ITS

Mississippi Department of Information Technology Services

Technology for Tomorrow, Delivered Today

2024
Annual Report

THE GREAT SEAL OF THE STATE OF MISSISSIPPI

IN GOD WE TRUST

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Introduction

The Mississippi Department of Information Technology Services (ITS) is responsible for the establishment of information technology (IT) policy and planning, IT procurement and contracts, and providing the computing and telecommunications infrastructure for all information systems technologies within state government. The Legislature has tasked ITS with providing statewide services that facilitate cost-effective IT and telecommunications solutions that can be shared with all state agencies.

The ITS Board is the governing authority for the agency, made up of two distinct components:

❖ Five lay members are appointed by the Governor and confirmed by the Senate to serve five-year, staggered terms.

❖ Two non-voting legislative advisors representing each house who are appointed by the Lieutenant Governor and the Speaker of the House.

ITS utilizes a hybrid operating and financial model of general and special funds, consisting of two main categories:
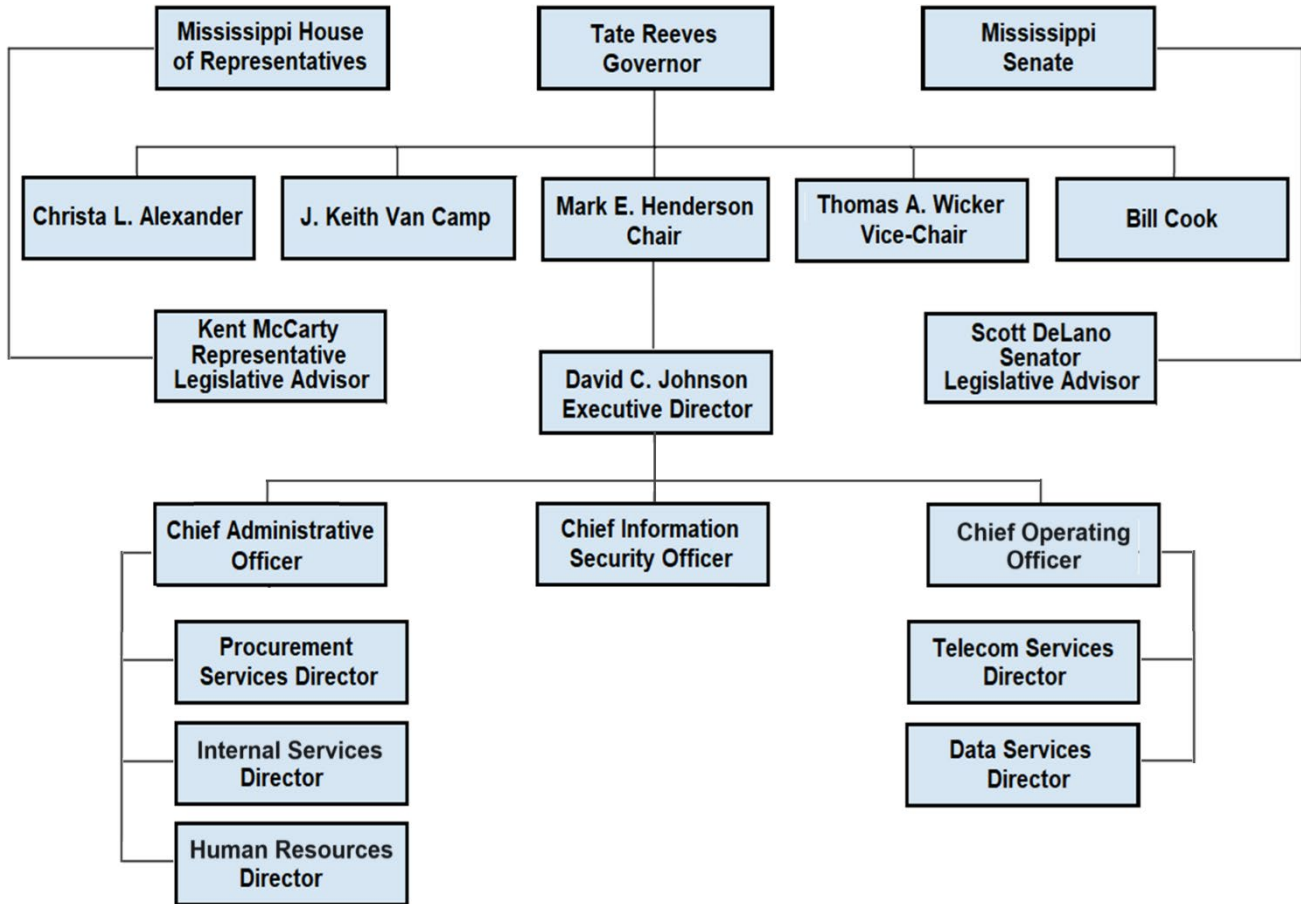
❖ Hub Services are funded from the ITS General Fund appropriation and consist of ITS core business functions that develop and manage shared technology services utilized by state agencies and governing authorities across the state.

❖ Spoke Services are funded from the ITS Special Fund appropriation. This pass-through fund allows the state to maximize discounts by aggregating volume on shared technology services that are consumed directly by agencies. Due to the decentralized nature of IT in Mississippi, this allows each agency to determine their service needs while leveraging lower rates than they would receive independently.

The ITS *Hybrid Operating and Funding Model* creates significant savings to the general fund by allowing agencies to use all available funding sources (federal and other special fund dollars) to pay for their specific utilization of IT services provided by ITS. This structure is a direct pass-through model where ITS builds and manages the shared services using core resources that are already funded through the Hub (General Fund), so no additional fees or charges are added.

In FY2019, the first year of implementing this model, ITS focused on the well-established voice and network managed service contract in the telecommunication division. Since then, ITS has expanded the model into the public cloud by establishing and managing enterprise level environments with the two market leading vendors. These environments allow for a consistent set of security controls and easier access back to on-premises which allow agencies to pay for their consumption of services while taking advantage of cost-saving shared services.

