



**State of Maryland
Information Technology
Master Plan**

Fiscal Year 2011

September 2009

EXECUTIVE SUMMARY

Just as State of Maryland government continues to deliver on its commitment to deliver high quality services to its constituents, the State's collective pool of information technology (IT) assets, inclusive of a wide inventory of intellectual and physical capital, continues to deliver high quality products and capabilities to both internal and external customers across the enterprise. Despite severely constrained economic resources, Maryland agencies continue to leverage IT to make government more accessible, transparent, efficient, and cost effective, either through the introduction of new tools or the enhancement of old facilities. It is difficult to recall a period of time when a technology administration was asked to produce "so much more with so much less." The recent accomplishments, which are highlighted on the following pages, will proudly bear out this postulate.

As a result of foresight and incremental planning, many of the systems used to support and provide a myriad of State services have continued to perform well and flourish with minimal additional investment. The ability to postpone certain investments in IT has provided an opportunity to shift those planned investment funds into areas of State government that are most essential to its citizens.

From an IT execution perspective, Fiscal Year (FY) 2011 will be a very difficult year. With FY 2010 just under way, the Governor has initiated over \$700 million in budget balancing actions. The latest round of cuts, which directly and indirectly affected IT projects and operations, brought the total reductions during the O'Malley-Brown Administration to over \$4.3 billion and 3,200 positions. For the first time in at least 30 years, Maryland state spending is less than what it was three years ago.

From an IT planning perspective, FY 2011 might be a significant opportunity. More precisely, from a business process planning and re-engineering perspective, FY 2011 will be perhaps a once-in-a-lifetime opportunity. Current economic conditions are causing agencies to assess and re-engineer time-hardened business processes in an effort to economize and streamline. Conversations are evermore frequently occurring amongst agencies about pooling and sharing IT assets and resources, recognizing that a good portion of an organization's core technology needs are standard and common. These elements of optimized business processes, standardized systems, and centrally shared services will definitely be reflected in the requirements and statements of work that will be included in the future generation of IT projects, procurements and implementations that will follow the current economic storm. Finally, there is an additional opportunity to make "connections" during this challenging time... a concept that the Governor professes will make us collectively stronger as we jointly brave our agency challenges. Connections between team members, between subordinate and supervisor, between agencies, between agency and customer, and between agency and supplier will assure direct and timely communications, complete understanding of requirements and expectations, and the highest level of accountability between stakeholders and partners.

While FY 2011 will find Maryland continuing to tighten its belt, the State will adhere to the tenets of the IT Master Plan (ITMP) to improve business processes, find economies of scale through consolidation, and pursue the provision of essential services through interagency planning and coordination. As established in prior years, the FY 2011 State ITMP provides a solid framework from which to achieve Governor O'Malley's goals and priorities via 3 perpetual objectives and 11 supporting strategies. How the objectives and strategies combine to create a blueprint for advancing citizen services through the use of technology is demonstrated in the succeeding section of the ITMP, Recent Accomplishments.

RECENT ACCOMPLISHMENTS

While leveraging IT results in a higher level of cost effectiveness, a more efficient State work force, and an improved delivery of services to the constituency, it is critical that all IT projects maintain full alignment with the Governor's priorities, which are to:

- *Strengthen and grow our middle class and our family owned businesses and our family farms;*
- *Improve public safety and public education in every part of our state; and to*
- *Expand the opportunities – the opportunities of learning, of earning, of enjoying the health of the people that we love, as well as enjoying the health of the land, the water, the environment that we love – to more people rather than fewer.*

The following examples illustrate numerous IT initiatives that support the goals and mission of the Administration. This is provided as a representative listing only, with a complete catalog that can be gleaned and aggregated from the various agencies' ITMP submissions.

Many agencies continued **IT Greening** efforts in FY 2009. Through a combination of inter and intra-agency initiatives, virtualization projects reduced physical equipment inventory, power and cooling requirements, and required technical support. In one large agency, virtualization reduced the number of servers required by approximately 33% and associated uninterruptable power supplies (UPS) by 22%. Via intra-agency cooperative efforts, several agencies also replaced battery UPS systems with shared flywheel UPS systems. The new technology reduces UPS energy use by one-third, offering a much lower carbon footprint, and saving the State more than \$300,000 over a 10- year period.

