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Contract and Portfolio Management

Description:

IT Contract Management existed in a variety of forms in the decentralized IT environment prior to the formation of DIT. The DIT contract Portfolio Management section was created in September of 2002. This centralization effort effectively brought contract administration from a variety of agencies into a structure that can more effectively manage this activity from an enterprise approach. A central support team consists of specialists that are familiar with each agency's unique organization, business and IT needs. Yet, the team can coordinate contract development under a common framework targeted to bring a more consistent and supportable IT environment across all central agencies. The team consists of a variety of staff located in proximity to agency and Infrastructure customers. Some are new to the role, but most are seasoned contract administrators with a variety of backgrounds.

Business Significance:

This initiative reduces costs by achieving economies of scale through the centralization of IT contract management. It also allows for better communication across state agencies as the people working on various contracts now reside in the same department.

Desktop Standardization

Description:

Standardize the state's desktop environment on XP, establish imaging, inventory, and software authorization/distribution processes, and provide for remote control support.

Business Significance:

The benefits of this initiative to provide a consistent desktop offering across the state are to:

Reduce costs

- a. Decrease the number of desktop environments, reducing hardware/software maintenance and administration costs
- b. Use standardization methods and tools to support a desktop rated service

Decrease complexity

- a. Standardize on a selected set of desktop hardware, software and support tools

Manage utilization

- a. Leverage a standard desktop solution across organizations so that each agency/location does not require a separate desktop image, or a local file server for software distribution

Manage assets

- a. Upgrade the desktop infrastructure.
- b. Implement a desktop inventory solution that manages and tracks desktop hardware and software
- c. Implement a software authorization process that links to the inventory system to provide an inventory of desktop equipment and software packages

Improved service

- a. Simplified management due to centralized administration
- b. Remote control and diagnostic tools to improve first call resolution or first visit repairs
- c. Meet SLA requirements related to desktop services

Directory Services

Description:

Consolidate the 400+ directories into two – Active Directory and e-Directory

Directory Services

Business Significance:

This initiative will simplify the server infrastructure and significantly reduce support costs.

- Reduce the complexity of authentication
- Reduce the number of servers providing authentication
- Provide role-based administration
- Simplify network administration

Provide a scalable, hierarchical repository for accessing information

DIT Funding Model

Description:

This initiative is focused on redefining and/or developing a fund strategy in collaboration with our partner agencies and approval of the Governor's Office and the State Budget Office.

Business Significance:

This initiative is expected to reduce the inefficiency, rework, and duplication of the original fund model established under the previous administration.

Enterprise Systems Management

Description:

An integrated system of tools and processes to monitor and manage the computing infrastructure.

Business Significance:

The Enterprise Systems Management solution will allow for:

- Consolidated Operations
- Single Station Monitoring
- Centralized Monitoring of Enterprise Infrastructure
- Enterprise Level Services that include Configuration Management, Fault Management, Performance Management, Administrative Management, and Security Management

Human Capital Management and Employee Development

Description:

Through these initiatives, the Department of Information Technology will be able to deliver service levels and innovative information technology solutions to its clients and state customers that previously were not deemed possible without significantly increasing funding and personnel.

The plan for accomplishing these goals is based upon the use of human capital best practices and workforce metrics; prescribed and project oriented learning experiences that are supplemented with just-in-time knowledge delivery methods and tools; and an expansive, collaborative "Learning Network" of internal and external (public and private sector, formal and informal) partners and resources.

Some of the specific strategies for achieving these outcomes include:

- Project-out and identify the key jobs that will be needed by DIT over the next three years and where succession

Human Capital Management and Employee Development

plans will be critical.

- Establish training and sourcing decision models for determining where clients will be best served by DIT developing and sourcing a skill in-house vs. outsourcing.
- Reduce the variance in the state's technical tool portfolio and IT training processes -- invest in and build upon the most strategically important skills.
- Uncover and leverage the aptitudes, skills, and interests of the DIT workforce.
- Establishing career paths for all DIT employees and integrate and manage these paths with the help of the HRMN Career Management System.
- Align and assign the right people for each DIT job -- In addition to improving the selection processes -- coach, train or re-assign those who are not fully competent or not truly interested in their current assignments or career path.
- Retain and attract top talent via DIT becoming more visible as a technology and IT Human Capital leader among the Michigan IT community, and through establishing a Learning Network of Michigan Governmental IT Employees.
- Supply the training and support required by each DIT employee that will maintain and retain the skill levels expected of DIT by its clients, in relation to client funding.
- Implement innovative training that enable a higher degree of learning.
- Implement trending systems to monitor our success in hiring and retaining high-performing and critical-position employees -- and accordingly, enhance our performance management and motivational strategies -- in on-going collaboration with the Department of Civil Service.