This report reflects the continuing evolution of the ITS mission and the activities conducted by this organization for Fiscal Year 2024 (July 2023 - June 2024).

ITS Organization*

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│  Mississippi House   │   │    Tate Reeves      │   │    Mississippi      │
│ of Representatives   │   │     Governor        │   │      Senate         │
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│ Christa L.       │ │ J. Keith        │ │ Mark E. Henderson│ │ Thomas A. Wicker │ │  Bill Cook  │
│ Alexander        │ │ Van Camp        │ │      Chair       │ │    Vice-Chair    │ │             │
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    │   Kent McCarty      │                              │   Scott DeLano      │
    │   Representative     │      ┌──────────────────┐   │     Senator         │
    │ Legislative Advisor │      │ David C. Johnson │   │ Legislative Advisor │
    └─────────────────────┘      │ Executive Director│   └─────────────────────┘
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│ Chief            │ │ Chief            │ │ Chief            │
│ Administrative   │ │ Information      │ │ Operating        │
│ Officer          │ │ Security Officer │ │ Officer          │
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  │ Procurement      │                      │ Telecom Services │
  │ Services Director│                      │ Director         │
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  │ Internal Services│                      │ Data Services    │
  │ Director         │                      │ Director         │
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  │ Human Resources  │
  │ Director         │
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* Reflective of the FY2024 organizational structure.

ITS Vision

Technology for tomorrow, delivered today.

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ITS Mission Statement

The mission of the Department of Information Technology Services (ITS) is to provide trusted information technology and telecommunications leadership and services that offer proven, cost-effective solutions to all stakeholders in Mississippi government.

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ITS Core Values

FOCUSED LEADERSHIP

❖ We are unified in our purpose and vision for success: to collaborate with our partner agencies to use information technology to achieve their business goals.

❖ We clearly define and ensure our organizational goals and objectives are in concert with those of our partner agencies. Moreover, our roles and responsibilities are clearly defined within and between work teams and partner agencies.

❖ We select relevant metrics to monitor progress and ensure accountability. We communicate clearly and often internally, with our partner agencies, and all other stakeholders.

❖ We are disciplined, consistent, and progressive in maximizing and optimizing IT solutions that we provide or facilitate.

❖ We work with state agencies and institutions to explore emerging technologies and to set policies, standards, and guidelines.
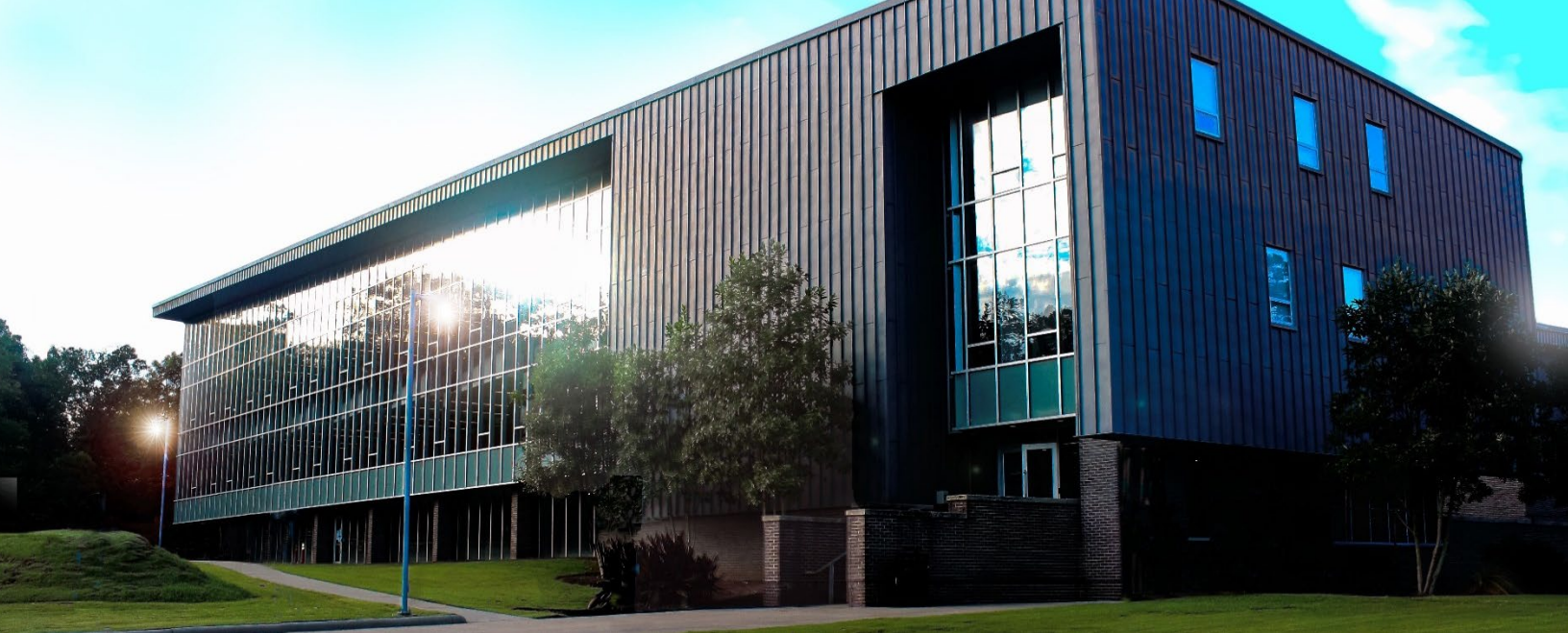
VALUED RELATIONSHIPS

❖ We earn the confidence and trust of employees, customers, and government officials through the competent and timely delivery of IT services and solutions.

❖ We demonstrate respect for customers and each other through active listening and attentive follow-through.

❖ We communicate effectively on both an executive and technical level to identify potential opportunities for information technology in the state.

❖ We collaborate as partners with customers, vendors, and each other to promote an environment that leads to continuous improvement of government services.

