

State of Connecticut

Department of Information Technology

Digest of Administrative Reports Fiscal Year 2007

DIANE S. WALLACE, Chief Information Officer
Established - 1997
Statutory authority - C.G.S. Sec. 4d
Central office -101 East River Drive
East Hartford, CT 06108

Number of positions - 316
Recurring operating expenses: General Fund - \$19,926,167
Technical Services Revolving Fund - \$36,182,097

Organizational Structure -
Office of the Chief Information Officer; Administration; Business Development Divisions I, II, and III; Security, Architecture and Standards; Operations, Network and Distributed Systems

The mission of the Department of Information Technology is to provide quality information technology (IT) services and solutions to customers, effectively aligning business and technology objectives through collaboration, in order to provide the most cost-effective solutions that facilitate and improve the conduct of business for our state residents, businesses, visitors and government entities.

Achievements and Advancements Fiscal Year 2007



Staffing: Building a High Performance Organization

Worked with Agency Partners to Modernize, Refine State IT Job Classes

DOIT worked with the Department of Administrative Services and the Office of Policy and Management to modernize and refine IT job classifications. The changes promote additional opportunity and capacity within the State IT workforce.

Training and Development Increases 80 Percent

In FY 2007, \$268,790 was invested in IT training and development - an increase of more than 80 percent from FY 2006. In FY 2007, 71 employees took 591 online courses, 290 employees attended customer service training, and 49 employees took 86 in-service training classes.

DOIT Leadership Conference Focuses on Best Practices, Customer Service

DOIT held an all day Leadership Conference featuring a series of presentations and exercises on IT leadership, system development methodology, procurement practices, ITIL and change management, security topics, and customer service.

Multi-Track Customer Service Training Program Launched for All DOIT Employees

A multi-track customer service program was launched featuring training for all DOIT employees, weekly tips and reference tools on how to improve and enhance customer service.

Workforce Planning Advances to Address Long Term Staffing Needs

DOIT long-term staffing needs and talent gap assessments were conducted and budget requests developed to replace consultants with permanent staff, reduce single points of failure vulnerability, and address additional long term structural staffing issues.

Enterprise Learning Management System to Offer Statewide Shared Training Resource

An enterprise online learning management system procurement was executed to secure an enterprise training system for use by all agencies. This system will facilitate sharing of material, provide reporting tools to track training efforts, and reduce reliance on outside vendors.



Security: Protecting the State's IT Infrastructure

Disaster Backup and Recovery Initiatives Advance

DOIT secured planning funds for a second Data Center, established an alternative data replication site for the Core-CT system, and held disaster recovery exercises to test recovery of the DOIT security infrastructure, the state network, mainframe, e-mail system, and selected agency applications.

Mainframe and Distributed Disaster Recovery Work, Exercises Continue

Disaster recovery exercises, documentation, and work continues, with the latest exercise held in January 2007. Continuing exercises deepen DOIT technical support staff expertise and enable customers to expand scope of testing. Restoration times for the mainframe have been reduced due to backup schedule reconfiguration changes.

Disaster recovery testing and procedure refinements for distributed systems continued in FY 2007. System recoverability time for distributed systems has been decreased through server virtualization, and separation of operating system image and database recovery systems.

DOIT and 51 Agency Business Continuity Plans Completed

DOIT completed its first Continuity of Operations plan in the event of a loss of staff. Fifty-one Business continuity plans for 12 HIPAA-impacted agencies were also facilitated and completed in FY 2007 to plan for continuity of operations in the event of loss of facility, information or communication systems.

Pandemic Influenza Continuity of Operations Planning Assistance

To assist agencies with Pandemic Influenza Continuity of Operations (COOP) planning, DOIT created a website with online templates, documents, and other relevant materials and assisted the Department of Administrative Services with statewide planning efforts. DOIT also designed and launched www.ct.gov/ctfluwatch, the interagency site for pandemic flu information.

Telecommunication Disaster Preparedness Capability Strengthened

DOIT strengthened telecommunication disaster preparedness capabilities and was established as lead agency in the federal Government Emergency Telecommunications Service Program. In this role, DOIT coordinates resources for state agencies to access communication lines in the event of emergency or crisis when the probability of completing a call over normal or other alternate telecommunication means has significantly decreased. DOIT continued its participation to cover land lines, wireless and network connectivity.