Business Significance:

This initiative primarily focuses on DIT employees and how professional development and job alignment will improve the DIT work environment and lead to higher productivity and client satisfaction.

Human Resources Management Network (HRMN) Process Optimization

Description:

The HR Optimization project is intended to provide the State of Michigan employees with a web-based Human Resource (HR) Contact Center solution to support the existing HR self-service applications. This solution will be supported by a knowledge base and a centralized contact service center. It will enable employees and managers to resolve more Human Resource questions (i.e. learn what health benefits are available) and to complete Human Resource activities (i.e. change address, verify employment) online with reduced HR employee intervention.

Business Significance:

This initiative will ensure that the Human Resources Management Network (HRMN) system provides leading edge technology to all state departments.

LinkMichigan

Description:

Comprehensive voice, data and video services for all state agencies. The program involves the coordination, implementation and migration of the services and products offered in the LinkMichigan contract for the DIT enterprise and for all other state agencies.

Business Significance:

Combine contracts for voice and data services into a single contract to provide the services. The state currently has separate contracts for long distance services, toll free (1-800) services, telephone services (centrex and business

LinkMichigan

lines), video conferencing, audio conferencing, data network services (CBDS/WAN), etc. The LinkMichigan contract combines these services into one contract to streamline the ordering and service delivery processes. There are service level agreements to measure and manage the contract against. There is a potential cost savings of \$4.5 million a year from a reduction in WAN, business lines, centrex, local and long distance calling charges. This is a six-year contract with four one-year extension options. There are eighteen-month economic/technical reviews to address changing pricing and technology during the contract. Combining voice and data services in a single contract sets the stage for voice, video and data service network convergence. In addition, the state expects this Contract to improve access to high-speed telecommunication services within the geographical State of Michigan. The solution provided by the SBC lead team of service providers will facilitate the development of a robust telecommunications infrastructure throughout the state. Through state, regional, and local government aggregation of demand, this contract provides an opportunity for the Contractors to operate, manage, and in some cases, own the infrastructure. Such aggregation provides for a cost effective, process efficient, and customer centric solution.

Messaging Consolidation

Description:

A phased project consisting of core messaging infrastructure upgrade, GroupWise 6.5 upgrade, database consolidation and GroupWise centralization.

Business Significance:

The benefits of this initiative to provide a consistent email offering across the state are to:

Reduce costs

- a. Decrease the number of servers, reducing hardware/software maintenance and administration costs
- b. Build a common messaging infrastructure to support a rated service

Decrease complexity

- a. All existing GroupWise systems will standardize on a current version of GroupWise (6.5)

Manage utilization

- a. Leverage mail services across organizations so that each agency/location does not require a separate mail server or its own combined file/print/messaging server

Manage assets

- a. Upgrade the enterprise messaging infrastructure. Position GroupWise messaging for addition to enterprise management system and critical function backup/restore/disaster recovery

Improved service

- a. Reduce the number of messaging system versions being supported
- b. Centralize the hardware administration of messaging servers
- c. Provide for remote system and GroupWise administration
- d. Meet SLA requirements related to messaging

Michigan ASK (Agencies Sharing Knowledge)

Description:

To create a resource for the State of Michigan that will provide a single, accurate and consistent source of information about the state's agencies and the services that they supply to its citizens.

Historically, the state's data structure consisted of decentralized IT environments with each application responsible for its own individual database (physical and logical). These systems were built over the course of decades using

Michigan ASK (Agencies Sharing Knowledge)

multiple platforms and generations of technology that are generally incompatible. As a result it is often difficult, or impossible, to share data between these systems. As the state, and each department, becomes more sophisticated in its information needs this lack of ability to share data is a critical shortfall.

This is also true in the systems area, as more and more agency initiatives require data from other systems and departments to succeed. Examples of this include the Children's Action Network, the Child Support Enforcement System, the Medicaid Fraud System and many others.

- The Agencies Sharing Knowledge (ASK) initiative will provide a mechanism for sharing this knowledge. Its goal is to build a statewide data warehouse to eventually include information from all agencies, and where access is granted, data would be shared with others.

Business Significance:

By providing a single, consistent, easily accessed source of information on state programs and the citizens that are affected by them, the ASK initiative will provide significant benefits. These are summarized below, along with examples from FIA and DCH where these agencies are already benefiting from the approach. It is expected that the ASK initiative will spread these benefits to all participating departments and multiply their effect through expanded access to needed data.