❖ We communicate decisions clearly and promptly, providing a rationale that reflects both the customer's business need and that of the state to ensure a robust and reliable IT infrastructure.

TECHNICAL EXCELLENCE

❖ We provide superior enterprise IT solutions to effectively support the state's business functions.

❖ We carefully evaluate, test, and implement cost-effective, state-of-the-art solutions that meet or exceed our customers' expectations.

❖ We recruit and develop skilled technical professionals who work comfortably with our customers and across disciplines with their peers.

❖ We provide opportunities for continuous learning to our employees and support them in applying the knowledge gained.

❖ We create opportunities with customers and vendors to advance learning, improve performance, and promote collaboration in delivering IT to state government.

Strategic Master Plan Activities

As part of the annual statewide IT Planning process, ITS develops goals and strategies and plans activities for delivering the most effective services to the government entities in Mississippi. This information is published in the State of Mississippi Strategic Master Plan for Information Technology. Based on those goals and strategies, the following technology activities were accomplishments by ITS for Fiscal Year 2024.

Administration

The Administration program includes the organizational and business functions required to manage ITS's executive and administrative responsibilities including finance, human resources, internal LAN team, and compliance with enabling legislation. The objective of the Administrative Program is to provide direction and management to successfully accomplish the agency's statutory and mission objectives, giving administrative support to the various service units to enable them to better serve our partner agencies. This function reduces duplication and streamlines tasks throughout ITS to better serve agency and governing authority customers.

Key Achievements and Efficiencies
➢ Worked with the Legislature and Executive branch on awareness of and funding for Enterprise IT initiatives and the importance of improving cybersecurity focus and protection.
➢ Improved the overall agency's business operations, administration, and human resource functions by recruiting highly knowledgeable and competent staff to not only maintain but also enhance the state's enterprise technology posture.
➢ Maintained ITS grounds and facilities.

Technical Operations and Managed Services

The Technical Operations Program includes the critical IT functions and shared services that ITS provides in direct support of the state. These are enterprise services that benefit all of state government and are not directly attributed to a specific agency's usage. This program is funded by the ITS General Fund appropriation with no costs being passed on to the agencies.

The Managed Services Program includes the consumption-based IT functions and services that ITS provides through vendor partners that are directly attributed to a specific agency's usage. This program is funded by the ITS special fund appropriation and the costs are passed on to the agency utilizing the service with no mark up.

The divisions supporting those programs are listed below:

Data Services

The Data Services division provides technical and operational support for a variety of enterprise services. These services include mission-critical service offerings to state agencies such as mainframe application hosting, a private cloud environment for virtual compute, a pathway for consumption of public cloud infrastructure, enterprise identity management, web application development, database as a service, and several other shared service offerings. The division also provides internal IT services and technology support for ITS, including hardware and software support of endpoint devices, wired and wireless network connectivity, server and server application support, and administration of Software as a Service (SaaS) applications that support the agency's mission.

Key Technical Operations Achievements and Efficiencies

➤ Performed crucial and essential updates of z/OS, DB2, and SUSE Linux for the MAGIC application environments.

➤ Replaced the z14 mainframe hardware that supported the MAGIC application environment with new z16 mainframes in both data centers.

➤ Replaced the aging mainframe storage systems to accommodate the ever-growing storage demands of the MAGIC and SPAHRS applications and to complement the move to new mainframe hardware.

➤ Increased the memory capacity of the mainframe Virtual Tape Libraries to apply the latest firmware and security features.

➤ Increased the storage capacity of the mainframe Virtual Tape Library in the Eastwood datacenter to accommodate the move from physical tape to virtual tape for the MAGIC and SPAHRS applications.

➤ Built a new state-owned Private Cloud infrastructure in the state datacenter to replace the older vendor-managed hybrid cloud environment. This investment allows ITS to provide a modern environment for hosting virtual servers and storage for agencies at no cost.

➤ Completed 75% of the virtual server migrations to the new Private Cloud infrastructure, reducing the monthly bill to the state by $250,000 per month.

➤ Built a new environment for the shared SQL service, improved redundancy across all environments, and decommissioned the oldest SQL environment.

➤ Began an internal project in partnership with Microsoft called Workplace Modernization. The project uses Microsoft M365 tools to focuses on improving application and data security while

improving business efficiencies. Multiple phases have been completed, and work on subsequent phases continues.

➤ Made improvements to the ITS boardroom to provide true mixed presence streaming collaboration for public and private meetings.

➤ Performed multiple development projects for the agencies utilizing the Licensing and Reporting System (LARS) and the Child Care Payment System (CCPS). These custom-built software solutions provided Electronic Government (eGov) capabilities for 13 agencies, boards, and commissions, and were designed to enhance their traditional business processes or to comply with new and changing federal and state regulations.

Key Managed Service Accomplishments and Efficiencies

➤ Collaborated with Microsoft to design and begin the build of the State of Mississippi's Azure Public Cloud environment, creating a convenient and secure pathway for agencies to take advantage of Azure public cloud services (with multi-divisional collaboration within ITS).

➤ Grew the Amazon Web Services (AWS) Public Cloud landing zone by creating virtual datacenter areas in the AWS cloud for multiple agencies.

➤ Provided continuous oversight management of the performance and capacity planning of the vendor-managed hybrid cloud environment, which hosted an average of 900 virtual servers for 33 participating agencies.

Telecommunications Services

The Telecommunications Services division provides voice and data communications, services, and support to state agencies and other public entities throughout Mississippi. These technical services include data networking support for the Capitol Complex, Data Center, and Wide Area networks voice services for the Capitol Complex, enterprise email filtering, cybersecurity operations, support of a 24x7 network operations center, and various network related services.

Telecommunications Services also provides managed services for a multitude of voice and data communications services including wide area network, analog telephony, hosted voice over IP telephony, toll-free service, long distance, audio and web conferencing, and client and site-to-site virtual private networks.