Intrusion Prevention and Detection Tools Block More than 233,111 Potential Threats

In FY 2007, 211,333 million blocks were placed on external activities or interactions that would potentially exploit the state IT infrastructure.

Security Firewalls Upgraded To Further Protect State Systems, Applications

The enterprise security firewall was upgraded in 2007 to enhance protection of state IT systems and improve performance of public-facing state applications, including e-mail and web access.

Anti-Virus Systems Upgraded, Services Block 157,489 Attempted Attacks

Anti-virus services are provided by the DOIT Desktop Services Team to 34 agencies with 10,380 network-connected devices. Anti-virus services monitor, block, detect, and, if necessary, quarantine and clean systems. In FY 2007, DOIT anti-virus services upgraded systems providing the service and more than 157,489 virus/adware/spyware/malware attacks were blocked from customer systems.

Patch Management Services Deploying System Upgrades Expands 143 Percent

Patch management services are provided by the DOIT Desktop Services team to 18 agencies with 2,010 devices requiring protection. In FY 2007, the service expanded 143 percent with the addition of two new agencies and 1,185 additional devices.

Internet Filtering System Service Expands to 18 Additional Agencies, 5.6 million Attempted Site Visits Blocked

DOIT's internet filtering system, offering filtering in more than 79 categories, is now used by 57 agencies, with 18 agencies joining the system in the system in FY 2007 alone - a 46 percent increase. In FY 2007, the system blocked more than 5.6 million attempted visits to unsafe or non-business related sites. Additional capacity was added in FY 2007 via the addition of additional servers to the firewall/filtering clusters.

New IT Forensics Lab Established

A state of the art forensics lab was established to conduct IT security investigations for client agencies.

Online Security Awareness Program Launched

An online IT website and security awareness program offering tips, best practices and advice for state employees, IT security professionals, and the public was launched. Online publications on topics including identify theft, cyber-bullying, and more were viewed more than 10,000 times over first three months alone.

DOIT Participates in Multi-State Cybersecurity Conference

DOIT participated in a two day cyber-security conference simulating regional responses to acts of cyberterrorism. The exercise involved officials from five states and the financial, energy, IT and healthcare sectors.

DOIT Leads in Daylight Savings Time Assessment, Tracking and Remediation

DOIT Security led the initiative to assess the impact of Daylight Savings Time (DST) changes on IT applications statewide, including monitoring of vulnerability assessments, testing and remediation activities, and providing central coordination services. DOIT Desktop Services assessed, deployed patches, and executed other preventative activities for 17 agencies, 60 servers and 791 desktop computers impacted by the DST change.

DOIT Continues to Lead HIPAA Compliance Program

DOIT continues to oversee the state HIPAA compliance program for ten state agencies. Federal HIPAA regulations establish privacy and security policy for the protection of electronic health care transmissions, medical information and medical records. In FY 2007, DOIT worked with HIPAA agencies to develop and implement Disaster Recovery and Business Continuity Plans, conduct security risk assessments, and establish final HIPAA compliance remediation requirements.



Standards and Best Practices: Deploying Enterprise IT Management Practices and Tools

Technical Review Group Established to Review Architecture, Expedite Project Review

A Technical Review Group was established to review proposed technical designs for new applications and infrastructure projects.

System Development Methodology Manual Deployed to Improve IT Project Execution

A new system development methodology was developed and deployed to ensure information systems developed meet State and agency objectives, are compliant with current and planned standards, easier to maintain, and cost-effective to enhance.

Total Cost of Ownership, Cost-Benefit Analysis, and Agency IT Planning Tools Issued

DOIT developed new tools to assist in calculating total cost of ownership over the entire life span of an IT application. Also developed were a series of cost/benefit analysis tools, including cost/benefit flowcharts, analysis forms, checklists, and other materials to assist agencies in developing and maintaining IT plans.

ITIL Project Launched for Best Practices and Documentation

An Information Technology Infrastructure Library (ITIL) initiative was launched in FY 2007 to define best practices to manage IT services. These practices will help DOIT improve service delivery and overcome obstacles associated with growth and development of IT systems.