Improved service to Michigan's Citizens:

1. Ensure that families that need support can stay on TANF even after the 60 month limit expiration. (FIA data)
2. Deliver Food Assistance to those who needed it after the national blackout. (FIA and Detroit Edison data)
3. Ensuring that Protective Services workers have all of the available information about a family when investigating reports of child abuse (FIA data)

Cost Avoidance:

1. FIA has been able to stay current with required TANF reporting thus avoiding TANF sanctions. (\$12 million in bonus money was paid to FIA this year, and over \$10 million for last) (FIA data)
2. Currently working to deliver a system that will substantially reduce the Food Assistance error rate and thus, cut the sanction level associated with that program. (FIA, UA, other sources)

Fraud Identification and Recovery:

1. Cross-matching Child Day Care Payment data (FIA) with Wage Data allows a higher probability of detection of clients receiving day care payments due to being employed but yet not having any reported wages (FIA, Wage Data).
2. DCH uses the data warehouse to look at patterns of practice among health care providers (HMOs, laboratories, etc.) to identify fraud.
3. Treasury uses the data warehouse and a sophisticated technique to identify high probability audit candidates so that their auditors can focus their efforts on audits that will more than likely yield additional tax revenues. (Treasury data)

Eligibility Determination:

1. In addition to data collected from clients, FIA also uses Unemployment data and Worker's Compensation data to determine the most accurate benefit levels a client should receive (FIA, UA, DCIS data)

Child Welfare:

- 1 With the recent focus on lead screening, if DCH had access to CEPI's file of school buildings and ages, they could prioritize their screening of children in the older schools (DCH and CEPI data).
2. The Child Support Enforcement System (CSES) is a great example of where information from across multiple state agencies is used in order to locate a higher percentage of non-custodial parents who are not paying child support. Using data from Corrections, New Hires data from Treasury, as well as other data gives CSES multiple methods to track down these parents. Without this information, locating these parents would be extremely difficult. (CSES.

Michigan ASK (Agencies Sharing Knowledge)

Treasury, Corrections, etc... data)

3. Children's Action Network (CAN). This initiative from the Governor is in progress and significantly highlights the benefits of data sharing across agencies. The goal of improving academic performance of children focuses on doing a complete assessment of the child including background on the family's, medical, school, legal, financial, housing situations. This will require data from multiple agencies in order to do this assessment and improve the child's academic performance. (FIA, DCH, Treasury, UA, Corrections, State Police, others).

In addition to the significant benefits already achieved (noted above), additional non-quantifiable benefits will also be realized. Examples of these include a reduced cost of data reporting across agencies, and consistent reporting.

In summary, using the data warehouse has contributed greatly to agency's ability to improve its internal operations and better service customers. In some instances (described above), where data from multiple agencies has been combined, greater benefits have been realized. These examples represent the "tip of the iceberg" in terms of utilizing cross-agency information. We need to maximize this sharing in order to realize even greater benefits.

Michigan Digital Technology Summit

Description:

This two-day event provides opportunity for public and private sector IT organizations to exchange ideas and learn about new and innovating upcoming technologies. Both state and local government, along with various IT companies are involved in this July summit.

Business Significance:

Provides the opportunity for government to stay abreast of future IT trends.

Michigan Technology Committee (MITEC)

Description:

A committee of members representing all departments throughout the State of Michigan that provides technology direction.

Business Significance:

Every state department has input as to technology direction.

MPSCS 800 MHz System

Description:

Michigan's Public Safety Communications System (MPSCS) currently has over 300 public safety and general government agencies that operate over 10,000 radios on the system. Multi-jurisdictional and multi-agency interoperability of two-way radio communication systems is critical during incident and crisis management. This system standardizes two-way radio communications, allowing public safety and general government agencies to better coordinate efforts and ensures Michigan's swift and adequate response to Hometown Security issues. In addition, the day-to-day use of the system for public safety communications enhances government service to constituents, facilitating efficient and effective communication and coordination of effort.

Business Significance:

MPSCS is a state-of-the-art, digital, trunked, two-way radio communication system. The system is recognized as being one of the world's most advanced two-way voice radio communications systems using a standards-compliant platform. The primary focus of MPSCS is to provide radio interoperability service to local (county, city, townships, and villages) and state public safety agencies. This effort includes radio interoperability assessment and planning.

MPSCS 800 MHz System

integration of local public safety agencies radio systems into MPSCC, radio spectrum allocation planning and frequency license administration, and targeted system upgrades ensuring the technology stays robust and current while enhancing system management capabilities. The integration of other local systems enhances both mobile and portable coverage and increases system capacity and performance. Pending negotiations with one local public safety agency, for example, will result in significant benefits to MPSCS including a back-up network communication center in the event of a disaster.

