

Listing of Strategic IT Services

(FY 2011-12 Schedule IV-C

Worksheet SC-2)

Dept/Agency: Department of Management Services

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Date Completed: 10/15/2010

1. Real Estate Property Asset Tracking and Management Service

This service provides for the management and tracking of real estate property assets for the state of Florida, including leasing, operations and maintenance, work order tracking, paid parking, project management, fixed capital outlay tracking, and state facility inventory. This service also provides for environmental, power, security, and fire monitoring and control. Applications/systems that make up this IT Service are:

- 1.a. Paid Parking System** – maintenance of contracts and space assignments.
- 1.b. Lease Management System** – Tracking of leases and related information for leases both within DMS pool of facilities and private sector leases.
- 1.c. State Facilities Inventory System** – Tracking of various state-owned facilities and needed maintenance on these facilities. This covers both DMS facilities and facilities managed by other state agencies.
- 1.d. Budget Request System** - Mechanism to track building maintenance needs for use in the development of Fixed Capital Outlay Budget Requests for Real Estate development and maintenance efforts.
- 1.e. Fixed Capital Outlay (FCO) Management and System** –Tracking of FCO funding and expenditures for Real Estate development and maintenance projects.
- 1.f. Preventative Maintenance System** – Mechanism to track the preventative maintenance needs of equipment in DMS pool facilities.
- 1.g. Work Order Tracking System** – Mechanism to receive and track Real Estate work orders for both external and internal customers.
- 1.h. Various environmental, security, power, fire, and video monitoring systems**, including:
 - Siemen’s Insight Apogee environmental monitoring and control system

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- ABC Total Control environmental monitoring and control system
 - Trane Tracer environmental monitoring and control system
 - Johnson Control's Metasys environmental monitoring and control system
 - SquareD's Power Logic power monitoring and control system
 - Card Key's Pegasus 1000 security/access control system
 - Georgia/Florida's Read Key Pro security/access control system
 - Honeywell's XBSI security/access control system
 - Honeywell's EBI security/access control system
 - Siemen's Pyrotronics CXL Fire Alarm system
 - Siemen's NCC Pyrotronics Fire Alarm system
 - SIS Alarm Center Fire Alarm system
 - Honeywell's DVM video monitoring system

2. On-line e-Procurement Service (MyFloridaMarketPlace)

This service makes available electronic purchasing for the state of Florida. This includes the processes associated with registering and managing vendors, creating requisitions and purchase orders, making purchase orders viewable by the public on the Web, receiving orders, and approving invoices. This service integrates with FLAIR. The system is a source for centralized procurement activities, streamlining interactions between vendors and state government entities, and providing the tools to support world class procurement for the State of Florida. This service also allows for the posting of competitive solicitations on-line for electronic access by vendors, the public viewing of purchase orders and payments on-line, minority vendor certification management, and the management of an emergency supplier network.

The following IT Systems are constituent elements of this Strategic IT Service.

- 2.a. Buyer** – This system is base on Ariba. It is the Web-based procurement system that supports agency users in online requisitioning, purchase order creation and transmission, electronic response for informal solicitations and sealed bids, contract maintenance, online receiving, automated workflow management for approvals of both requisitions and invoices, automated invoice matching, system search and export functionality, and electronic receipt of vendor invoices.

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- 2.b. SPURS-view** – System allows for public viewing of vendor and purchase order information on the Web.
- 2.c. Vendor Bid System** – The web-based application that allows the state agencies to post solicitations and other items for the vendor community to visit and monitor.
- 2.d. Vendor Information Portal-** *this system has three components:*
- 2.d.a. Billings and Collections** – Web based system that allows vendors to manage the business they do with the State of Florida. It includes fee notifications, reporting capabilities, and payment history
 - 2.d.b. Vendor Registration** - This system is designed to streamline interactions between vendors and state government entities that purchase goods and services, and provides a user-friendly Internet portal where vendors can register, receive information on upcoming bids, post information on products and services, and receive purchase orders electronically.
 - 2.d.c. Vendor Performance Tracking** – The systems generates notifications to Agency users to provide survey responses for those vendors with which they have worked. These responses are aggregated by vendor and assigned an overall rating, which is available to all MyFloridaMarketPlace users.
- 2.e. Analysis** – Web based system, which provides analytical reports that allow the State to review and understand purchasing patterns (based on commodity, contract, vendor, etc.) over a period of time. This application receives updates from the Buyer application and Vendor Information Portal on a nightly basis and monthly updates from FLAIR so the data reflected and produced in the resulting reports is relatively current. Users have the opportunity to build reports on demand, save those reports for future use, share reports through a public folder, and schedule reports to run on a defined basis or run the reports on demand as needed.
- 2.f. Ariba Supplier Network (ASN)** - System allows vendors to create an electronic invoice online and send these invoices back to the State.