Key Technical Operations Achievements and Efficiencies

➤ Provided day-to-day management of the state's voice and data communications infrastructure to provide agencies in the Capitol Complex and across the state with high-quality, reliable communications services.
  ◆ Processed 4,668 work orders containing 20,643 unique work order items
  ◆ Supported 19,066 telephone lines statewide with 99.9% availability
  ◆ Successfully processed 4,102,595 calls
  ◆ Supported 56 agencies on the Capitol Complex fiber network
  ◆ Supported 1,184 physical connections on the Capitol Complex fiber network

➤ Provided technical support and project management services for all Department of Finance and Administration Bureau of Building, Grounds and Real Property Management renovations and new construction projects.

➤ Developed policies, procedures, and long-range plans to ensure the compatibility of telecommunications systems and services within state government.

➤ Continued updates to the online *Mississippi State Government Telephone Directory*, which includes a listing of state employee extensions and state agency information.

- Installed and supported voice and data cabling systems for state government users in the Capitol Complex and Jackson-Metropolitan Area.
- Managed the state's dedicated, redundant, and diversely routed commodity internet access for state agencies over diverse 10 Gbps circuits with over 99% availability.
- Provided dedicated and fully redundant Wide Area Network (WAN) access to statewide data resources running in the State Data Centers to support agency-distributed applications.
- Managed the Capitol Complex metropolitan area network to provide agencies on the fiber ring with connectivity to the internet, the Primary Data Center, and the Co-Processing Data Center in Starkville. This was accomplished by supporting access for 3,988 ethernet ports (2,256 core ports and 1,732 voice ports) while providing 99.61% bandwidth availability, via a 400 Gbps backbone for the Capitol Complex network.
- Coordinated with agencies to upgrade and refresh agency owned equipment located in the Primary and Co-Processing Data Centers.
- Performed system remediations to security assessments and updated various systems on a routine basis to remedy identified security issues on equipment.
- Installed 911 Inform on all devices supported on the Enterprise Voice System to be in compliance with the RAY BAUM Act and Kari's Law.
- Deployed Aruba controllers in the State Data Center in order for agencies to deploy Aruba access points for their guest wireless network.
- Worked with MS Workers' Compensation Commission and MS Board of Dental Examiners to move equipment into the State Data Center's co-location environment.
- Continued to work with the Mississippi Library Commission to move equipment into the State Data Center's co-location environment.
- Managed the State Data Center network which provides agencies access to the various systems and services hosted in the Primary and Co-Processing Data Centers. This was accomplished by supporting 4,688 ethernet ports between the data centers while providing 99.9% bandwidth availability, via a 60 Gbps backbone network.
- Began work on the Capitol Complex Voice Project, converting agencies to SIP lines: MS Library Commission (~75), Public Employees Retirement System (~212), and ITS (~123).
- Installed Branch Session Managers (BSM) for Session Initiation Protocol (SIP) survivability at remote locations: Bolton Building in Biloxi and MS Department of Transportation in Tupelo.
- Deployed softphones as an alternative for remote workers to receive phone calls to their state issued number from the Enterprise Voice System.
- Configured internal Session Border Controllers (SBC) to streamline registration of softphones while on the State Network.
- Renovated the Network Operations Center in the State Data Center.
- Added the War Memorial Building to the Capitol Complex fiber infrastructure and moved the MS Veteran's Affairs Board into the building.
- Documented, managed, and resolved, with multi-divisional collaboration, 5,023 requests and 2,450 incidents through the 24x365 Service Center.

Key Managed Services Achievements and Efficiencies
- Provided oversight for the Mississippi Optical Network (MissiON) that serves the Mississippi Research Consortium with redundant cores in the Primary and Co-Processing Data Centers. MissiON services the 4 research universities, 4 regional universities, and all 15 community colleges.

- Supported and managed the vital state email relay infrastructure, which handled delivery of over 12.6 million emails and quarantine over 82 million emails for suspicious attachments or suspected malicious activity.
- Continued working on a large and complex project, with multi-divisional collaboration, to modernize all email filtering from the on-premises email relays to a cloud-based SaaS solution to improve the enterprise security posture.
- Maintained contracts for telecommunications services and products to support voice and data communications and access to the statewide backbone and the internet.
  - Managed on a daily basis, hosted voice over IP and analog telephony for approximately 10,672 users and 980 Wide Area Network (WAN) connections across the state
  - Processed 18,799,329 minutes of long-distance usage
  - Supported 384 toll-free numbers totaling 6,149,440 in-bound minutes of usage
  - Supported 1,100 audio/web conference accounts for use within the Capitol Complex and around the state with 95,821 audio/web conference calls and 4,665,946 audio/web conferencing minutes of usage
  - Processed 1460 locates/markings for the underground cabling infrastructure in the Capitol Complex

Information Security Services

The Information Security Services Division administers the Enterprise Security Program (ESP) to execute the duties and responsibilities of Mississippi Code Annotated 25-53-201. ITS provides coordinated oversight of the cybersecurity efforts across all state agencies, including cybersecurity systems, services, and development of policies, standards, and guidelines.

Key Achievements and Efficiencies

- Updated the State of Mississippi Enterprise Security Policy (ESP) to ensure that the ESP remains aligned with:
  - Security controls defined in the National Institute of Standards and Technology (NIST) 800 series of publications
  - The Center for Internet Security (CIS) Critical Security Controls for Effective Cyber Defense
- Maintained a partnership with a third-party forensic firm capable of assisting ITS resources in reducing the timeframe required to respond in the event of a major cybersecurity incident.
- Maintained an attack surface management solution that scans all public-facing assets that may cause security vulnerabilities in the State Network.
- Maintained a vulnerability management program that includes identifying and remediating security vulnerabilities on all ITS managed systems.
- Maintained the Web Application Firewall (WAF) in front of the Statewide Elections Management System (SEMS) to decrease the number of cyberattacks that would negatively impact the State Network.
- Gathered and disseminated cybersecurity threat and vulnerability information to Mississippi government entities.
- Managed enterprise core security operations including perimeter firewall and Intrusion Prevention System (IPS), State Data Centers' firewalls and IPS, secure remote access, authentication systems, and security incident and event management system.

