

## 2007-2008 Enterprise Information Strategy Policy Division (EISPD) Business Plan

### Why We Exist

The Enterprise Information Strategy & Policy Division (EISPD) provides enterprise information resource planning, oversight, services, and management needed to support the business needs of state agencies and the goals of the Governor.

### What We Plan To Do

The tables below outline the actions that EISPD will take to pursue the Department of Administrative Services' goals and strategies.

### Contact Information

For more information about EISPD planning and performance measurement functions please contact:

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DAS Goal	Strategy	Tactic	Action
Goal 1: Excellent Customer Service	Foster excellent customer relations	Managers will initiate timely and on going customer contact with appropriate stakeholders	Formally solicit customer feed back with key customer groups
Goal 1: Excellent Customer Service	Foster excellent customer relations	Strive for high level customer satisfaction in section activities, monitor satisfaction and routinely use in management decisions	Develop and execute section customer service plans
Goal 1: Excellent Customer Service	Deliver timely and accurate information	Deliver timely, high quality staff work as a signature value of EISPD	Provide high quality EISPD staff work to prepare agendas, minutes, draft recommendation, and research documents in support of advisory groups
Goal 1: Excellent Customer Service	Deliver timely and accurate information	Deliver timely, high quality staff work as a signature value of EISPD	Research and distribute information security vulnerabilities, security bulletins and news summaries
Goal 1: Excellent Customer Service	Use information to improve policies	Collaboratively develop and foster polices and standards that support agency missions and enterprise effectiveness	Revise state IT Governance Policy to align with EIRMS
Goal 2: Effective Policies with Clear Direction	Use information to improve policies	Collaboratively develop and foster polices and standards that support agency missions and enterprise effectiveness	Adopt GIS software standards
Goal 2: Effective Policies with Clear Direction	Use information to improve policies	Collaboratively develop and foster polices and standards that support agency missions and enterprise effectiveness	Create an e-government application portfolio developed with input from agencies, citizens, and business partners

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Goal 2: Effective Policies with Clear Direction	Provide appropriate oversight and cost containment processes	Ensure costs and services are competitive	In coordination with BAM and DO prepare IT investment approval budget instructions
Goal 2: Effective Policies with Clear Direction	Provide appropriate oversight and cost containment processes	Ensure costs and services are competitive	Review major IT projects and identify major IT projects that are at a plus 5% variance for schedule or budget and obtain agency mitigation plans
Goal 2: Effective Policies with Clear Direction	Provide appropriate oversight and cost containment processes	Develop and plan enterprise strategies and business cases to provide agencies tools	Review and update the state Business Continuity Plan and guidelines and disseminate to agencies (assess program effectiveness and make adjustments)
Goal 2: Effective Policies with Clear Direction	Provide appropriate oversight and cost containment processes	Develop and plan enterprise strategies and business cases to provide agencies tools	Develop an e-government strategy and implement with funding model and contracting or hiring activities
Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Develop and plan enterprise strategies and business cases to provide agencies tools	Promote the adoption of navigatOR through the development of plan, local government partnership, refinement of business case
Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Develop and plan enterprise strategies and business cases to provide agencies tools	Coordinate, facilitate, and monitor the development of state agency BCP plans
Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Review EISPD regulatory mandates for gaps in compliance and opportunities for revision	Review statutes and rules, identify gaps in compliance and need for change
Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Provide innovative and streamlined enterprise level tools and processes that enable and support sound agency business decisions	Pilot collaborative on-line agency productivity tools
Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Provide innovative and streamlined enterprise level tools and processes that enable and support sound agency business decisions	Develop and implement enterprise geospatial mapping tools including: a. Routing b. Mapping c. Location Based Services