MPSCS 800 MHz System (Integrated Voice and Data)

Description:

Michigan's Public Safety Communications System (MPSCS) currently has over 300 public safety and general government agencies that operate over 10,000 radios on the system. Multi-jurisdictional and multi-agency interoperability of two-way radio communication systems is critical during incident and crisis management. MPSCS standardizes two-way radio communications among public safety and general government agencies. Day-to-day use of the system for public safety communications enhances government service to constituents, facilitating efficient and effective communication and coordination of effort. MPSCS is poised to go to the next communication platform that will provide access to data and transmission of data in a mobile environment. Data applications that could be supported by MPSCS using standards based IV&D platform are: LEIN, NCIC, AICS/LEAMS, AFIS, Automated Vehicle Location, Records Management, Automated Traffic Citations, Automated Accident Reporting, Vehicle-to-Vehicle Messaging, and other client based data applications.

Business Significance:

MPSCS is a state-of-the-art, digital, trunked two-way radio communication system. The system is recognized as being one of the most advanced two-way radio communications systems in the world using a nationally recognized standards-compliant platform. The primary focus of MPSCS is to provide radio interoperability service to local (county, city, townships, and villages) and state public safety agencies.

Rate Development

Description:

This initiative is to develop new rates for DIT services consistent across all departments.

Business Significance:

This will assist the State Budget Office as well as all departments during the budgeting process.

Secure Michigan Phase I

Description:

The Chief Information Security Officer (CISO) was charged with assessing the risks, threats, and vulnerabilities of state computer systems and recommending a new security framework and strategic plan including organizational roles & responsibilities for the State of Michigan government. The Secure Michigan Initiative is the culmination of this effort. In order for the State of Michigan to begin the task of meeting the imminent security regulations from the federal government, the Secure Michigan Initiative must be addressed. This project will provide for a unified enterprise wide approach to information security, which addresses all aspects of, mandated federal guidelines and industry best practices. □ To improve information security in Michigan state government. □ To address federal and state audit findings for information systems. □ To address increased cyber security threats, new state and federal requirements as a result of the creation of the Federal Homeland Security Agency, and address Federal HIPAA guidelines. The project has three phases.

Phase I, which has already been completed, provided a set of options in the Secure Michigan Initiative document

Secure Michigan Phase I

given to senior executive management, to address existing security concerns. In this phase six Major Focus Area's were identified, they are:

1. Roles and Responsibilities: With the migration from centralized mainframe data processing to distributed processing, telecommuting, remote access, wide area networks, and Internet connectivity, the difficulty in protecting an organization's confidential or sensitive information becomes more complex. Information can only be secured adequately when all people who have access to the information, consistently observe established policies, standards, procedures, and security best practices. Information handling practices must be coordinated and controlled if information security is to be achieved. Coordination must include end-users, contractors, and consultants, outsourcing firm personnel, customers, suppliers, and business partners. The processes and coordination must clearly document the security roles and responsibilities. Only through documentation of roles and responsibilities can all the organization's members and business partners work as a team to accomplish the common goals and ensure the security of the organization's information and data.

2. Awareness, Training, and Education: The ultimate goal of any Security Awareness, Training and Education program is to reduce the risks from lapses in security. When security violations occur, it is often because the computer users simply didn't know any better. Without good training that is continuously reinforced and updated, mistakes will be made.

In many ways, implementing the essential security technology mechanism is easier than getting the organization's staff to use them correctly. However, a well designed Security Awareness, Training and Education program will introduce users to computer threats and demonstrate the steps that can be taken to avoid them. The security-aware computer users have an advantage because what they know influences their behavior. For example, because security training greatly increases the level of understanding about the threat of viruses, worms, and other malicious programs, the security-aware user won't download questionable software or open attachments that they didn't request.

For security to be successful, it must be rigorously supported by the highest ranks in management. It must be considered in almost all business decisions and the proper funds must be in place to support it. All employees must understand the meaning of security within their particular organization, the specific security related requirements expected of them, and the consequences of non-compliance.

Educating computer users about security risks and best practices that should be used on the computer is the most cost-effective way to increase security across the organization.

3. Security Incident Management: An incident refers to an adverse event in an information system, and/or network, or threat of the occurrence of such an event. It implies harm, or the attempt to harm.