DOIT Products and Services Guide Developed

DOIT completed its first products and service guide featuring information on more than 200 current and planned products and services. The guide provides planning assistance to agencies in assessing various service options and configurations and assists in standardizing terms and charges.

System Design Guidelines Issued for Municipalities

In accordance with C.G.S. 1-211 (c), DOIT has published guidelines for municipalities with guidance and items for consideration when considering new computer system development.

User Groups Fostering Collaboration

User groups and direct mentoring foster collaboration, knowledge sharing and advancement within the application development environment, including the .net user group consisting of 12 agencies and 30 IT personnel, and the Agency IT Managers user group.

E-Government: Advancing E-Government Tools and Services



DOIT Facilitates Development of Statewide E-Government Strategy

DOIT sponsored three statewide focus group forums with more than 24 agencies, constitutional offices, and higher education to advance the State's e-government strategy development and foster shared solutions. Thirty-nine e-government applications in 19 agencies are currently under development.

New E-Government Applications Launched - Online Registration Renewal, Online Payment, and Online Bird Mortality Reporting

DOIT developed and launched the State's first centralized credit card service for applications requiring on-line credit card payment, an online car registration renewal system for the Department of Motor Vehicles, and an online bird mortality reporting system for the Department of Environmental Protection. DOIT is also conducting market research in the availability of a customizable, scalable online licensing application for state agencies.

Enhancing the State's Online Presence - 21 New Portal Sites Launched, Servers and Monitoring Tools Upgraded

DOIT continues to deploy a streamlined and consistent web content management system. In FY 2007, 21 new CT.gov portal websites were launched and more than 34,000 files added. More than 56 state agencies and organizations and 80 live sites with 117,788 files and content pages are now part of the CT.gov internet portal system.

Servers hosting the CT.gov portal system were migrated to a more robust hardware solution, resulting in vastly improved performance and stability for all agencies and users of the portal. Web traffic monitoring tools were also upgraded in FY 2007, providing more accurate traffic patterns and an easier to use interface.

Funding Secured for Internet Portal Upgrade

Funding was secured for a new internet content management system in FY 2008 in order to further upgrade and advance the State's online presence.

CT.gov Visits Increase 153 Percent

Visits to the state internet portal, CT.gov, increased 153 percent in FY 2007. 327 updates were made to the site in FY 2007, including 175 Latest News updates for citizens.

State Geospatial Information Systems (GIS) Council Developing Statewide Strategy

The State Geospatial Information Systems (GIS) Council continued work on a statewide uniform geospatial information system capacity. The council held nine meetings in FY 2007, received \$140,000 in federal grants, established 14 geospatial categories to assess potential datasets for statewide GIS applications, and conducted surveys and workshops on statewide GIS uses and needs.



Providing Advanced Office Tools and Support

Customer Communications/Information Outreach Expands

Customer communications expanded in FY 2007 with the issuance of three Customer News and Service Bulletins with 26 articles, two new Information Security Awareness Bulletins, 40 news items and agency alerts added to the DOIT websites, and 80 new content pages and additions/updates. In FY 2007, visits to the main DOIT website increased 163 percent and customer and security news bulletins were viewed more than 12,700 times.

Help Desk Upgrades Save Dollars, Improve Services

DOIT's Help Desk tracks and routes customer service and work requests. In FY 2007, the Help Desk processed 31,365 requests for assistance. The Help Desk resolved 37.8 percent of DOIT problem calls without escalation, providing customers with faster resolution and freeing up technician resources.

The HELP Desk also upgraded to a new and improved problem reporting and work intake system. By migrating most of the system to new distributed servers, maintenance costs were lowered by \$42,656 annually.

State Telephone Attendants Average 1,700 Calls Per Month

The State of Connecticut Telephone Attendant provide Statewide directory assistance to agencies and the public, and process telephone repair requests for State agencies. In FY 2007 the team serviced an average of 1,700 calls per month.

Application/System Development Support Provided to 26 Agencies, 41 Applications

DOIT's Application and System Development team provides ongoing support for DOIT and customer agency applications. Over the past year, the team provided critical technical and consulting assistance to maintain, upgrade or repair applications for more than 26 agencies and 41 applications.