Transparency continued as a high priority for the O'Malley Administration during the past year, demonstrated, in part, by the development of the first-of-its-kind web site delineating State of Maryland spending for the prior fiscal year. The **Maryland Funding Accountability and Transparency** page (<http://spending.dbm.maryland.gov/>) became available to all via the Maryland.gov web portal and can be searched by the name of the agency making the payment, the name of the vendor receiving a payment or the zip code of the vendor receiving the payment.

Fusing transparency and concern for Maryland's ecology, the Governor implemented **Maryland GreenPrint** (<http://www.greenprint.maryland.gov/>) to demonstrate the ecological value of every parcel of land within the State. This interactive web page allows citizens to track the Governor's land preservation efforts. Companion to GreenPrint is **Maryland AgPrint** (<http://www.agprint.maryland.gov/>), which allows for the analysis of the State's environmental resource lands consisting of natural resource lands and other resource conservation lands outside of targeted development areas. Both GreenPrint and AgPrint were developed in concert with **Maryland iMAP**, the official statewide base map built with the industry's latest Geographic Information System (GIS) tools and available to both public and private customers.

Following on the resounding success of the first **Consulting and Technical Services** (CATS) master contract awarded in 2005, the successor contract (CATS II) was awarded in June 2009. Undoubtedly, the participation on CATS by Minority Business Enterprise (MBE) and Small

Business Reserve (SBR) companies continues to be unprecedented. More than 200 contractors received awards under CATS I, including 87 MBEs and 67 SBRs. Over half of all dollars spent on CATS I is going to MBE firms and over 20% to SBRs. CATS II breaks the CATS record with Master Contracts having been awarded to more than 400 contractors, including 185 MBEs and 156 SBRs. Complete information about the contract, each Master Contractor, all Task Order Requests for Proposals released and all awards can be found at the CATS II web site (<http://doit.maryland.gov/contracts/Pages/CATSIIhome.aspx>).

As part of the 2005 federal **Base Realignment and Closure** (BRAC) decisions, the State of Maryland received the tremendous honor of being asked to accommodate a significant expansion of the United States military installations. As a result, Maryland will become the future home to thousands of our country's federal civilian and military families. To support the effort, the State has developed a web site (<http://brac.maryland.gov/>) that highlights the accomplishments and contributions of the BRAC subcabinet (led by Lieutenant Governor Anthony Brown) and the various State agencies that are helping to support this initiative, by providing the infrastructure for the economic growth that BRAC will bring to Maryland.

ESSENCE (Electronic Surveillance System for the Early Notification of Community-based Epidemics) is a web-based surveillance system developed by the Department of Health and Mental Hygiene (DHMH) in partnership with the Johns Hopkins University Applied Physics Lab. The real-time bio-surveillance system monitors for the early detection of disease outbreaks, suspicious patterns of illness and public health emergencies, including possible bio-terrorism attacks. Data from various sources, including hospital emergency departments, poison control centers, and private pharmacies selling specific over-the counter medications are reported electronically to ESSENCE and analyzed daily by epidemiologists at DHMH. To achieve one of Governor O'Malley's Core Goals for a Prepared Maryland, ESSENCE was expanded last year from 29 to 75 hospitals, resulting in the full participation of Maryland's acute care hospitals in a unified bio-surveillance system.

A comprehensive public health emergency communications system, the **Health Alert Network** (HAN), was deployed to all 24 local health departments and the State departments of Health and Agriculture. HAN satisfies a number of Centers for Disease Control (CDC) Preparedness Grant requirements to develop electronic information systems for the rapid exchange, communication and protection of public health data. Maryland HAN consists of three components: (1) Public Health Reports, where significant public health events can be rapidly posted for immediate secure access; (2) a Document Library, through which reference materials can be read, searched, downloaded or printed; and (3) a Public Health Directory that is compliant with the CDC's Public Health Information Network standards. The Public Health Directory is a searchable directory of organizations, public health professionals and their partners that may be involved in a public health emergency response. The Directory can be used to communicate with members statewide by email, secure messages and auto-dialed voice alerts to ensure a rapid response to a public health emergency and to provide updates and advisories on evolving situations.