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- 2.g. Sourcing** – Web based system that allows users to create, launch and manage the entire solicitation process online. It allows users to score and rank bids by buyer’s criteria, manage and collaborate online across locations, analyze bids, and award business. Formal bidding system for goods and services more than \$25,000.00.
 - 2.h. E-Quotes** – Informal bidding system for goods and services less than \$25,000.00.
 - 2.i. Aravo** – On-line catalogue enablement tool.
 - 2.j. Vendorstrator** – This system streamlines the Minority Business Enterprise (MBE) certification process and provides real-time data on the number of certified minority vendors and the breakdown of minority designations. It allows MBE vendors to complete certification/re-certification on-line. This system interfaces with the MyFloridaMarketPlace system.

3. On-line Statewide Phone Directory Service

This service provides development, maintenance, hosting and processing for making available the web-based statewide phone directory to the public.

The following IT Systems support this service.

- 3.a. 411 On-line Directory** – Web-based system that updates employee and phone information on a regular basis, and makes this information available to the public. Telephone numbers are available by: agency, city, county, employee, school, community college, university, and subject.

4. Telecommunications and Radio Services – Back Office and Engineering Support

This core IT Service provides efficient and cost effective data processing for the collection of orders, storage of inventory, creation of invoices, and tracking of vendor and customer payments. Engineering support tools/applications complete Telecommunications and Radio Services operational functions.

The following IT Systems support these functions for SUNCOM Portfolio of Services.

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- 4.a. Network Management System (NMS)** – An order entry and tracking system and provides Telecommunications and Radio Services (TRS) with the capability to track data and voice call records for all state agencies using SUNCOM long distance. The system also processes service orders for each SUNCOM customer and maintains real-time status of all the State’s telephone circuits.
- 4.b. SUNCOM Integrated Data Accounting & Order Entry System (SIDAOES)** – A circuit and device inventory tracking system and is the basis for auditing vendor invoices for data services.
- 4.c. Communications Services Authorization System (CSA System)** – A system that facilitates the web submission of communication service orders that add, move, change, or disconnect the services delivered to customers.
- 4.d. Telephone Agency Billing System (TABS)** – A system that handles local service invoicing through Electronic Data Interchange (EDI) vendor invoice files. This system converts the data and reconciles the vendor invoice with orders submitted via the CSA System (mentioned above) before invoices are sent to SUNCOM customers.
- 4.e. SUNCOM Network Invoicing** – A system that handles long distance and network invoicing by associating long distance call detail to customer records as well as circuit detail to corresponding customer accounts.
- 4.f. Collections Tracking** – A system that enables reporting on accounts receivable to identify customers’ payment history. Information is entered when making contact with a customer regarding a delinquent account to track the collections process.
- 4.g. Vendor Payment Processing System** – This system documents revenue by service and the posting of payments to vendors, and facilitates service level financial reports. It produces the detail necessary for the Department Finance & Accounting to process payments to vendors through automated form creation.
- 4.h. Gentran EDI Processing** – Software for mapping Electronic Data Interchange data files to file formats for processing, and the system for processing the EDI data files.

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- 4.i. Open and Shared Information System (OaSIS)** – This system is designed to become the single sign-on portal of all SUNCOM business applications. Order processing, inventory, invoice auditing and processing will be migrated into the portal for customer ease of use adding additional avenues of auditing by the customer and more granular customer access.
- 4.j. DNS** – Provides primary network name server resolution (eg. flolottery.com = 204.90.20.36) for state agencies and supported groups. This system supports over 190 domains including myflorida.com, state.fl.us, fl.gov, and flalottery.com. The state DNS system is comprised of numerous systems with a high degree of redundancy.
- 4.k. NMS - Networking Equipment Monitoring (NAGIOS/Cacti)** – Provides near real time monitoring of all networking equipment and support systems for up-time and load levels. NAGIOS sends alerts if an outage occurs or system parameters fall out of tolerance. Cacti supplies system overviews of CPU, interface utilization, interface errors, etc.
- NMS - Networking Equipment Configuration Archive (RANCID)** – Pulls daily backups of all networking equipment configurations and interface to track changes.
- NMS - Traffic Protocol Analyzer (NED1/NED2)** – Any of the NED systems are used as IP protocol analyzers (WireShark) when needed to troubleshoot issues passing through the SSRC LAN.
- 4.l. RADIUS - Network Access Authentication System** – Authentication and authorization support system for user access to all networking equipment.
- 4.m. Distribution - List Server (NED1)** – listserv.myflorida.com can provide email announcement or discussion lists. Currently used for announcements to various CIO and IT director groups, Florida 911 coordinator discussions, monthly guest wireless automated password change notification, and Suncom service notifications.
- Distribution - Linux Local Repository (NED1)** – Provides selection of files available via HTTP and local guest Samba share (Windows style share) including Fedora, PCLinuxOS, Ubuntu operating system ISO files, Parted Magic drive partitioning ISO, UBCD system testing and utility disc. All ISO files can be burned to CD or DVD as appropriate. System also has latest version of Fedora Linux mounted for use as network install point.
- Distribution - Instant Messenger (NED1)** – im.dms.state.fl.us is a Ejabber based instant messenger server used by Suncom NOC and DivTel. We use the Coccinella client (Windows/Linux) for quick chat and online collaborative whiteboard.