Desktop Service Support Provided to 16 Agencies in 18 Cities and Towns

DOIT provides a comprehensive suite of Desktop Services to 16 agencies with 1,200 users, in 42 facilities among 18 cities and towns. These services include desktop computer hardware, software, and printer services. In FY 2007, the Desktop Services team resolved and responded to more than 3,029 customer work and assistance/problem requests, including hardware/software installations, upgrades, maintenance, licensing renewals, patch and anti-virus management services and more.

Monthly Email Processed Tops Four Million

DOIT provides e-mail services to executive branch agencies. DOIT systems now processes more than 4.05 million e-mails between the public and executive branch agencies each month, or 48.6 million per year.

Statewide Exchange E-Mail System Expands to 40 Agencies, 20,000 Email Boxes

DOIT continues the statewide deployment of a uniform e-mail system. 40 agencies, consisting of 20,000 e-mail boxes, now use the centralized MS Exchange e-mail system. In FY 2007, 2,805 new mailboxes were added to the system, a 16 percent increase over the previous year. System availability for customers over the past year exceeded 99.8 percent.

E-Mail Spam Protections Enhanced - Blocks Increase 96 Percent

DOIT continues to defend against unwanted spam and e-mail. Spam blocking tools were upgraded in FY 2007, and daily spam blocks now surpass 600,000, a 96% increase over the previous fiscal year.

Internet Traffic Increases 28 Percent

State agencies and facilities access the internet through the DOIT state network. In FY 2007, internet traffic increased 38 percent, from 65 to 90 megabits per second.

Remote Access Technology Expands 27 Percent to 3,356 Customers

DOIT provided Virtual Private Network (VPN) technology enabling 3,356 customers to access the State network, computers and systems from remote locations. In FY 2007, 716 new users were added - a 27 percent expansion.

Terminal Services Upgraded, Enables Remote Application Deployment

DOIT-provided technology enables agencies to deliver applications to the desktop computers via remote servers. In FY 2007, DOIT upgraded servers used to deliver these services, further enabling customer agencies to move to the latest software releases overnight, without manual intervention or desktop visits from the Desktop Services technicians. Seven agencies currently use these services.

Telecommunication Systems Projects: Upgrades, Expansions, and Relocations at 16 Locations for 10 Agencies

DOIT is the state's lead agency for management of telecommunication systems and services. In FY 2007, projects were executed to improve the state's telecommunications infrastructure, including telephone system upgrades, expansions, and relocations at 16 locations for 10 agencies. \$147,125 in savings were achieved among five network optimization projects for agencies. Lower rates secured for fourteen telecommunication products will result in annual cost avoidance of \$246,786 based on current usage rates.

Hosting and Supporting Agency, Enterprise Systems and Data



Storage Area Network Expands 29.4 Percent, Data Files Stored Tops 275 Million or 1.4 Petabytes

DOIT stores nearly 275 million data files for distributed and enterprise (non-mainframe) applications, or nearly 1.4 petabytes of data. The Storage Area Network (SAN) - which stores data available to applications - was expanded by 29.4 percent in fiscal year 2007, with the addition of 50 terabytes. Overall SAN capability is now 250 terabytes. In FY 2007, the tape library and backup capacity were also upgraded and expanded to increase capacity, reliability, and backup volume and speed.

Production Jobs Top 588,615 for Mainframe and Distributed Systems

Production jobs for customer state agencies using mainframe and distributed systems scheduled and executed during FY 2007 topped 588,615. Production jobs include batch processing, data backups, and service utilities.

Distributed Systems Hosted/Supported Increases 19.4 Percent, Virtualization Expansion Continues

DOIT hosts and supports 80 applications and 196 websites on 315 distributed (non-mainframe) servers for 68 agencies. In FY 2007, the number of hosted/supported applications increased by 19.4 percent, from 67 to 80. Servers had an overall availability/uptime exceeding 99.94 percent in fiscal year 2007.

To improve resiliency, efficiency and performance, server virtualization and consolidation continued. 35 percent of all servers are now virtualized, an increase from 20 percent in 2006. To hasten application deployment cycle time, new application infrastructure models were developed using industry standard systems and software to expedite application integration.