The Department of Public Safety and Correctional Services developed the **Law Enforcement Dashboard** as the ultimate electronic display of security integration. Coined “the easy button” for law enforcement, it draws information from over 24 State databases to create an at-a-glance offender prospectus. The dashboard currently receives more than 14,000 queries per day from law enforcement and public safety agencies.

Maryland launched www.recovery.maryland.gov to allow citizens to track and monitor State projects and locate opportunities funded by the American Recovery and Reinvestment Act (ARRA). The web site conforms to federal accountability standards and has been recognized nationally as the number one interactive web site that showcases the use of technology to achieve new levels of government transparency and efficiency. The web site tracks every category of ARRA spending, providing contract-level details and fund descriptions and uses Maryland iMAP technology to map projects within the State.

Another ARRA-focused web site (<http://www.dhcd.maryland.gov/ARRA/>) features information on a variety of housing-related ARRA-funded programs to provide citizen assistance. These programs from the Department of Housing and Community Development include: **Weatherization Assistance**, which helps eligible low-income households lower their energy costs by increasing the energy efficiency of their homes, while ensuring their health and safety; **Tax Credit Assistance**, which provides funding for affordable housing opportunities for income-qualified families, persons with disabilities and senior citizens through the financing of the construction, acquisition, and rehabilitation of multi-family rental housing; and **Homelessness Prevention and Rapid Re-housing**, which provides financial assistance/services to prevent individuals and families from becoming homeless and help those who are experiencing homelessness to be quickly re-housed and stabilized. Information on this web site includes program allocations, GIS maps, eligibility information and application procedures.

The State added to their already extensive list of Internet tax systems by developing a means for businesses to pay nine different **business taxes online**. While businesses already have the means to pay their taxes, this new system allows for payment at both a current and future date.

The **Modernized Integrated Tax System (MITS)** project, which will replace the State’s current aged tax administration and tax collection systems, implemented early benefit revenue-producing functionality in the project’s first year. Over \$10 M of revenue has been collected so far as a result of four early benefit efforts in the areas of withholding verification, child care expense credit, tuition and fees and quality teacher incentive credit. Generally, the new technology has facilitated a quicker and enhanced validation process, reduced processing errors and mitigated potential opportunities for fraudulent activity.

Through collaboration with the Maryland Department of Transportation (MDOT) and networkMaryland™ **CHART camera video streams** (<http://www.chart.state.md.us>) were distributed to State and public safety agencies using the Statewide Government Intranet (SwGI). Additionally, SwGI was given IP multicast support. Multicast refers to efficiently transporting data between a single sender and multiple receivers on a network. Using networkMaryland™ as the backbone, this critical support infrastructure can be extended to all State agencies that support homeland security efforts.

INTRODUCTION

The State ITMP is comprised of three perpetual objectives: **Consolidation, Interoperability and Standards**. These long-term objectives serve as the umbrella under which State agencies can plan for, develop and implement information technology initiatives across multiple funding years and even across multiple agencies. Supporting each objective are 11 strategies that agencies can use as a way to focus their IT planning efforts in congruence with the State's enterprise goals.

The FY 2011 ITMP contains examples of several of the actual initiatives that agencies will pursue, given ultimate approval and funding support. This is a representative listing only; whereas each individual agency's ITMP offers a comprehensive listing of the agency's proposed initiatives. Agencies may access full instructions for preparing and submitting agency ITMPs at <https://www.itac.state.md.us>.

Each of the example initiatives is aligned into a category that best describes its breadth. Those categories are:

Statewide – An initiative applicable to many or all State agencies.

Location Specific – An initiative that is geographically defined, such as a building, city or region and may include multiple agencies.

