

State of Alaska FY2010 Governor's Operating Budget

Department of Health and Social Services Information Technology Services Component Budget Summary

Component: Information Technology Services

Contribution to Department's Mission

To provide reliable and stable technology platforms in support of the department's service delivery programs in as cost-effective and efficient a manner as possible.

Core Services

- Provide business solutions to promote and protect the health and well-being of Alaskans through the Business Applications Section.
- Provide quality support services for all technology used in the delivery of the department's service delivery programs through the Customer Services and Network Services Sections.
- Provide a secure technology environment to protect the privacy of all customers receiving services from the department through the Strategic Planning Office and Network Services Sections.
- Provide quality services through the deliberate and effective use of technology.

FY2010 Resources Allocated to Achieve Results

FY2010 Component Budget: \$15,573,700

Personnel:

Full time	122
Part time	0
Total	122

Key Component Challenges

Recruitment and Retention:

Recruitment and retention of qualified technical staff, particularly in the Business Applications Section, continue to be challenges. DHSS is looking toward the Executive Branch working group formed by the Governor's Administrative Order for distinct and actionable steps that will be exercised to assist in both recruiting and retaining quality IT personnel.

Enterprise Initiatives:

Enterprise Technology Services (ETS) has several major enterprise-wide initiatives which have been and will be launched over the upcoming years. The effect of these on the Department of Health and Social Services is an unknown. Although driven from the enterprise level, projects such as Active Directory, E-mail Archiving, E-mail Encryption, Enterprise Wireless, Enterprise Network Access Control, Enterprise Firewall (Cisco ASA) Replacement, Cisco WAAS project, DMZ project and VoIP have significant impact to the available resources within the department for providing internal IT service and support.

24/7 Information Technology Support Services:

Due in part to the fact that DHSS has many around-the-clock facilities, and with the maturation of the centralization project to deliver centralized IT Services across the department, this coming year IT Services will be investigating the establishment of a 24/7 support capability.

Information Technology Services Alignment with Admin

DHSS has a shared desire to meet the Administration's objectives outlined by the Governor. DHSS is working to align IT Services' mission with the statewide goals and objectives.

Legal Compliance:

DHSS has identified compliance responsibility under recently passed Alaska Personal Information Protection Act. These responsibilities were confirmed by DHSS' Department of Law legal resource in the Assistant Attorney General's Office. Protection of Personal Information is of paramount concern at DHSS because of the nature of the agency's mission. DHSS houses data on Alaska citizens for service delivery up to and including protected health information. The challenge is to ensure DHSS data is properly encrypted as suggested in the Alaska PIPA. Additionally, DHSS has the challenge to establish required notification processes and breach response policies under Alaska PIPA.

Security:

DHSS is working toward an IT security architecture based upon ISO standards, which will provide a framework to define technologies, required to enable transactions of IT Services business among citizens and partners. It will be the foundation for protecting state information resources as new technologies are used and new methods for service delivery emerge. It will allow DHSS to improve business processes without compromising the confidentiality, integrity and availability of state resources and comply with federal Health Insurance Portability and Accountability Act (HIPAA) regulation.

Specific security challenges include identifying and implementing controls for electronic message and media encryption based upon data classification.

The Health and Social Services security vision supports state business objectives and strategies through an enterprise approach that:

- Promotes a business-driven, secure and highly reliable information environment.
- Protects confidentiality, integrity and availability of information assets based upon risk assessment.
- Provides a common framework for information security practices, enabling effective collaboration between state agencies and their business partners.

Significant Changes in Results to be Delivered in FY2010

No significant changes in FY2010.

Major Component Accomplishments in 2008

Health Insurance Portability and Accountability Act (HIPAA)

Completion of our first risk assessment for DHSS moves us closer toward HIPAA compliance. Ongoing risk assessment will continue to address our risk profile as our IT information environment evolves to address HIPAA requirements and current business needs.

Desktop and Server Security and IT Security Policy implementation

The ability to address security as a department instead of small IT groups has allowed DHSS to resolve attacks and security events — which have become increasingly complex — in a more efficient manner. The State Security Office now gives high ratings to DHSS' Department Security Office and IT Services-wide security efforts.