New Mainframe Installed, Operating System Upgraded

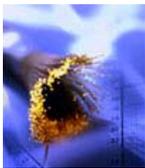
DOIT installed a new mainframe, which hosts and supports the state's most critical health, public safety and human service data and applications. With additional capacity settings, the new mainframe reduces upgrade costs and allows DOIT to take advantage of newer technology to improve performance. The mainframe operating system was also upgraded to enhance performance, diagnostic and networking capabilities, support new security standards, and improve enterprise-wide workload management.

DB2 Upgrade Contains Costs, Modernizes Environment for DB2 Customers

The DB2 Version 8 upgrade project was launched to facilitate more efficient use of the mainframe, contain operational costs and modernize the environment for more than nine agencies using DB2.

Storage Audit Program Launched to Control Costs, Improve Efficiencies

DOIT launched a storage audit program to help agencies control tape drive and direct access storage device costs, improve disaster recovery capabilities, and improve efficiencies. Four agencies alone participating have collectively achieved annual savings of \$239,611.



Connecting State Agencies, Schools and Libraries

DOIT provides network connectivity for more than 100 state agencies and facilities through the local and wide area networks, and to K-12 and higher education institutions through the Connecticut Education Network.

Network Maintenance Costs Cut 46 Percent

DOIT Network Services cut network component maintenance contract costs for the next year by \$367,000, or 46 percent, by moving maintenance and support functions from a vendor to in-house staff for components within a 30 mile radius of DOIT.

Metropolitan Area Network (MAN) Expands, Traffic Increases 140 percent

The Metropolitan Area Network (MAN) provides network connectivity for 28 agencies. In FY 2007, MAN network traffic increased 140 percent, from 250 to 600 megabits per second. The MAN was also expanded to include the 18-20 Trinity Street facility with six agencies, providing significantly faster network access and transaction speed.

Wide Area Network Continues Expansion with Addition of 77 Facilities, Upgrades

The Wide Area Network (WAN) provides connectivity, support and service to an additional 72 agencies and State facilities through more than 777 connection points, including 41 Department of Motor Vehicle facilities, 25 prisons, 12 state trooper barracks, and 94 local police departments. In FY 2007, the WAN was expanded to include 77 additional facilities

Network Upgrade and Improvement Highlights

DOIT Network Services undertook large and labor intensive upgrade projects in FY 2007, including disaster recovery and business continuity planning, testing and support for statewide, multi-agency initiatives, bandwidth and encryption upgrades for the Department of Motor Vehicles network and Department of Public Safety State trooper barracks, and extending WAN connectivity to local Women, Infants and Children (WIC) offices.

The division also earned a citation for providing network architecture redesign and firewall services to ensure successful completion of the Department of Public Safety Computer Aided Dispatch/Records Management System project, which enables electronic report filing and enhancing dispatch, records management and e-reporting capabilities.

Connecticut Education Network (CEN) Deployment Completed

CEN deployment to libraries was completed in FY 2007 with the addition of 85 additional library sites. CEN connections now exist in each of the state's 169 cities and towns, 216 K-12 districts, 49 college and university campuses, and 171 library sites. In FY 2007 usage of CEN increased by nearly 65 percent. An average of 90 percent of requests for assistance from CEN customers in FY 2007 each month were resolved within one business day.

DOIT continues to offer school districts and libraries an internet filtering system with more than 70 filtering categories. In FY 2007, 53 school districts participated in a DOIT-sponsored internet filtering seminar on use of the filtering tool.



Contracts, Purchasing, and Telecommunications Services

Procurement Services

DOIT Contracts and Purchasing executed 117 complex procurements and issued 108 contract awards and master agreements for information technology goods and services on behalf of DOIT and customer agencies. More than 1,114 purchase requisitions were processed, 258 product updates executed, and 13 standardization transactions conducted. DOIT Contracts and Purchasing also issued a new procurement policy and procedures manual to assist new purchasing professionals in navigating through the IT procurement process.

Desktop and Laptop Computers

DOIT issued new specifications and contract awards for both desktop and notebook computers for use by state agencies, municipalities, and other government entities. New specifications and competitive bidding resulted in discounts off public list price of 25 to 49 percent for notebook computers and between 59 and 68 percent for desktop computers.