Line-of-Business – An initiative involving multiple agencies that provide similar services.

Intra-Agency – An initiative that is specific to a single agency.

Inter-Agency – An initiative that encompasses more than one agency, but is not statewide and for which line-of business and location are not essential drivers.

OBJECTIVES AND STRATEGIES

Perpetual Objective I – Consolidation

The elimination of duplicative systems to achieve economies of scale. Consolidation refers to integrating IT resources, including physical hardware, human capital, software licensing and operating systems. Consolidation can simplify the State's IT environment, enabling streamlined business processes, thereby reducing support requirements and associated costs.

#1 Supporting Strategy: Platform

Platform refers to the physical devices used for IT activities as well as the software and operating systems operating on them. The most recent trends in IT platform architecture have been toward a more centralized model. Platform consolidation refers to a variety of possible outcomes, including agencies sharing enterprise applications, streamlining or eliminating redundant systems, and virtualization, which combines many separate components onto a minimum number of physical devices. The benefits of platform consolidation include running a greener operation by reducing energy cost, operations and maintenance staff spending less time physically moving between resources requiring attention; potential for reducing the resources needed for operations and maintenance and reducing potential points of failure.

#2 Supporting Strategy: Disaster Recovery (DR)

Disaster Recovery is any activity that secures IT resources from vulnerability, such as protection from events ranging from man-made attacks to natural disasters. Initiatives range from performing regular tape back-ups of a system to having redundant operations in separate locations that would immediately failover in the event of a disruption at the primary location. The overriding benefit of a DR supporting strategy is the continuity of operations to support critical business functions after a disastrous event. Likewise, non-critical systems are backed up and can be quickly and efficiently restored in a prescribed timely manner after an event.

#3 Supporting Strategy: Networks

Networks are the "plumbing systems" that convey electronic data from one place to its intended destination. Data may be conveyed through physical cables including fiber optics or via wireless means such as radio frequency, satellite communication and cellular networks. Network consolidation includes multiple entities finding opportunities to piggyback on new or existing network infrastructure. The benefits of network consolidation are the optimization of resources, increased capacity and performance and improved security.

Perpetual Objective II – Interoperability

The ability to exchange and share information across disparate systems, enabling system users to collaborate more effectively.

#4 Supporting Strategy: First Responder Tools

Maryland's geography makes it perpetually susceptible to both man-made and natural disasters that can have an impact on many different scales from local to regional to worldwide. Constant availability of communication and information facilitated via technology systems is a necessity during such events. A broad range of tools and technology fall into this category, including dedicated multi-agency communication channels, computer-aided dispatch systems and portable tracking devices with real-time logistics data. This strategy benefits all who live and work in and around Maryland, by enabling first responders to efficiently respond to and minimize the impact of emergent events.

#5 Supporting Strategy: Case Management

Case management refers to information technology systems that automate an individual's movement, concurrent with all associated case data, through a business process or workflow. Cases range from those associated with offenders to those for citizens in need of State provided social services. Interoperable case management systems set the stage for unifying business processes within single or multiple partner organizations so that data associated with the individual can be shared and coordinated efficiently between stages of the process. These systems allow case managers to perform their jobs with all required data at their fingertips, thus enabling them to make the most informed decisions and provide the highest level of service.

#6 Supporting Strategy: Geographical Information

Geographical Information Systems (GIS) offer an opportunity to link existing State data to a location on a map to support any number of innovative and valuable services. It can be used, for example, to inventory State highway assets, plan and track land use, plan for natural and man-made disaster responses, provide useful data to the StateStat program, etc. The geo-spatial data is based on a combination of aerial photography and global positioning information. The cost of the aerial photography can be shared across several agencies, as well as municipal and county governments. Since the system is standards based, all levels of government and its partners can share the same data.

Perpetual Objective III – Standards

The use of industry accepted and State developed best practices as the framework for deploying, operating and maintaining IT operations. Standards include data, security, hardware and software applications, and project and contract management.