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Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Provide innovative and streamlined enterprise level tools and processes that enable and support sound agency business decisions	Work with Controllers Division, Treasury, and agencies to create agency readiness programs in support of new E-government activities
Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Provide innovative and streamlined enterprise level tools and processes that enable and support sound agency business decisions	Provide on-line, PCI compliant e-commerce payment processing application alternatives with integrated accounting tools to support agency business needs
Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Provide innovative and streamlined enterprise level tools and processes that enable and support sound agency business decisions	Examine and provide, as a part of the E-government strategy, added options for integrating customer payments (Web, counter, phone, etc) in coordination with Treasury
Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Develop an enterprise architecture	Develop an implementation plan for Enterprise Architecture that takes into consideration a. Identified outcomes b. Resource implications c. Enterprise Business Involvement d. Create a program review for opportunities for architectural alignment for common and core applications e. Aligned through collaboration with the SDC technical architecture
Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Develop an enterprise architecture	Develop a Security Architecture
Goal 3: Efficient and Effective Government Infrastructure	Lead efforts to define and implement statewide visions	Develop and plan enterprise strategies	Complete EISPD agreed to deliverables in tactical action plan that support goals and objectives of EIRMS
Goal 3: Efficient and Effective Government Infrastructure	Lead efforts to define and implement statewide visions	Develop and plan enterprise strategies	Review and report progress on enterprise wide goals, objectives and deliverables of EIRMS
Goal 3: Efficient and Effective Government Infrastructure	Lead efforts to define and implement statewide visions	Develop and plan enterprise strategies	Provide CIOC, ASMG and Agency Heads annual report on EIRMS progress and recommended changes
Goal 3: Efficient and Effective Government Infrastructure	Ensure state government's workforce needs are met	Develop a capable enterprise IT workforce	Develop EISPD section training plans to maximize core staff competencies

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Goal 3: Efficient and Effective Government Infrastructure	Ensure state government's workforce needs are met	Develop a capable enterprise IT workforce	Support high productivity of staff by completing performance appraisals on time and providing clear direction to staff
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Develop a capable enterprise IT workforce	Promote a safe work environment by responding to issues, if any, identified in annual safety reviews. Time: Annual Safety Reviews
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Develop a capable enterprise IT workforce	Improve agency information security practices and effective implementation of information security polices through Information Management Security Joint training to state agency staff
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Develop a capable enterprise IT workforce	In coordination with other partners initiate and facilitate conferences and work shops aimed at providing needed core skills to state agency staff in such areas as a. Business Case Development b. Information Security c. E-government d. IT best practices and controls
Goal 4: Adaptable Government for Future Generations	Protect the state's information assets and systems	Create the security framework necessary to protect the availability, integrity or confidentiality of information	Lead, facilitate, train, and monitor improvements in secure transportation of state agency information assets
Goal 4: Adaptable Government for Future Generations	Protect the state's information assets and systems	Create the security framework necessary to protect the availability, integrity or confidentiality of information	Improve state agency security practices through the adoption of a comprehensive suite of information security policies that are based on industry best practices and compliance with federal and state laws (SB583, etal)
Goal 4: Adaptable Government for Future Generations	Protect the state's information assets and systems	Create the security framework necessary to protect the availability, integrity or confidentiality of information	Conduct statewide Business Risk Assessment
Goal 4: Adaptable Government for Future Generations	Protect the state's information assets and systems	Create the security framework necessary to protect the availability, integrity or confidentiality of information	Based on information from the Statewide Business Risk Assessment develop an Enterprise Information Security Strategic Plan (EISSP)
Goal 4: Adaptable Government for Future Generations	Protect the state's information assets and systems	Create the security framework necessary to protect the availability, integrity or confidentiality of information	Reduce enterprise information security vulnerabilities by implementing mitigations strategies identified in the EISSP

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Goal 4: Adaptable Government for Future Generations	Protect the state's information assets and systems	Create the security framework necessary to protect the availability, integrity or confidentiality of information	In coordination with SSD/Risk Management and others develop a coordinated Information Security Policy and Risk Management Self Insurance Policy that considers various information security risks and aligns policies
Goal 4: Adaptable Government for Future Generations	Protect the state's information assets and systems	Develop a statewide plan for managing information assets	Develop plan for managing distributed assets that includes development of statewide lifecycle planning guidelines