- ♦ Processed 280 firewall, 17 IPS, 1250 VPN, and 20 uncategorized requests
- ♦ Processed 41 firewall, 13 IPS, 130 VPN, and 9 uncategorized incidents
- ♦ Supported 3,297 client VPN tunnels and 218 site-to-site VPN tunnels
- ♦ Prevented over 100 billion unexpected or unwanted network packets from entering the Enterprise State Network based on enterprise firewall policies and rules
- ♦ Prevented over 24 million intrusions to and from the Enterprise State Network based on enterprise Intrusion Prevention System (IPS) policies, rules, and signatures
- ♦ Prevented over 10 million intrusions to and from the State Data Centers based on enterprise IPS policies, rules, and signatures

➢ Hosted three Security Council Meetings with state agency representatives to provide education and awareness, identify cybersecurity-related issues, set future direction for cybersecurity plans and policy, and provide a forum for interagency cybersecurity communications.

➢ Maintained a security awareness program that includes cyber awareness resources via the ITS website, coordinated awareness training for ITS staff, and provided awareness training opportunities and materials for state agencies.

➢ Maintained an enterprise computer-based cybersecurity awareness and education training solution for state agencies and local government entities that provides them with training tools, guidance, and support to improve the cybersecurity awareness of state government employees simply and effectively.

➢ Promoted Cybersecurity Awareness Month throughout state government by working with the Governor's Office to sign a proclamation declaring October as National Cybersecurity Awareness Month.

➢ Maintained cybersecurity-focused relationships with state and federal entities, including:
- ♦ Federal Bureau of Investigation
- ♦ Mississippi Office of Homeland Security
- ♦ Mississippi Fusion Center
- ♦ Multi-State Information Sharing and Analysis Center (MS-ISAC)
- ♦ Mississippi Office of the State Auditor
- ♦ Mississippi National Guard
- ♦ National Association of Chief Information Officers (NASCIO)
- ♦ Mississippi Cyber Initiative
- ♦ U.S. Department of Homeland Security

➢ Managed enterprise security monitoring and event correlation tools and leveraged internal/external partners for the identification and notification of security incidents impacting state agencies.

➢ Coordinated cybersecurity assessments for ITS managed systems.

➢ Performed weekly vulnerability scans on all ITS managed systems.

Procurement Services

The Procurement Services Division provides professional IT services to state agencies and public universities by administering and supporting the acquisition of cost-effective IT solutions through the competitive procurement process to meet the business needs of State government while in accordance with State statute. This includes all phases of the procurement process, including assisting agencies with specification development, proposal evaluation, and contract negotiation. This division works with partner agencies and shareholders to capture and report on technology initiatives.

Key Achievements and Efficiencies

➢ Provided technically skilled technology consultants to assist state agencies and public universities with IT projects.

➢ Filled key roles in multiple innovative and mission-critical technology projects for state government. Examples include:
   ◆ Coordinated the implementation of the next generation of eGovernment services
   ◆ Maintained a procurement vehicle for temporary technology consulting services available for use by state agencies, public universities, and other governmental entities
   ◆ Procured technology support for cabling, telecommunications, and computer equipment for approximately 22 construction projects under the coordination of the Department of Finance and Administration Bureau of Building, Grounds and Real Property Management

➢ Staffed the Procurement Help Desk during business hours to respond to customer and technology vendor questions on the procurement process.

➢ Produced multi-use procurement instruments for routine technology acquisitions, resulting in savings of time and money for both customers and technology vendors:
   ◆ Express Products Lists (EPLs) are multi-award contracts that meet Mississippi requirements for legal purchases. ITS worked with major software companies to negotiate license agreements that provide access to the best pricing by leveraging the total purchase volume for the state. EPLs available for use in FY2024:
     • Hardware
     • 2-Way Radios
     • Microsoft
     • Intergraph
     • MapInfo
     • Cabling Materials and Labor
     • E-911 Public Safety Answering Point Equipment
     • Security Assessment Services
   ◆ General RFPs are issued for frequently needed hardware, software, and services that cost more, are more complex, or are more specialized than those on the EPLs. General RFPs for FY2024:
     • Inside-Outside Cabling
     • Computer Hardware and Software
   ◆ Special RFPs, etc., are multi-use solicitations developed for a specific customer base and/or technology. Other Multi-Use Awards available in FY2024:
     • NASPO ValuePoint Value Added Reseller Software
     • NASPO Cloud Solutions Cooperative

- Assisted agencies, boards, and commissions with the entry of IT projects for their legislatively mandated, Long Range IT Plan submissions.
- Developed publications and service offering information available through social media posts and the ITS website.
- Provided professional services to supplement agency information technology staff in the following roles:
  - Project management for application and web development
  - Project management for technology procurements
- Produced the following competitive procurements:
  - Developed and advertised 14 Requests For Proposals (RFP)
  - Developed and sent 5 Requests For Quotes (RFQ)
  - Developed and sent 8 Invitations for Bids (IFB)
  - Developed and sent 5 Letters of Configuration (LOC) to General RFP and EPL vendors for the purchase of technology products and services
- Produced 504 procurement approval documents (CP-1s) for the purchase of technology products and services:
  - Processed 60 requests requiring ITS Board approval
  - Processed 421 requests approved by the ITS Executive Director
- Published 8 EPLs and 2 Multi-Use Awards with reported purchases totaling more than $85.3 million.
- Administered the Statewide Cellular Master Agreement for purchases by state agencies, public universities, and local government entities, totaling $9.8 million.
- Administered the Managed Service Provider Program for IT consulting services and continent labor purchases by state agencies, public universities, and local government entities, totaling $35.5 million.
- Negotiated and executed 244 technology contracts and contract amendments.
- Received and approved 85 Long Range Plans, representing 100% of the entities requested to submit their plan.
- Entered 641 social media posts promoting ITS services and activities.
- Offered an online training educational program designed to enhance and improve the technical and communication skills of personnel within state government.