#7 Supporting Strategy: Legacy System Risk Mitigation

The State must apply industry best practices through continuous analysis and upgrade of its supporting IT systems – both software applications and hardware. Legacy systems are those put in place in bygone years ranging from monolithic mainframe applications to the PCs on employees' desks. Some of these systems have outlived their original operational and maintenance life cycle, yet they can be found, today, still supporting business functions that are critical to the State's ability to provide services to its citizens. This adds considerable risk to an agency's core capability to fulfill its mission and provides little opportunity for interoperability. Also, if maintenance is available, it can be costly. By mitigating risk through modernizing legacy systems and performing routine hardware refreshes, the State has the potential to increase return on the investment by creating applications that are more quickly and cost effectively maintained, enhanced and distributed.

#8 Supporting Strategy: Data Standards

For data to be standardized, users must agree on how data is defined, formatted and represented. These standards become the rules to be followed when capturing data into a supporting system. Once standard, data can be more easily communicated and shared, reducing redundancy and improving data quality. Lack of uniform data standards in an environment of disparate systems is a universal problem. For example, the State has many systems that contain different versions of the same information about the same topic or customer. If the data contained in these systems were standardized, the systems may be able to share one source of the data with the potential for eliminating duplicate data entry, while improving consistency and integrity.

#9 Supporting Strategy: Information Retention

Information retention refers to the length of time an organization has/is obligated to keep artifacts such as emails, memos, meeting notes, etc. associated with its business. There are many factors influencing this issue that force a multi-faceted approach to this strategy. Internal policies, litigation requirements, the Public Information Act, and Code of Maryland Acquisition Regulations specifications are a few drivers dictating what information retention policies are suggested at different levels of State government.

#10 Supporting Strategy: Internet and Web Services

This strategy addresses the delivery of services to Maryland's citizens, visitors, business partners and other government agencies through the use of the Internet and web-based technologies. The collection of Internet web sites and online services available to the public

showcases the State's eGov presence. The State must be prepared to meet a growing demand for information and services available via the web and to adopt a customer-centric focus that establishes Maryland.gov as the default channel for the State's public-facing services. At the same time, the SwGI should evolve as a secure channel for shared applications between agencies and business partners. This strategy acknowledges dynamic technical challenges and business processes needed to ensure the secure and effective delivery of information and services via these channels. Web services must map to a common approach and practices that also address high availability, accessibility, usability, privacy as well as tools to measure accountability and customer satisfaction. The strategy spans from fundamental principles such as domain name conventions, design templates, and search functionality to applied principles such as innovations that foster inter-agency collaboration to aggregate data and produce timely and accurate information covering the entire spectrum from day-to-day life and events to emergency preparedness and response.

#11 Supporting Strategy: Process Management

Without clearly defined and understood business processes, the benefit of IT is diminished. To enable excellence in State service, applying and using current processes related to IT strategic planning, operations and procurement needs to continually be practiced in order to maximize return on dollars invested in IT. Ironically, not doing so can result in less efficient business processes when the goal had been "doing more with less". Examples of current processes include System Development Life Cycle (SDLC), contract management, project and program management and associated tools, standard operating procedure documentation and business process analysis and re-engineering. Benefits of initiatives for this supporting strategy are the alignment of State IT with industry best practice processes and cohesive operations within and between agencies.

REPRESENTATIVE INITIATIVES

The State ITMP provides examples of actual initiatives that the State anticipates in support of the Plan's defined objectives and strategies, of course, depending upon available resources. Initiatives cover the gamut of activities, including research and planning exercises, business process analysis/re-engineering, operational priorities, and/or actual IT development projects. Initiatives that meet the threshold of Major IT Development Projects are submitted by the lead agency for review and approval via the IT Project Request (ITPR) process.

P-20 Statewide Longitudinal Data System (SLDS)

In FY 2010, the State will commence planning for the development of a system that would track students through their entire educational history from pre-kindergarten through graduate college degrees. The system design will also examine the potential for the ability to track students into the workforce. The purpose of an SLDS is to maximize student success through all transitions, such as preschool through 12th grade into higher education. It will improve the State's ability to conduct robust, student-level analyses that will promote student-centered learning. Data analysis from the SLDS will be used to provide information in support of a wide variety of educational policy and practice enhancements. The new system will build upon and modernize the systems in place in several agencies to maximize existing investments and provide for improved data integrity. This initiative reflects the federal legislative Funding Model Commission recommendations and current federal initiatives for each State to develop an SLDS. This will be a multi-year effort to design, develop, implement and establish an operations support system.