Telecommunications Administrative Services for Agencies Continues

DOIT Telecommunications Administrative Group processed 3,649 vouchers for payment of telecommunication bills, and 5,441 service requests for customer agencies, including telecommunication repairs, equipment and service move/add/change requests, public directory listings, wireless phones, wireless cards, calling cards, and other communication devices.



Agency IT Management Services

DOIT IT managers assigned to client agencies are responsible for managing the agency's information technology environment, including application development and maintenance, infrastructure, and delivery of IT services. Agency IT Managers assist with business and IT planning, project management, application development, RFP development, evaluation, and managing project implementation schedules and costs.

Small Agency Support Initiative Launched

DOIT launched the Small Agency Support Initiative to provide basic IT services to small agencies and commissions without information technology staff or resources.

Department of Children and Families

A major upgrade of the agency's primary child protection and case management and tracking system was completed, adding new tools to enhance decision making capability and address maintenance issues. Best practices for change management were implemented. There were four telecommunication upgrades, and significant network upgrades in the Central Office and Hartford area office were completed. Major progress was made in a comprehensive security and risk assessment of the information systems infrastructure, including the physical plant, network, applications and hardware.

Department of Correction

More than 1,000 PC's were replaced or upgraded for DOC personnel over past fiscal year. Customer service improvements include a new intranet site launched for DOC employees to foster collaboration and information sharing, an expansion of Help Desk hours to expedite resolution time for second shift personnel, and the designation of MIS liaisons to each correctional facility to enable more customized service and enhanced customer relationships. Annual savings of \$64,400, or \$5,400 per month, were achieved by bringing network monitoring work in-house and terminating its contract with a contractor.

Department of Insurance

Five out of six major divisions are now using the Connecticut Regulatory Information System (CRIS) online management application, expediting information sharing and tracking between divisions as required, including licensing, enforcement and complaints data. Approximately 25 percent of desktop computers were refreshed in FY 2007, and the core network switch upgraded to provide faster network speed required due to the increased use of the document imaging capabilities within CRIS. The long term dependence on a private consultant was eliminated with the hiring of a state employee, reducing costs and keeping experience and knowledge in-house.

Department of Labor

Progress to eliminate consultant use continues. Hiring and knowledge transfer activities in FY 2007 will result in annual savings of approximately \$290,000. An IT training program for technical staff was established and includes a custom curriculum, dedicated resource library access, workstations for computer-based and online training, and a training website.

Business process reengineering, a new Integrated Adjudications System, and infrastructure upgrades and redesign continue as part of the agency's multi-year modernization initiative. A mainframe usage, costs and option analysis was completed. An additional study is underway to examine capacity, performance, usage and costs related to the agency's Interactive Voice Recognition system (IVR), used for intake of more than 2.3 million unemployment claims per year. Two hundred desktop and laptop computers were refreshed as the agency continues to execute its first structured computer refresh program.

Department of Mental Retardation

More than 100 DMR group homes and living facilities were provided with secure network access and computers, enabling on-site DMR employees to access case management systems and other client-related applications, reducing manual paper-based reporting tasks, and increasing efficiency and access to information. Network upgrades were also executed at 17 DMR Offices and facilities for greater security, faster response times and HIPAA compliance.

Migration of the agency's main application to an advanced platform is enabling additional applications to interface with the system, and further expanding the agency's access to data for reporting and analysis purposes. Deployment of laptop computers with wireless capability to 250 case managers is underway, providing remote access to the next generation of DMR's main enterprise application with client data and case management tools. Thirty percent of deployment was completed as of June 2007.

Department of Mental Health and Addiction Services

Migration to the DOIT enterprise internet portal system and internet filtering systems was completed. Internet filtering migration alone has resulted in annual savings of \$22,900. Three hundred and eighty five desktop computers were refreshed and network upgrades continue for six DMHAS facilities to increase security, speed and response time. Agency disaster recovery and business continuity planning continues.

Progress continues with the development of new online tools for citizens, caregivers and providers, including a comprehensive Mental Health Information and Referral website, enhancements to the Provider Access System including automated screening instruments for co-occurring disorders, and a web-based Recovery Management system to improve clinical data quality, and reduce duplicative data entry tasks.