Managed Service Provider

The Procurement Services Division provides program management for the Managed Service Provider Program offering staff augmentation and deliverables-based Statement of Work procurements for ITS customers.

Key Achievements and Efficiencies
- Total invoiced on behalf of Mississippi government entities – $35,865.49.
- 79 staff augmentation positions filled.
- 17 Statement of Work (SOW) projects awarded.
- Maintained agreements with 272 staff augmentation vendors with 63% participating in the solicitation process.
- Processed 82 responses to Statement of Work (SOW) solicitations.

eGovernment

The Procurement Services Division provides program management for e-Government services offered to state and local government through a competitively bid, outsourced business model, including delivery of citizen-facing applications and collection of the associated fees.

Key Achievements and Efficiencies

➢ Continued to streamline and enhance Mississippi's official website, ms.gov.

➢ Developed custom online applications, mobile applications, and websites in FY2024:
  ◆ Online Applications
    ● Department of information Technology Services - Security Incident Electronic Submission Application
    ● Department of Environmental Quality - Voluntary Evaluation Program Invoicing
    ● Department of Archives and History - Museum Payments and Point of Sale
    ● Mississippi State Hospital - Forensic Services Evaluation Search
    ● Athletic Commission (Boxing) - Promoter License Application
    ● Athletic Commission (Boxing) - Event Permit Application
    ● Athletic Commission (Boxing) - Combatant Application
    ● Forestry Commission - Burn Permit Application
    ● Department of Rehabilitation Services - Office of Special Disability Programs Referral Application
    ● Personnel Board - EAB Notice of Appeal Decision
    ● Department of Health - Medical Cannabis Licensing Insights and Licensing Transparency Portal *(Note - This service was not developed under the State's Master Agreement with Tyler Technologies)*
  ◆ Mobile Applications
    ● Department of Revenue - ABC Mobile Application
    ● Office of the Attorney General - Mississippi Access to Maternal Assistance (MAMA)
    ● Department of Mental Health - Mobile Application
  ◆ Payment Services for State - Owned Online Applications
    ● Appraisal Board - Real Estate Appraisal License Renewal Payment Processing
    ● Department of Marine Resources - Oyster Lease Program Payment Processing
    ● Department of Agriculture and Commerce - FLSP Payment Processing
    ● Department of Agriculture and Commerce - Boll Weevil Management Program Payment Processing
  ◆ Website Launches/Redesigns
    ● Office of the Attorney General - Maternal Assistance (MAMA) Program Website
    ● Pearl River Valley Water Supply District - Custom Website
    ● Personnel Board - EAB Template Website
    ● Hudspeth Regional Center - Template Website
    ● Hancock County - Utility Authority Template Website
    ● Personnel Board - MEHC HPP Template Website
    ● Department of Health - HPP Template Website
    ● Department of Mental Health - North Mississippi Template Website
    ● Mississippi State Hospital - Template Website
    ● Department of Finance and Administration - SJRC Template Website
    ● Department of Mental Health - Specialized Treatment Facility Template Website
    ● Office of the State Public Defender - Template Website
    ● Appraisal Board - Template Website

- Appraisal Board - Home Inspection Division Template Website
- Mississippi.gov 12.0

➢ The ms.gov eGovernment portal initiative received the following awards in FY2024:
- ◆ Center for Digital Government, Government Experience Awards:
  - Second Place Overall Government Experience - ms.gov
- ◆ dotCOMM Awards:
  - Gold Winner - ms.gov
- ◆ W3 Awards:
  - Gold Winner, General Website Categories - Government for Websites - ms.gov
- ◆ MarCom Awards:
  - Gold Winner - Mississippi Department of Corrections Website
  - Silver Winner - MEMA Mobile Application
- ◆ Davey Awards:
  - Gold Winner - Government Websites - ms.gov
- ◆ Horizon Interactive Awards:
  - Bronze Award - Mississippi Access to Maternal Assistance (MAMA) Website
  - Bronze Award - Mississippi Department of Corrections Website
  - Bronze Award - MEMA Mobile Application
  - Bronze Award - ms.gov
- ◆ Webby Award:
  - Honoree - MEMA Mobile Application
- ◆ Communicator Awards:
  - Award of Distinction - Mississippi Access to Maternal Assistance (MAMA) Website
  - Award of Distinction - MEMA Mobile Application
  - Award of Excellence - Mississippi Department of Corrections Website
- ◆ Hermes Awards:
  - Gold Award - Pearl River Valley Water Supply District Website
  - Gold Award - Mississippi Access to Maternal Assistance (MAMA) Website

➢ Processed more than 1.5 million electronic payments for Mississippi government entities using the state's Enterprise Payment Portal.

➢ Launched 33 digital government services, bringing the total to 417 over the program's life.

➢ Enhanced the protection of citizen and government data. The state's eGovernment partner completed several audits and application scans across 6 categories of risk, including:
- ◆ Electronic threats and vulnerabilities
- ◆ Malicious code
- ◆ Privacy issues
- ◆ Human factors
- ◆ Physical environment
- ◆ Downtime issues

➢ Enhanced the protection of citizen's personal information with powerful privacy and security safeguards during online transactions through the following technologies:
- ◆ Disaster recovery procedures
- ◆ Multi-tiered environments
- ◆ Intrusion detection hardware
- ◆ Secure Socket Layer (SSL) 256-bit encryption
- ◆ Application firewalls and traffic monitoring
- ◆ CyberTrust certification
- ◆ Payment Card Industry Data Security Standard (PCI DSS) certification

Organizations, Councils, Services, and Committees

ITS is committed to both our employees and our partner agencies to provide continuing education to our staff. This commitment is pertinent to both the managerial requirements and the technical aspects of the responsibilities of ITS. The following are the professional organizations in which ITS continues to be an active member.

Advance. Grow. Accelerate.