Lead Agency: Multiple

Category: Line of Business

Supporting Strategy: #1 Platform, #3 Networks, #7 Legacy Risk Mitigation, #8 Data Standards.

Integrated Closed Circuit Television (iCCTV)

The State intends to integrate CCTV streams from disparate sources across Maryland to enhance public safety. The Maryland State Highway Administration operates a Statewide Operations Center that combines communications, data, and video sharing across SwGI. The MDOT Secretary has proposed expanding the role of this Center to an MDOT-wide Operations Center. The proposed Center will have the capability of sending and receiving voice, data, and video communications throughout the State, to include BWI Marshall Airport, the Port of Baltimore, roads (public and toll), bridges and tunnels, motor vehicle administration, and transit (vehicles, rail lines and facilities). Further, the Center will have the capability to send and receive voice, data, and video to and from first responder vehicles (police cars, patrol boats, and aircraft).

Lead Agency: MDOT Office of Homeland Security

Category: Line-of-Business

Supporting Strategies: #3 Networks, #4 First Responder Tools, #6 Graphical Information, #8 Data Standards, #10 Internet and Web Services

Tax Processing System Replacement

The Comptroller's MITS is a multi-year project comprised of Commercial-Off-the-Shelf (COTS) software configuration and a data warehousing solution. MITS will provide a more effective way of maximizing collections and identifying tax gaps, by providing the capability to perform analytics and modeling within the data warehouse. The cost of this project will be offset by the additional revenue generated as a result of the system's efficiency with additional revenue exceeding cost in project year six. It also supports the goals of improving customer service by maintaining a centralized view of the taxpayer.

See *Recent Accomplishments* to learn more about the benefits already derived from this ongoing project.

Lead Agency: Comptroller

Category: Intra Agency

Supporting Strategies: #1 Platforms, #7 Legacy Systems Risk Mitigation, #10 Internet and Web Services, #11 Process Management

Personnel System Replacement

The current personnel system is reaching end-of-life and does not easily provide the functionality required to manage the State's work force. The desired replacement solution is a modular COTS system that requires the least amount of customization to support existing business processes, while efficiently allowing for future requisite business process changes. A Request for Proposals (RFP) to identify the most advantageous software application was released in FY 2009 and is currently under evaluation. A second RFP will be released in FY 2010 to secure an integration partner for system design and implementation.

In FY 2011, DBM anticipates requesting additional funding to begin a phased implementation of the new system's modules.

Lead Agency: DBM

Category: Statewide

Supporting Strategies: #1 Platforms, #7 Legacy System Risk Management, #11 Process Management Services

Medicaid Information Technology Architecture (MITA) Project

MITA is an initiative aimed at promoting interoperability, reusability, and a patient-centric design in the future development of the State's Medicaid Management Information System (MMIS). MITA is a national framework intended to foster integrated business and IT transformation across the Medicaid enterprise to improve program administration.

The MMIS Restructuring Project will use MITA as the framework to implement a new system that will modernize existing functionality and significantly enhance the MMIS goals of ensuring that eligible individuals receive the health care benefits to which they are entitled and that providers are reimbursed promptly and efficiently.

Lead Agency: DHMH

Category: Statewide

Supporting Strategies: #1 Platform, 8 Data Standards, #11 Process Management

Maryland Central Business Licensing System (CBLS)

Roughly two dozen State agencies issue over 400 distinct permits, licenses, registrations and certifications; the processing of each of these being conducted in relative isolation from the others. In most cases, applicants must complete multiple applications containing like information and submit them to multiple locations. CBLS will provide citizens seeking to start a business or who currently own a Maryland-based business one location to access information and interact with the State (e.g. learn about business start-up assistance, register a new business, apply and pay for licenses and permits, pay taxes, etc) in real time. CBLS will reduce the time and/or cost required for processing, guide the customer through a questionnaire process that identifies the required licenses, permits, registrations, and applicable documents and create a path to obtain them, eliminating the redundant entry of information and allowing all fees to be paid through a single transaction. The CBLS is not intended to replace existing systems; rather provide access to existing systems via a single user-friendly front-end interface.

