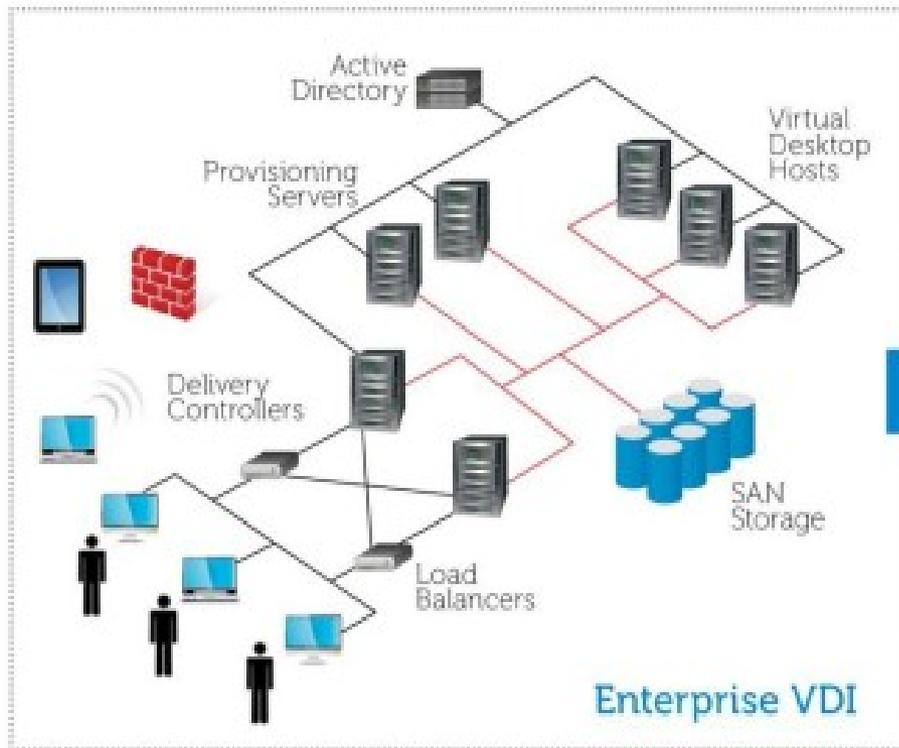
- Bring in thin/zero clients as your virtual desktop environment scales.
- Carefully assess high availability and disaster recovery capabilities.
- User acceptance is influenced by the closeness to a native Windows experience.



VDI Vendor Space

Broker				
Profile Management				
User Installed Apps				
Departmental Apps				
Non-Virt Apps				
Virtualizable Apps				
Provisioning/ Image Management				

VDI Architecture review: some options





Automated Requirements gathering tools

Assessment Blueprint - Outputs - Stratusphere™ Agent Data Summary

Stratusphere™ VDI Fit

Machine: [Dropdown] Date Range: [Standard] [Custom] [Last 24 hours]

Application: [Dropdown] Profile: [Default]

View Machine: [Dropdown] [Link]

Worst Fit

Best Fit

Application	Exec	Running	Graph: (v)	CPU System	CPU User	Time (s)	App. (%)	Trend	IO	Memory	Page Faults
Addition	13	17.77	n/a	1.14	0.05	8.3	8.01	0	1,948	8	
HEARCU	n/a	17.62	n/a	1.02	0.05	5.68	8.08	0	5,994	19	
OUTLOOK	13	17.70	n/a	1.86	0.07	8.6	8.01	0	224,021	270	
SearchIndexer	n/a	17.80	n/a	0	0	0	0	0	25,324	89	
svchost	n/a	17.62	n/a	69.20	2.95	8	0	4	1,852	8	
WinMnSC	n/a	17.62	n/a	0	0	8	0	0	20,096	149	
audiodg	n/a	17.80	n/a	5.84	0.26	8.68	8.02	0	12,032	809	
csrss1	n/a	17.62	n/a	5.24	0.11	8	0	0	1,804	923	
csrss2	n/a	17.82	n/a	1.98	0.06	7.88	8.38	0	97,030	1,028	
explorer	n/a	17.62	n/a	5.04	0.05	5.06	8.02	0	15,977	1,522	
explorer2	13	23.45	n/a	53.72	1.42	63.72	3.02	35	133,064	4,312	
mschost	n/a	17.80	n/a	1.36	0.06	27.6	2.25	250	138,422	28,319	
svchost	n/a	17.62	n/a	48.56	1.3	4.06	8.11	0	3,260	243,644	
svchost2	n/a	17.82	n/a	0.12	0	8.12	8.01	0	36,876	331	

Average Network Utilization

Region	Low Utilization (<20%)	Moderate Utilization (20% - 70%)	High Utilization (>70%)	No Information Available
NYC	971	0	0	215
EMEA	438	0	0	135
AP / NYC	335	0	0	98
Americas / NYC / EDC	896	0	0	252
Total	2640	0	0	700

Machine Details Report

Machine	OS Version	Bitness	Time In Use	Logon Index	System CPU Avg (%)	User CPU Avg (%)	Memory Avg (%)	Disk I/O (KB/s)	Network Avg (%)	Latency	Graphic Intensity	VGA MB	
00-2001	Windows XP 2002	3	25	303	33	63	26	232	4	96	low	12	
00-2011	Windows XP 2002	5	39	354	332	48	24	1	206	14	352	medium	73
00-2016	Windows Vista Business	3	25	431	495	28	28	84	284	8	284	low	76
00-2011	Windows XP 2002	2	36	136	163	81	89	79	117	18	293	low	71
00-2018	Windows XP 2002	1	19	104	484	29	76	45	58	2	448	low	28
00-4287	Windows XP 2002	1	129	24	105	44	39	51	112	24	111	high	49
00-2143	Windows XP 2002	3	228	76	189	83	63	26	119	10	1137	low	83
00-2088	Windows XP 2002	1	26	264	294	67	92	82	354	13	363	low	75



Dan Sipes
Director

**Administrative
Services Division**





Security Updates

- State Auditor/ManTech Security Audit
 - Agency briefing will be held in October - Date TBD
- Two Factor Authentication
- ITD Security Framework
 - Agency roles and responsibilities



Rate Updates

- Rate Changes
 - Technology Fee
 - Reduced in April - back to normal in July
 - WAN Connectivity
 - Reduced in April to 2013-2015 budget rates
 - Disk Rates -temporarily reduced
 - Reduced in April - will return to previous rate this year



THANK YOU!!!