The security incident management function examines internal, external, and global threat information, consults with all agencies statewide, provides advice to those agencies that experience an incident, and reports unlawful incidents to the appropriate investigation authority, if needed. The successful execution of these functions is a necessity to correctly manage, contain, and discharge security threat incidents. Incident Management can be broken down into 6 phases:

1. Preparation and Training
2. Identification
3. Containment
4. Eradication
5. Recovery
6. Follow-up and Education

4. Computer Security Risk Management: Risk is the possibility of something adverse happening. Risk Management is the process of assessing risk, taking steps to reduce risk to an acceptable level, and maintaining that

Secure Michigan Phase I

level of risk. Management is concerned with many types of risk. Computer security risk management addresses risks that arise from an organization's use of information technology.

5. Disaster Recovery: IT Disaster Recovery (DR) is a coordinated strategy involving plans, procedures, and technical measures to enable the recovery of IT systems, operations, and data after a disruption. It depends on and grows out of risk management and a contingency planning process.

6. Certification and Accreditation of Applications and Systems: To understand the role that accreditation and certification play in the development of information technology applications and systems, the distinction between the two must be made.

The certification process is the technical evaluation of the security methods and components used to safeguard the application or system. The evaluation process may use risk analysis methodologies, verification testing, auditing techniques, and/or safeguard evaluation. Tests can be performed on software configuration, hardware, firmware, design, implementation, system procedures, and communication controls. The certification process should be based on classification levels of information or data within a particular environment and the processes performed on the information or data. The deliverable from the certification process should be a document identifying application or system risks.

The accreditation process is management's formal acceptance of the adequacy of a system's overall security as presented from the outcome of the certification process. Management reviews the reports and findings from the certification process and determines if the security controls provide an acceptable level of risk for that application or system.

Security should be a fundamental element of all products, services, applications, systems, and networks. Security controls should be an integral component of the design, testing, and implementation of a system or application. Adding security after the fact is expensive and most often ineffective. By incorporating the process of accreditation and certification in the development of information technology applications and systems we can ensure that the state has done its due diligence in protecting the state's data.

Business Significance:

This increase IT Security throughout the State of Michigan.

Secure Michigan Phase II

Description:

In association with the Secure Michigan Phase I Program, Phase II is the implementation of five "low cost/ no cost" recommendations from the Secure Michigan Initiative document. These five recommendations include; Implementing a Acceptable User Agreement, Revision of Security Policies and Procedures, Developing a Computer Incident Response Team (CIRT), Critical Data Identification, Implementing Security Background Checks.

Business Significance:

By securing the State of Michigan citizens personnel information, customer confidence is increased. Loss of confidence may produce negative financial impact.

DIT service levels for critical systems such as Department of State branch offices must be maintained in order to insure consistent delivery of state services to the citizens.

Secure Michigan Phase III

Description:

In association with Secure Michigan Phase I Program, the Phase III initiative is the development and implementation of the recommended security initiatives as funding and resources become available and formal approval/authority is granted (for example an Executive Order, Executive Directive, or new law). This phase will be subdivided as project resources are allocated. The following are a list of the Phase III recommended projects:

1. Roles and Responsibilities: Establish a Michigan Cyber-Security Information Sharing and Analysis Center (ISAC). This ISAC would be the liaison to the courts and legislature to the county and city level as well as other states and the federal NIPC, an interagency center that has become part of the Homeland Security Department. The State of Michigan must have a process for tracking IT security skills. Agency privacy officers to be established and charged with developing information inventories.
2. Awareness Training and Education: Develop and implement a comprehensive ongoing IT security education program.
3. Security Incident Management: This includes the creation of an Incident tracking and reporting process for the collection of incidents statewide. The creation of a formal process for the dissemination of security incidents, alerts and advisories statewide. The creation of a high-level policy requiring statewide incident management including formation of an incident response team (IRT). Network based IDS on all transitions between differing zones. Host based IDS on all critical servers. Dedicated OES Incident Response Team on call, able to respond to incidents 24x7x365.
4. Computer Security Risk Management: All critical systems and all systems accessed by non-State of Michigan entities must have fully documented risk assessment and mitigation plans. All critical systems are required to have documented asset/inventory management profiles. The creation of standards defining risk management roles and responsibilities and criteria for critical systems. DIT/Office of Enterprise Security to ensure certification of all critical and publicly available servers. Centralized group, dedicated to risk management, to coordinate risk assessments for all critical State of Michigan systems. Implement enterprise wide Identity Management capability and enhanced directory services.
5. Disaster Recovery and Business Continuity: Agencies accept responsibility by giving ownership of disaster recovery to high-level management in their agency and hold them accountable for its status. Agency owners perform a BIA on all their critical systems and present this to DIT/Disaster Recovery management which links back to the DMB Continuity of Government plan. DIT/Disaster Recovery analyzes BIA results to identify common components that lack protection. Agencies create Risk Management plans from their BIA to define how risks are mitigated. Agencies and DIT create concrete project plans to implement Risk Management plan with the goal of reaching DUE DILLIGENCE as specified in the Secure Michigan Initiative document. DIT/Office of Enterprise Security is granted authority to certify disaster recovery plans for all 0, 1 and 2 level critical systems. Certification by DIT/Office of Enterprise Security will include regular testing of disaster recovery plans. DIT/Office of Enterprise Security monitoring has two staff positions with disaster recovery planning and testing as their primary duty. Agencies identify staff to support Disaster Recovery planning and plan maintenance. Projects created for implementing INDUSTRY STANDARD levels for key areas and initiatives that would benefit multiple areas (e.g. "safe store" for Disaster Recovery manuals).