The Department of Business and Economic Development (DBED) will be submitting an ITPR to request funds for this initiative.

Lead Agency: DBED

Category: Statewide

Supporting Strategies: #8 Data Standards, #7 Legacy System Risk Management, #9 Information Retention, #10 Internet and Web Services, #11 Process Management

Statewide Public Safety Communication System

The State's police, fire, medical and transportation first responders have legacy radio systems that are incompatible and do not interoperate. As a result, when there are multi-jurisdictional or multi-agency events, such as traffic accidents, pursuits or public disturbances, the first responders cannot communicate critical information to each other. Public safety officer and citizen safety is therefore compromised. An RFP to develop an engineering plan, design the interoperable system, and produce multiple implementation options, complete with schedule and cost detail was issued in FY 2009 and is currently under evaluation. An award is anticipated for the middle of FY 2010.

MSP/DoIT will submit a funding request for FY 2011 to continue the most advantageous implementation option.

Lead Agency: MSP/DoIT

Category: Line-of-Business

Supporting Strategies: #3 Networks, #4 First Responder Tools, #7 Legacy System Risk Mitigation

networkMaryland™ Enhancements

DoIT will continue to expand State data communications facilities, with the goal of providing all key public safety location's broadband connectivity to networkMaryland™. This includes every county Emergency Operations Center (EOC), and 911 centers.

Lead agency: DoIT

Category: Statewide

Supporting Strategies: #1 Platforms, #3 Networks, #4 First Responder Tools

Web Revamp Project – Phase I

MDE is developing a new web site to leverage the web as an inherent function of its daily business processes. Under the current economic climate to “do more with less” and the desire to provide timely access to data for performance management efforts, implementation of new web technologies is becoming essential. On average, MDE receives over 100,000 visits and 3,000,000 hits to its web site monthly.

The full web revamp is to be implemented in distinct phases, each of which to be treated as a new and separate project. The Phase I project is in progress and will implement a new COTS Content Management System (CMS) and the associated Web Site Technical Infrastructure. These activities include infrastructure re-modeling, hardware and network upgrades, implementation of a new CMS, migration of web content, improving the web site information architecture, updates to the look and feel or design of MDE’s external web pages, creation of a web governance policy for web content management, and production support and enhancements to the new web site.

Lead Agency: MDE

Category: Interagency

Supporting Strategies: #1 Platforms, #7 Legacy System Risk Mitigation, #8 Data Standards

Computer-Aided Dispatch and Records Management System (CAD/RMS)

The State is finalizing the planning stages for creating a CAD/RMS to effectively coordinate statewide public safety information across the State agencies that have a police force, fire/rescue and/or emergency medical services. The predominant effort in FY 2010 is issuing and awarding a master contract for CAD/RMS products and services for use by all participating agencies.

As envisioned, CAD/RMS will enable sharing of anti-terrorism, homeland security and crime data; but equally important, it will replace multiple legacy end-of-life systems that do not interoperate and, in some cases, automate strictly manual processes. It will also facilitate improvements in emergency response times, officer and first responder safety and records retention and analysis. The participating CAD/RMS agency stakeholders include MSP, the Department of General Services, the Department of Natural Resources, the Maryland Transit Administration, the Maryland Institute for Emergency Medical Services Systems and the Maryland Transportation Authority. County and local jurisdictions may interoperate with the State CAD/RMS system with their own compatible system or participate directly as a user.

Lead Agency: MSP

Category: Line-of-Business

Supporting Strategies: #1 Platform, #3 Networks, #4 First Responder Tools, #6 GIS, #7 Legacy System Risk Mitigation