Continued migration of critical systems to department standards

ILP Case Management and EMS Certifications are examples of stand-alone proprietary systems recently upgraded to .NET web based applications. IT Services successfully leveraged enterprise tools like SQL Reporting Services and SharePoint to give the department access to information in a timely, robust, and standard method.

Launched Internal IT Services Website

Developed and implemented internal IT Services Website and communication plan including branded notifications Emails, newsletter and surveys in order to provide better internal working relationships within the department.

Established the IT Strategic Planning Office

Established the IT strategic planning office with components of project management, security and communications. This has completed the final stage of the IT organization that also includes Business Applications, Network Services and Customer Services.

Customer Services organization finalized

During FY2008, the Customer Services section of IT Services continued its work to finalize the organization within HSS. Customer Services listened to HSS Staff, HSS Management, and solicited input from the Customer Satisfaction Survey, from these Customer Services identified the need for regional managers in each of HSS's primary metropolitan areas. Customer Services worked with Human Resources in redefining roles and responsibilities and reclassified three existing positions to take on these new functions.

Network Services Juneau Data Center brought up to standards

Throughout FY2008, the Network Services section of IT Services worked to finish their last pieces of IT re-organization and centralization. Significant to this effort was bringing the HSS Juneau Data Center, located in Room 8 of the Alaska Office Building, up to industry level standards for data center environments. Asbestos abatement, improved electrical, improved switching infrastructure, upgraded UPS installation, and locking cabinets are just some of the improvements accomplished during this period.

Network Services continues virtualization work

Over the course of FY2008, Network Services continued its work in bringing virtualization technology into production for both Juneau and Anchorage Data Centers. Virtualization technology has allowed HSS to dramatically reduce the level of administrative complexity and sheer numbers of physical servers located throughout Alaska. Virtualization will continue to be an area of focus in the coming years as it will play a significant role in HSS's ability to respond to emergencies and disasters by keeping critical systems up and functioning.

Business Applications standardization

A major benefit of the three-year IT re-organization and centralization has been the opportunity to establish a community of practice among the department's IT Programmers. Through standardization of existing applications to Microsoft .NET and adopting industry practice of "code-reuse" Business Applications have been able to bring new applications into production quicker than before.

Another major initiative of Business Applications over the past fiscal year has been the deployment of the department-wide SharePoint server. SharePoint is poised to bring a new age of collaboration and information sharing across HSS divisions, sections, and even projects.

Strategic Planning Office established

In the final stages of IT re-organization and centralization, HSS IT Services formally established an IT Strategic Planning office with responsibilities for managing the department's IT Security, IT Project Management office, and IT Services communications to department staff and external stakeholders.

IT Project Management Office established

In the fall of calendar year 2007 HSS Strategic Planning office formalized the department's IT Project Management office. This office's primary responsibilities lie in tracking and reporting on existing projects and managing new project initiations. Additionally, the office pulls together necessary stakeholders under a unified approach to IT project management within the department.

IT Security Office established

In the spring of 2008, HSS formalized the department's Security office. This office fulfills two missions for the department. One is establishing overarching responsibilities for the security of HSS information and technology resources. The other is to fulfill the requirements of having a named HIPAA Security Official and HIPAA Privacy Official. The department's responsibility for training, complaint investigation, and periodic physical spot-checks related to HIPAA are all tasked to this new unit.

IT Communication Manager post established

HSS IT Services realized throughout the centralization and re-organization effort that good communication is necessary and plays a huge role in the overall success of IT projects. In the fall of 2007, HSS established a position solely responsible for carrying out this crucial, and often overlooked, responsibility. Since inception, we have been able to perform surveys of HSS staff in order to rate IT's effectiveness and get a gauge on customer satisfaction. Understanding how we are doing is essential to developing improvements.