Certification and Accreditation of Applications and Systems: State of Michigan System Development Life Cycle procedures should include a certification and accreditation process. The methodology should be adopted, required, and enforced. Certification and accreditation plans should be adopted for all critical systems/applications including change control processes.

Business Significance:

Secure Michigan Phase III

By securing the State of Michigan citizens personnel information, customer confidence is increased. Loss of confidence may produce negative financial impact.

DIT service levels for critical systems such as Department of State branch offices must be maintained in order to insure consistent delivery of state services to the citizens.

Sever Consolidation

Description:

Reduce the number of servers providing file/print and application support, provide centralized administration, patch management, and leveragable standardized hardware and software.

Business Significance:

The benefits of this server consolidation initiative are to:

Reduce Costs

- a. Reduce the number of commodity-based server platforms
- b. Consolidate platforms where possible, reducing the number of servers
- c. Reduce the number of raised floor server rooms
- d. Implement automated patch management

Decrease Complexity

- a. Establish platform standards
- b. Limit the number of products
- c. Implement standard configurations

Manage Assets

- d. Manage platforms centrally
- e. Implement automated management

Improve Service

- a. Reduce the number of locations where platforms are supported
- b. Implement automated monitoring and management
- c. Centralized administration

Service Delivery Improvement Initiative (SDII)

Description:

When the Department of Information Technology was created, all technology resources, people, assets and contracts were centralized into one Department. The Department of Information Technology's ability to provide services to the client agencies was impacted by the need for consolidated processes, roles and customer service models. Issues included broken or time delayed handoffs, processes that were not streamlined or documented, unclear ownership, and undefined roles and responsibilities for internal communication and customer calls.

A Service Delivery Improvement Initiative was identified to focus on defining customer processes, internal processes, communication, and efficiency. Phase I of this initiative was completed in September of 2003 and was the client facing aspect of the initiative. Phase II was started in September 2003 and was completed in December 2003. Phase II was launched to start moving DIT into a process driven organization starting with the back-end processes supporting a client-facing model developed in Phase I.

Phase I Includes: End User Services, Client Service Center, Remedy, Customer Relationship Management, Communications

Service Delivery Improvement Initiative (SDII)

Phase II Includes: Service Level Metrics, Technology Standards Process, Governance Process, Security/Authorized Requester, Security/Patch Management.

Business Significance:

DIT is striving to become a process driven organization through the use of cross functional process development and implementation teams. Using standardized processes eliminates duplicated effort, streamlines the delivery of services to our client agencies and creates a new customer service approach within the Information Technology arena.

Single Sign-On

Description:

Simplify user access to the state's application systems through the use of a single sign-on portal. This portal will provide each user a single user ID and password access for entry to major application systems. Single sign-on will provide enhanced security to our computing environment and simplify our support efforts in user ID and password management.

Business Significance:

The single sign-on portal will be rolled out to all state desktop computers to simplify access to the HRMN system and to address security audit recommendations for improving user ID and password management.

The project will involve interfacing the single sign-on portal to all state web-based applications allowing users, through a single secure user ID and password, access to application systems. This will assist business users by eliminating the need to remember numerous user IDs and passwords and it will reduce the number of calls to our Client Service Center for resetting of passwords.

Strategic Plan Project

Description:

To develop a technology strategic plan and planning process for the Department of Information Technology that addresses the current and future needs and opportunities of the State of Michigan Government.