Advance Grow Accelerate (AGA) is an association that connects and empowers government financial management professionals. Through training and events, professional certification, publications, and ongoing education, AGA helps members build their skills and advance their careers. AGA is committed to increasing government accountability and transparency and has been instrumental in assisting with the development of accounting and auditing standards and in generating new concepts for the effective organization and administration of government financial management. AGA is the only association supporting more than 14,000 professionals working in federal, state, and local governments as well as the private, nonprofit, and academic sectors. Senior ITS staff members have served as past Presidents and Secretary of the Jackson chapter.

American Academy of Certified Public Managers and the Mississippi Society of Certified Public Managers

ITS is a strong supporter and participant in the Mississippi Society of Certified Public Manager (MSCPM) program to provide and encourage continued development of staff members who are in supervisory, managerial, or project management roles.

Participants and graduates of the CPM Program are encouraged to join the MSCPM, which is Mississippi's society arm of the American Academy of Certified Public Managers (AACPM). The AACPM is a national organization that holds an annual conference for additional training and educational programs as well as providing opportunities to share governmental experiences with members from other states. ITS has a strong representation in the MSCPM and utilizes the society's programs to provide continuing managerial education.

Building Industry Consulting Services International

Building Industry Consulting Services International (BICSI) is a professional association supporting the advancement of information and communications technology (ICT) professionals with information, education, and knowledge assessment for individuals and companies. BICSI serves more than 26,000 members, including designers, installers, and technicians. These individuals provide the fundamental infrastructure for telecommunications, audio/video, life safety, and automation systems. Through courses, conferences, publications, and professional registration programs, BICSI staff and volunteers assist ICT professionals in delivering critical products and services, as well as offering opportunities for continual improvement and enhanced professional stature.

eGovernment Oversight Committee

Senate Bill 2975 passed during the 2011 Regular Legislative Session established the eGovernment Oversight Committee (EOC) to oversee the implementation and management of eGovernment and related technology initiatives. The goal of this partnership is to enable government entities to create program efficiencies, meet legislative service deadlines, and establish a citizen-centric website, as well as an enhanced social media presence. Other responsibilities include addressing policy issues such as privacy, security, costs, and accessibility. The committee promotes economic development and efficient delivery of government services by encouraging governmental and private sector entities to conduct their business and transactions using electronic media. As defined in SB 2975, the Committee members (or official designee) are the Executive Director of ITS, the State Auditor, the State Treasurer, the Secretary of State, the Executive Director of the Department of Finance and Administration, the Commissioner of Public Safety, and the Commissioner of the Department of Revenue. ITS staff provides administrative support for the committee.

Gartner Group Services

ITS subscribes to consulting services from Gartner, a leading supplier of tactical and strategic analysis and data in the information technology industry. Services provided include research, strategic planning, and consulting services. Research materials provide a brief analysis of companies, technologies, planning issues, and future innovations.

Information Security Council

House Bill 999 passed during the 2017 Regular Legislative Session formally established the Mississippi Enterprise Security Program and tasked ITS to provide centralized management and coordination of state policies for the security of data and IT resources. ITS formed the Information Security Council to foster collaboration throughout state government to plan, develop, and implement enterprise security objectives. Information Security Officers from each state agency are members of the Information Security Council. ITS schedules Council meetings to provide education and awareness, identify cybersecurity-related issues, set the future direction for cybersecurity plans and policy, and provide a forum for inter-agency communications regarding cybersecurity.

Mississippi Association of Governmental Purchasing and Property Agents

The Mississippi Association of Governmental Purchasing and Property Agents (MAGPPA) brings together governmental purchasing, property, and materials management experts to improve the efficiency and effectiveness of government through education and knowledge transfer. MAGPPA is part of the national purchasing association, the National Institute of Governmental Purchasing, Inc. (NIGP). ITS employees are currently involved in the local and national organization and have previously served as officers and committee chairs.

Mississippi Association of Personnel Administrators

The Mississippi Association of Personnel Administrators (MAPA) provides a means for the improvement of public personnel administration through networking, sharing information, and providing professional, educational and development opportunities. The membership is composed of individuals in state, county, or municipal government with responsibilities for personnel, payroll, and/or training functions. ITS staff have served as officers and board members and were active in both the quarterly meetings and the annual conference.

Mississippi Coordinating Council for Remote Sensing and Geographic Information Systems

The Mississippi Coordinating Council for Remote Sensing and Geographic Information Systems (GIS) is responsible for the coordination of remote sensing and GIS activities in the establishment and enforcement of standards that will make it easier for users to share data and to facilitate cost-sharing arrangements to reduce data acquisition costs. The Council provides direction to ITS for the operation and maintenance of the GIS data warehouse known as the Mississippi Geospatial Clearinghouse. The Council also provides oversight to the Department of Environmental Quality for the management, procurement, development, and maintenance of the Mississippi Digital Earth Model (MDEM), which includes seven core data layers of a digital, land-based computer model of the State of Mississippi.

Mississippi Telecommunications Management Association

The Mississippi Telecommunications Management Association (MTMA) is a nonprofit organization that enhances and develops the telecommunications management function by providing a forum where major users of telecommunications facilities and services can readily exchange information, experience, and concepts to the mutual benefit of the individual members and their organizations. Membership is comprised of Mississippi-based organizations that are users of telecommunications technology or entities that are predominantly engaged in the production, sale, or rental of telecommunications equipment and consulting services.

Mississippi Wireless Communication Commission

The Mississippi Wireless Communication Commission (WCC) is a 16-member commission comprised of representatives from state and local governmental entities. The WCC is charged with making recommendations and developing strategies for achieving interoperability to ensure effective communications services are available in emergencies. The Mississippi Wireless Information Network (MSWIN) was fully operational statewide in March 2013, providing a ninety-seven percent coverage area, via multiple sites for P-25 700 MHz land mobile radio wireless communications. Currently, MSWIN is the only statewide interoperable emergency communication voice and data network available for use by both state and local public safety entities and available to over 99% public safety subscribers. The ITS Executive Director, or designee, serves as a member of the WCC in compliance with MS Code 25-53-171. Additionally, ITS provides administrative and financial support and oversight of the WCC work and staff.

