

IT Plan – Agency Operations

Agency: OFFICE OF THE GOVERNOR

Responsible Party:

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Technology Description: Maintain 24/7 communication with federal and state agencies, county and city governments and the general public utilizing Microsoft Office Outlook email and calendar; social media; state portal and agency website—posting emergency information, news releases, Executive Orders, Proclamations; Avaya IP phone system with call queue and voice mail; internet news sites; cell phones, and VPN for 24/7 contact with senior staff members.

Maintenance:

Equipment: Laptops and desktops are on a 4 year rotation schedule to keep current with technology and warranty.

Software: ITD desktop staff monitors updates and patches and communicates with the IT coordinator to advise of and to push out updates to users in the Office of the Governor. All applications used in this office are all web-based (WebEOC, Continuum of Government, NotiFind, PeopleSoft, Social Media sites)

Planned activities: The next scheduled replacement for office computers is 2016. The HP printer on ground floor was replaced 2013-2015 biennium—10 year life expectancy. Colored printer/copier/fax was purchased for first floor office and is also accessible to ground floor staff—10 year life expectancy. The Nortel phone system has been replaced with Avaya IP phones in August 2012. Plan to renew the lease on the ground floor Cannon Copier/Scanner. Securing price quote to replace ground floor colored printer with new HP Laser Jet Enterprise 500 color printer.

Planned changes /updates to technology: 1) Plan to upgrade to Microsoft Office Lync; 2) Plan for the replacement of colored HP printer on ground floor; 3) Budget for the possibility of having to replace of some flat screen monitors; 4) Plan for necessary updates and changes to the agency website that will require a developer’s time—not included in budgeted regular static changes. 5) Necessary revamping and updates to the Boards and Commissions website and database; 6) Evaluate iPad needs for senior staff and consider upgrades of current wireless devices; 7) Establish guidelines and policies within our office regarding computer use. Work with ITD security to periodically conduct examinations, at our request, on both the laptops and desktops to evaluate any risk caused by users changing security settings or downloading free software, and to confirm that antivirus updates have been made.

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Technologies being watched or investigated: 1) Consider developing and implementing a plan for regular upgrades of wireless devices for senior staff to keep up with the constant change in technology and security measures; 2) Investigate the cost and feasibility of upgrading the Governor and Lt Governor Appearance Request forms and the Boards and Commissions application form on the Governor’s website. These forms are used by the general public and there is an increasing demand to make the form ‘fillable’ and more user friendly and efficient; 3) Analyze the cost/benefit of developing an on-line proclamation request application to streamline proclamation process with the functionality to attach documents; 4) Investigate the cost and feasibility of implementing a Customer Relationship Management type system for tracking constituent services.