Agency Goals:

- To facilitate IT decision making to achieve statewide IT leveraged technology results
- To identify the tactical and strategic technology plan for effective budget, staffing and procurement planning and decision-making

Project Objectives:

- To develop a strategic planning process that integrates budget, architecture, standards and portfolio management into an 18-month rolling technology plan (strategic, tactical and operational initiatives).
- To develop a 2004 – 2005 planning document that defines the business drivers and industry trends that were incorporated into the department direction.
- To develop a three-year and seven-year technology vision and high-level direction.
- To define the Technical Architecture direction and gap analysis for 12 sub-domains and high level industry trends for all technology domains.
- To define a process to review and approve all technology new projects and change orders to insure that they are in line with the IT strategic plan.
- To provide key Information Technology plans and opportunities to be included within the January 2004 State of the State address by the Governor

Strategic Plan Project

Project Approach:

The strategic planning process will be approached in phases. Phase 1 will be completed by December 31 and will be scoped based on what can be delivered in that timeline with the available resources. The focus for Phase I will include 12 sub-domains for the Technical Architecture, a Strategic Plan Document 40 to 60 pages, and an 18-month tactical plan and change management process. Future phases will include additional sub-domains for the Technical Architecture, and tracking of additional detail for the 18-month plan

Business Significance:

The State of Michigan technology spending includes \$400 million of allocated spending and another \$200 - \$400 million of discretionary spending annually. The current technology platforms and projects are a result of 20 independent Information Technology departments with independent technology applications and platforms. Aligning Information Technology spending to business initiatives allows for the synergy, collaboration and consolidation of common information technology solutions across the 20 State of Michigan departments through proactive planning, prioritization and consolidation of technology efforts.

Technology Partnerships

Description:

Office of Technology Partnerships, a division of the Michigan Department of Information Technology created to foster technology collaboration and partnerships with business, K-12, universities, and local units of government. It does so by encouraging...

- Usage of the state's and other technical infrastructure
- Ventures to improve the business operations and offset costs
- Leveraged buying power in procurement contracts and agreements with preferred vendors
- Aggregated demand of government and non-governmental entities as customer base incentive to influence service deployment by commercial providers.

Business Significance:

Initiatives will be initiated from the following areas:

Local units of government

- Information sharing
- Collaboration of resources
- Web development and sharing
- E-government initiatives

Higher education

- Internships
- Collaboration of resources/infrastructure resulting in reduced costs
- Research assistance to analyze potential outcomes of initiatives

K-12

- Assist with FTL
- Review Cisco academy for possible enhancements
- Review potential coop programs with state and locals.

Vendors

Technology Partnerships

- Promote executive on loan program
- Aggregation of demand potentials
- Promote extended purchasing activities with locals and education (Link Mi, Eucn, etc)
- Look for economic development opportunities

Non-Profits

- Leverage government infrastructure for activities such as 2-1-1
- Assist in leveraging collaboration
- Obtain grant monies for collaboration projects.

 **Department of Agriculture**

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E-WARS Enterprise-Wide Weekly time and Activity Reporting System

Description:

The proposed eWARS application addresses the wide variety of activity reporting needs for each of the many divisions within the Michigan Department of Agriculture. eWARS will provide the structure needed to collect meaningful information across the department that can be leveraged in a multitude of productive purposes, yet eWARS can be flexible enough to serve each divisions needs and give them control and responsibility for their own information.

Business Significance:

In order to optimize existing resource usage and maximize return on all fiscal resources the Michigan Department of Agriculture (MDA) has envisioned the use of a sophisticated, enterprise-wide Weekly Time and Activity Reporting System. The new enterprise-wide reporting system will allow MDA a better understanding of the time requirements for specific tasks, as well as how time is being utilized to support MDA functions. With this information they can better leverage their staff resources for maximum productivity. Additionally, by providing a greater level of detail to the Federal agencies granting monies, they can maximize the value of that grant.

Foreign Animal Disease Surveillance and Animal Disease Response

Description:

The objective of this program is for Michigan to be fully prepared to handle a potential or actual security threat or terrorist act against Michigan's livestock and animal industries; and to be prepared to respond quickly and appropriately to an outbreak in Michigan of a foreign animal disease such as foot and mouth disease or hog cholera that may or may not have been the result of an intentional act to introduce such a disease into the state's animal population.

This initiative includes:

- Establishing two emergency supply units (trailers) that are fully equipped and ready for immediate deployment should an emergency arise. Each of these units is equipped to support an emergency operation for two weeks.
- One hundred fully supplied personal emergency kits distributed to every MDA veterinary field inspector along with field personnel from USDA, with the rest to be kept available for distribution as needed to others. Personal protection and biosecurity training are a part of this component.
- A statewide training program designed to educate private veterinarians on the detection of and response to foreign animal diseases.
- The selection, training, and maintenance of a corps of private veterinary practitioners, ready and able to assist in the case of an animal disease emergency.
- The establishment of a GIS mapping program to record the locations of all livestock premises and related agri-businesses in Michigan such as markets and slaughter plants.
- Development in Michigan of a communications system that will allow for speedy dissemination of information to private veterinarians, laboratories, health departments, etc., as needed.
- Training of MDA personnel in Incident Command Systems and Biosecurity.