Statutory and Regulatory Authority

State of Alaska, Department of Health and Social Services Information Technology Plan

Contact Information

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**Information Technology Services
Component Financial Summary**

All dollars shown in thousands

	FY2008 Actuals	FY2009 Management Plan	FY2010 Governor
Non-Formula Program:			
Component Expenditures:			
71000 Personal Services	11,139.8	11,532.2	11,882.6
72000 Travel	187.8	140.4	140.4
73000 Services	3,041.1	3,159.1	3,159.1
74000 Commodities	255.6	98.3	98.3
75000 Capital Outlay	3.8	293.3	293.3
77000 Grants, Benefits	0.0	0.0	0.0
78000 Miscellaneous	0.0	0.0	0.0
Expenditure Totals	14,628.1	15,223.3	15,573.7
Funding Sources:			
1002 Federal Receipts	5,304.7	7,647.1	7,818.4
1003 General Fund Match	2,432.1	2,421.1	2,468.7
1004 General Fund Receipts	4,853.9	2,892.3	2,981.4
1007 Inter-Agency Receipts	1,203.7	969.1	989.6
1037 General Fund / Mental Health	832.8	843.5	854.6
1061 Capital Improvement Project Receipts	0.9	194.9	200.0
1108 Statutory Designated Program Receipts	0.0	136.3	139.5
1156 Receipt Supported Services	0.0	119.0	121.5
Funding Totals	14,628.1	15,223.3	15,573.7

Estimated Revenue Collections

Description	Master Revenue Account	FY2008 Actuals	FY2009 Management Plan	FY2010 Governor
Unrestricted Revenues				
None.		0.0	0.0	0.0
Unrestricted Total		0.0	0.0	0.0
Restricted Revenues				
Federal Receipts	51010	5,304.7	7,647.1	7,818.4
Interagency Receipts	51015	1,203.7	969.1	989.6
Statutory Designated Program Receipts	51063	0.0	136.3	139.5
Receipt Supported Services	51073	0.0	119.0	121.5
Capital Improvement Project Receipts	51200	0.9	194.9	200.0
Restricted Total		6,509.3	9,066.4	9,269.0
Total Estimated Revenues		6,509.3	9,066.4	9,269.0

**Summary of Component Budget Changes
From FY2009 Management Plan to FY2010 Governor**

All dollars shown in thousands

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
FY2009 Management Plan	6,156.9	7,647.1	1,419.3	15,223.3
Adjustments which will continue current level of service:				
-FY2010 Wage and Health Insurance Increases for Bargaining Units with Existing Agreements	147.8	171.3	31.3	350.4
FY2010 Governor	6,304.7	7,818.4	1,450.6	15,573.7

**Information Technology Services
Personal Services Information**

Authorized Positions			Personal Services Costs	
	FY2009 Management Plan	FY2010 Governor		
Full-time	122	122	Annual Salaries	8,226,707
Part-time	0	0	COLA	331,228
Nonpermanent	13	13	Premium Pay	0
			Annual Benefits	4,199,770
			<i>Less 6.86% Vacancy Factor</i>	(875,105)
			Lump Sum Premium Pay	0
Totals	135	135	Total Personal Services	11,882,600

Position Classification Summary

Job Class Title	Anchorage	Fairbanks	Juneau	Others	Total
Analyst/Programmer II	3	0	4	0	7
Analyst/Programmer III	3	0	5	0	8
Analyst/Programmer IV	19	0	8	0	27
Analyst/Programmer V	5	0	3	0	8
College Intern I	4	0	3	0	7
Data Processing Manager IV	0	0	1	0	1
Data Processing Mgr I	3	0	3	0	6
Data Processing Mgr II	2	0	2	0	4
Data Processing Mgr III	0	0	4	0	4
Data Processing Tech I	3	0	0	0	3
Database Specialist III	1	0	0	0	1
Micro/Network Spec I	6	1	7	0	14
Micro/Network Spec II	6	0	2	0	8
Micro/Network Tech I	1	0	2	0	3
Micro/Network Tech II	8	2	6	1	17
Prog Coordinator	0	0	2	0	2
Project Coordinator	0	0	1	0	1
Student Intern II	2	0	3	0	5
Systems Programmer I	0	0	1	0	1
Systems Programmer II	2	0	2	0	4
Systems Programmer III	0	0	3	0	3
Training Specialist II	0	0	1	0	1
Totals	68	3	63	1	135