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4.n. Network Devices Tools (NDT) (NED2/NED3) – The NDT is a consolidation point for various networking based tools. This system provides an interface for troubleshooting, tracking Cisco inventory for annual maintenance, automatically tracking equipment (including VoIP phones for e911), automatically tracking IP address ranges and tying to owner agency, and recording/processing IP traffic for network utilization based billing.

NDT - IP and Port Monitoring (NED1/NED2) – Process using NetFlow to capture IP flow details from routers to add in processes like site migrations.

4.o. SLERS-FIN Frequency Mapper – This software maps the SLERS (Statewide Law Enforcement Radio System). It displays everywhere our 800 MHz frequencies are licensed as well as showing Queuing data. Internal staff use it to monitor system performance, troubleshoot system issues, and perform frequency planning tasks.

4.p. FRIP (Florida Regional Interference Program) – This software must be used by State statute as part of the application process for 800 MHz frequencies in the NPSPC band (851-854 MHz) in the State of Florida. It uses a database of approved users and compares it to the applicant's proposed radio system to look for interference issues.

5. 911 Financial Management Service

This service provides fund management capabilities for the E911 Board.

The following IT Systems support this service.

5.a. E911 Fund Management system – A system for loading county information and appropriately calculating disbursements from the E911 fund.

6. On-line Human Resource Management Service

This service makes available state-wide, on-line human resource management functions. This includes employee and manager self-service tools that streamline and standardize human resource transactional processes.

The following IT Systems are constituent elements of this Strategic IT Service.

6.a. People First System – People First is the State of Florida's self-service, secure, web-based SAP application that automates the State's human resource functions, such as attendance & leave, benefits administration,

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human resource management, organizational management, payroll administration, and staffing.

- 6.b. People First Data Warehouse and Impromptu** – Oracle database that warehouses People First data for agency access and reporting.

7. State Fleet Tracking and Management Services

This service provides for the tracking and management of state vehicles and other equipment.

The following IT components are constituent elements of this Strategic IT Service.

- 7.a. Equipment Management Information System** – The Equipment Management Information System (EMIS) is a fleet management and reporting system. The system provides the management and cost information required for state agencies to effectively and efficiently manage the state's vehicle and watercraft fleet.
- 7.b. Disposal Management System** - The Disposal Management System records and tracks state surplus mobile equipment to be sent to monthly auctions. Information tracked includes vehicle description, owner agency, contact information, location of vehicle, and sale information.
- 7.c. ESPData's VinPower** – A vendor hosted service that allows the business unit to lookup a vehicle by Vehicle Identification Number (VIN) and correct vehicle information. Information made available includes year, make, model, engine type, weight, manufacturer, etc.

8. Private Prison Contract Performance Monitoring Service

This service provides for contract performance monitoring of private prison services within the Specialized Service division within DMS.

The following IT Systems are components of this Strategic IT Service.

- 8.a. Private Prison Management (PPM) Contract Monitoring System** – This Web-based system allows PPM Contract Managers to monitor/track the performance of the Private Prison Contractor. Elements that are monitored and tracked are incident tracking and resolution, contractor employee position vacancies, inmate program participation, and adherence to American Correctional Association requirements.

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9. Aircraft Flight Scheduling and Billing Service

This service provides automation of flight scheduling of state aircraft, and billing for aircraft usage. This service is made available by installed packaged software and by a hosted web-based solution.

The following IT Systems are constituent elements of this Strategic IT Service.

- 9.a. **Business Aircraft Records and Tracking (BART)** – This system allows flights to be scheduled and aircraft to be reserved. It tracks and records all flights performed by the Bureau of Aircraft. Information recorded includes passenger information, destination, flight times, pilot information and flight cost.
- 9.b. **BART Executive Aircraft System (BART EAS)** – This system produces invoices to the agencies for which flight services were performed.