Department of Motor Vehicles

DMV launched a new online registration renewal system enabling the public to renew automobile registration and submit payments online. Progress also continues on multi-year projects to reengineer business processes, and modernize internal and public facing information systems.

Network upgrades, including deployment of encrypted routers, were completed for 38 DMV branch, satellite and AAA facilities. The upgrades enable the facilities to accommodate systems modernization underway and expanded State and federal requirements. More than 150 desktop and laptop computers were refreshed and the DMV IT Help Desk responded to more than 1,200 calls over the past fiscal year.

Department of Public Works

DPW upgraded to the Windows 2003 server environment, enabling the agency to join DOIT's enterprise active directory and take advantage of additional DOIT enterprise resource offerings. The agency is migrating to the Core-CT modules for time and attendance, and projects, replacing paper-based time reporting and an obsolete project tracking system.

The first stage of the Computer-Aided Facilities Management System deployment is underway. The new system offers expanded capability in tracking available space in state facilities, and provides advanced facility planning, configuration, and management tools. Project managers are being provided new laptops with broadband wireless service, providing them with connectivity to the business office from remote job sites. In addition, 50 desktop computers were refreshed in FY 2007.

Department of Public Health

A new IT governance process was established to align agency mission and business needs with IT resources and priorities. More than 100 systems were assessed and systems targeted for migration and modernization. The network platform for the Public Health Information Network was completed, providing the foundation for rapid data transmittal between the agency, the Center for Disease Control, public and private laboratories and other health partners. Two hundred and fifty desktop computers were refreshed, and migration to DOIT enterprise email system was completed. License requirements and platform consolidation activities resulted in savings of more than \$104,000 per year.

Department of Social Services

In FY 2007 migration to the DOIT enterprise Exchange e-mail system was completed and 520 desktop computers refreshed. Network switches were upgraded for HIPAA compliance, and additional enhancements to local and wide area networks continue. A new testing and development lab was launched and the Information Technology Agency Review and Planning (ITARP) group was also established to play an integral role in the establishment of IT priorities and providing ongoing IT guidance for the Agency.

IT support continues for agency business units and program requirements, including the Behavioral Health Initiative, Medicare Part D, and support for the SAGA and Medicaid programs.

Teachers' Retirement Board

All agency desktop computers were refreshed in FY 2007. In addition, the agency's strategic computing architecture was upgraded through migration off older servers and systems to more modern, standard solutions, including Active Directory, Oracle upgrades and more. The result is a more robust IT environment and a remediation of gaps identified through the HIPAA Technical evaluation process.

Department of Transportation

In FY 2007 a major upgrade of the DOT network serving approximately 85 locations was completed. More than 300 desktop computers at the DOT Administration Building and remote District Offices and garages were replaced. The DOT Office of Information Systems continued its support of approximately 2,500 networked personal computers.

The transition of obsolete business applications continued to the Core-CT Financials and Inventory modules to improve and streamline processes and controls. Business application and infrastructure upgrades and support continued for DOT bureaus and business units, and approximately 500 DOT Help Desk calls per month were processed.

Daylight Savings Time remediation included patch installation on 60 production servers, 1700 personal computers, and six Global Positioning System workstations. DOT's Unisys mainframe was also upgraded to a Unisys Server.

Workers' Compensation Commission

Network upgrades executed with replacement of key routers and switches to improve speed and system access time. Server consolidation activities continue, with the acquisition of new servers to replace ten located in district offices. The obsolete "First Report of Injury" application was migrated to an online, web-based solution. A modernization initiative to replace a suite of legacy applications with web-based solution continues, with assessment, business and technical requirements completed and defined.

Department of Veterans' Affairs

DVA upgraded their strategic computing architecture through upgrades and migrations to solutions consistent with state IT standards, including file and print servers, and active directory services, and migration to Microsoft Exchange. More than 100 desktop computers were refreshed to reduce overhead, ensure vendor supported workstations, and comply with HIPAA standards. A comprehensive HIPAA risk analysis for processing of electronic Protected Health Information was completed, identifying vulnerabilities and gaps in the storing, processing, and transmission of protected information.