Multi-State Information Sharing and Analysis Center

The Multi-State Information Sharing and Analysis Center (MS-ISAC) is a voluntary and collaborative effort based on a strong partnership with the National Cyber Security Division within the U.S. Department of Homeland Security (DHS). MS-ISAC has been designated by DHS as the key resource for cyber threat prevention, protection, response, and recovery for the nation's state, local, territorial, and tribal (SLTT) governments. Through its state-of-the-art 24/7 Security Operations Center, the MS-ISAC serves as a central resource for situational awareness and incident response for SLTT governments. Senior ITS staff members are actively involved with MS-ISAC.

National Association of State Chief Information Officers

The National Association of State Chief Information Officers (NASCIO) represents information resource executives and managers from the 50 states, the United States territories, and the District of Columbia. Representatives from federal, municipal, and foreign governments participate in the organization as associate members. Corporate members representing the top hardware, software, and consulting firms are also a vital part of NASCIO. Opportunities provided for sharing information through NASCIO membership are significant. The state has benefited from researching information systems developed by other states that are available for transfer to Mississippi at little or no cost. Senior ITS executive staff are actively involved in NASCIO serving on various committees and workgroups.

National Association of State Technology Directors

The National Association of State Technology Directors (NASTD) consists of telecommunications and technology professionals from all 50 states, the District of Columbia, and the United States territories. Various members of the ITS staff have served in leadership positions in the organization including Southern Regional President, National Executive Board Member, Chair of the Corporate Relations Committee, Coordinator of the eGovernment Special Interest Group, Chair of the E-Rate/Rural Health Committee, and Regional Meeting Host State Coordinator. ITS staff has also participated on several other committees and special interest groups including: The Regulatory Action Committee, Security Special Interest Group, Network Management Special Interest Group, and the IP Telephony Special Interest Group. Agency staff also actively participates in the NASTD listserv by posting requests for information as well as responding to requests for information posted by other members.

Project Management Institute

To ensure that state resources are managed as effectively as possible, several agency staff members carry the credential of Project Management Professional (PMP) administered by the Project Management Institute (PMI). PMI is a not-for-profit professional organization for the project management profession with the purpose of advancing project management through the development of standards, research, education, publication, and networking-opportunities in local chapters.

Travel

2024 Board Meeting Travel

Board Member	Per Diem	Travel Expenses
Bill Cook	0.00	0.00
Mark E. Henderson	40.00	221.10
J. Keith Van Camp	440.00	18.76
Christa L. Alexander	360.00	0.00
Thomas A. Wicker	520.00	898.93
Total Board Member Travel	**$1,360.00**	**$1,138.79**

2024 In-State Travel

Employee	Destination	Travel Expenses
Alec Shedd	Statewide MS	4.40
Brodie McAlilly	Statewide MS	18.57
Jay White	Gulfport, MS	72.66
Renee Murray	Natchez, MS	47.52
Foster Fowler	Biloxi, MS	73.92
Chris Nix	Statewide MS	1,274.46
Chris Thornton	Statewide MS	1,753.34
Total In-State Employee Travel		**$3,244.87**

Travel

2024 Out-of-State Travel

Employee	Destination	Travel Expenses
Leah Kathryn Anzenberger	NASCIO Deputies Leadership Summit	253.60
Brian Norwood	NASCIO Deputies Leadership Summit	339.70
Khelli Reed	TN Dept of Health & Human Services	933.88
Brian Norwood	NASCIO Annual Conference	1,983.20
Foster Fowler	Cisco Executive Briefing Center	594.60
Richie McLendon	NASTD Annual Conference	1,969.73
Lisa Kuyrkendall	NASCIO 2024 Midyear Conference	157.00
Tyler Johnson	MS-ISAC Annual Meeting	1,786.54
Amanda Fite	F5 Public Sector Symposium	2,266.63
Jay White	NASCIO Deputies Leadership Summit	234.45
Holly Savorgnan	NASCIO Annual Conference	27.51
Andrew Westerfield	NASTD Annual Conference	1,722.56
Jeffrey Thames	Cisco Live	2,505.10
Betsy Ward	Cisco Executive Briefing Center	630.35
Andrew Westerfield	2024 NASTD South East Seminar	131.41
Brian Norwood	Digital States Annual Summit	652.52
Spencer Ringer	VM Workshop	1,517.61
Stephen Patterson	Cisco Executive Briefing Center	607.45
Lisa Kuyrkendall	Cisco Executive Briefing Center	603.93
Brian Norwood	Cisco Executive Briefing Center	968.60
Nick Castleberry	2024 NASTD South East Seminar	0.00
Betsy Ward	2023 Envision Summitt	687.29
David Johnson	NASCIO Deputies Leadership Summit	198.77
Leah Kathryn Anzenberger	NASCIO 2024 CPO Leadership Summit	355.95
Holly Savorgnan	NASCIO 2024 CPO Leadership Summit	418.89
Total Out-of-State Employee Travel		**$33,238.06**

ITS Contact Information

Executive Director	Craig P. Orgeron, CPM, Ph.D. (601) 432-8000 craig.orgeron@its.ms.gov
Chief Administrative Officer	Stephanie Hedgepeth (601) 432-8237 stephanie.hedgepeth@its.ms.gov
Chief Information Security Officer	Jay White (601) 432-8180 jay.white@its.ms.gov
Chief Operations Officer	Brian Norwood (601) 432-8182 brian.norwood@its.ms.gov
Data Services	Steve Patterson (601) 432-8117 steve.patterson@its.ms.gov
Internal Services	Holly Savorgnan (601) 432-8102 holly.savorgnan@its.ms.gov
Procurement Services	Tabatha Baum (601) 432-8072 tabatha.baum@its.ms.gov
Telecommunications Services	Lisa Kuyrkendall (601) 432-8015 lisa.kuyrkendal@its.ms.gov

Mississippi Department of
Information Technology Services

Craig P. Orgeron, CPM, Ph.D., Executive Director

3771 Eastwood Drive
Jackson, MS 39211
(601) 432-8000
www.its.ms.gov
www.ms.gov