10. Federal Property Acquisition, Warehousing, and Distribution Service

This service makes available automation specifically designed for Federal Surplus Property programs operated by the US General Services Administration (GSA). This automation is made available by a vendor's web-based hosted solution.

The following IT Systems are components of this Strategic IT Service.

- 10.a. **InCircuit's Asset Management Suite** – A web-based solution designed to meet the unique needs of federal surplus property management and financial administration.

11. Customer Relationship Management and Performance Monitoring Service

This service provides for the Customer Relationship Management (CRM) and Performance Monitoring function of the Human Resource Management division. This service provides for the logging, documenting, and tracking of correspondence or requests, including those related to collective bargaining grievance, and other types of HRM related matters.

The following IT Systems are constituent elements of this Strategic IT Service.

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- 11.a. Contact Management System** – The system records customer contact information along with subject matter, information related to collective bargaining grievances, and tracking information of all communication and resolution.

12. On-Line Position Classification Service

This service allows hosting and content management of pay and position classifications used by state agencies and other governmental entities, including listings of Career Service and Select Exempt Service class specifications. Information maintained by this service includes allocation factors, knowledge skills and abilities, examples of work and minimum classifications, class designations such as EEO job category, probationary period, collective bargaining unit, and schedule of salary ranges and pay range tables.

The following IT Systems are constituent elements of this Strategic IT Service.

- 12.a. Position and Pay Classification Website** – The Website and content management functions, and associated database.

13. Employee Benefits Management Service

The service provides Web-based information. It provides self-service functionality to the State of Florida Legislative and Executive Branches, active and retired employees, state agencies and universities, COBRA participants, surviving spouses and dependents, and other entities. This service also provides for a repository for Blue Cross Blue Shield claims information and Capital City Bank payment information that gets loaded and reviewed on a monthly basis.

The following are IT components of this service.

- 13.a. Oracle Database and Extract-Transform-Load programs** - Loads the data from BCBSFL and Capital City Bank.

- 13.b. MyBenefits Website** – The MyBenefits Website itself.

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14. Retirement Benefits IT Services

This service provides development, maintenance, and hosting of the Florida Retirement System (FRS) for the Division of Retirement within DMS. This service provides the business functions required for administering the statewide Florida Retirement System (FRS) pension plan and the Public Employee Optional Retirement Program (PEORP) for active members, FRS retirees, FRS agencies, FRS retiree deduction providers and the Optional Retirement Program (ORP).

The following IT Systems are elements of this Strategic IT Service:

14.a. *Integrated Retirement Information System (IRIS)* – This line of business functions and workflow system provides the Division with the ability to enroll members, manage and audit employer contributions, maintain historical membership information, calculate retirement estimates and generate retirement benefit payments for FRS retired members or their beneficiaries.

14.b. *Retirement Online (ROL) Web-based System* – The self service website that allows FRS members and retirees the ability to view and update their own pension information. The website also allows FRS agency and retiree deduction providers to view and update information for their members in addition to providing the means to electronically submit required data files to the Division of Retirement.

14.c. *Police and Firefighters' Pension System (LRS)* – The system used by the employees of the Division of Retirement to maintain the LRS Police and Firefighters' pension system member and municipality business functions are implemented into this system.

15. MyFlorida.com Portal Web Site Maintenance and Hosting Service

This service makes available to the general public an official portal of the state of Florida. This Portal is an organized gateway to get to other state of Florida government websites. These other Websites (agencies, commissions, other governmental entities) are separate Websites and are not hosted with the MyFlorida.com Portal, nor do they use the same content management programs.

The following IT Systems are constituent elements of this Strategic IT Service.

15.a. *MyFlorida.com Portal Web Site* – Centralized access to Florida State Government Web-based information.

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- 15.b. *Portal Administration*** – The content management and administration system for managing the MyFlorida.com Portal.
 - 15.c. *Link Checker*** – Application that scans the MyFlorida.com Portal site and checks for broken or problematic links.
 - 15.d. *Get Answers Knowledgebase*** - The knowledgebase of answers to Frequently Asked Questions, and the CRM functions for allowing citizens to ask questions of the State and get answers back. This is a hosted software service with RightNow Technologies. The Dept. of State performs the Customer Rep functions with this system and the management of the knowledgebase.

16. Accessibility Compliance Assistance Service

This service makes software tools available to agencies to check Section508 compliance of Web sites, and provides opportunities for repairs.

The following IT Systems are constituent elements of this Strategic IT Service.

- 16.a. *ACC – Accessibility Compliance Checking package*** – Purchased software package from HiSoftware. 50 licenses of ACC Verify and ACC Repair. One license of server-based ACC Monitor.