Business Significance:

This initiative provides protection and training for AID employees dealing with zoonotic or unknown diseases. For our constituents it means a more rapid response with better-equipped and trained personnel to quickly and effectively control or eradicate emerging diseases. It provides for stakeholder education on what to look for, on farm biosecurity, and whom to contact in the event of a problem.

GIS / Mapping Livestock Facilities

Description:

The GIS mapping program initiative will provide an essential component to MDA's Homeland Security program. The ability to record and have immediate access to geographic location information and associated non-geographic features (attributes) is critical for an effective and efficient emergency response action. A GIS database will record and report, in any required format, information about livestock premises, agri-businesses, livestock markets, pet shops, private veterinary practices, trucking routes, slaughter plants, feed lots, markets, dairy processing plants, rendering facilities, state trunk lines, communications towers--a virtually unlimited list of locations and associated information. This initiative involves the following steps:

- Research GIS systems and uses in other states (done)
- Determine needs and software and equipment (report provided)
- Determine data to be gathered
- Provide training for all intended users
- Collect mapping data
- Develop maps and databases
- Test and exercise mapping capabilities*

Business Significance:

This initiative will have a substantial impact on Michigan businesses, especially livestock production and related agri-businesses. The livestock and livestock product industry in Michigan is nearly a \$1.5 billion industry. Associated agri-business, including crops is a \$3.4 billion industry that relies on livestock production as its support. This initiative will prepare Michigan to respond quickly, appropriately, and effectively to any animal emergency situation or foreign animal disease outbreak that occurs. The Michigan Department of Agriculture plays an integral role in the security of the state's livestock industry.

Integrated Management of Pesticide Application, Certification and Tracking System (IMPACT)

Description:

The IMPACT System: Integrated Management of Pesticide Application, Certification and Tracking

- The Pesticide and Plant Pest Management Division (PPPMD) of the Michigan Department of Agriculture employs four main database tools in overseeing the use of all classes of pesticides and sales of restricted pesticides within the State of Michigan. These systems (the Pesticide Applicator Certification System (PACS), the Restricted Use Pesticide System (RUPS), the Restricted Use Pesticide Licensing (RUPSL), and the Commercial Applicators Licensing System (CALS)) are collectively known as the Pesticide Integrated Licensing System (PILS). This system will be replaced by the IMPACT system (Integrated Management of Pesticide Application, Certification, and Tracking). The IMPACT system will maintain reengineered versions of PACS, RUPS, RUPSL, and CALS, along with a new inquiry and enforcement tracking system and integration of smaller ancillary databases. Since most transactions monitored by RUPS and CALS use applicator certification information that is maintained in PACS, PACS will be the first system to undergo reengineering.

IMPACT Phase I: PACS Reengineering

- PACS consists of the following functional components:
 - PACS C/R (Central/Regional) – an automated system that maintains records of certified private and commercial pesticide applicators and registered technicians
 - PACS Exam Analysis/Development & Seminar Scanning – an associated application for creation and production of Pesticide Applicator Certification exams, which allows regional Pesticide Specialists to issue, score and analyze exams at testing sites. Applicant information and test results are forwarded electronically for uploading into PACS Central for further processing. Also, applicators seeking recertification may attend seminars to fulfill recertification requirements—information on seminar attendance is also submitted to

Integrated Management of Pesticide Application, Certification and Tracking System (IMPACT)

PACS Central

- PACS Credential Issuance – a card printing system for issuing credentials to successful applicants
- Phase I of IMPACT system development will initially involve reengineering the PACS C/R.

The other functional components of PACS will also be upgraded in Phase I of the project.

Business Significance:

MDA is mandated to license all pesticide applicators. This program is an upgrade of existing licensing systems. (Not License 2000 compatible.) It will increase the efficiency of the staff that is charged with managing the pesticide-licensing program. Currently the programs do not validate data as efficiently as is needed. The result is a large amount of staff time being wasted as they scan through huge piles of paper application forms in their attempts at correcting data errors. The integration of the separate modules will allow data sharing eliminating redundant data entry. This program is currently not 'web enabled', but plans for Phase II include moving the application from server to a full web application.

Lab Lynx

Description:

The Michigan Department of Agriculture's (MDA) Wm. C. Geagley Laboratory has thirteen distinctly different labs in one. Over the years, the MDA has tried to address client needs through the custom development of a LIMS system. However, due to the complexity within the lab, a decision was made to investigate the possibility of using a commercial off the shelf (COTS) LIMS systems to provide a more uniform platform to support a higher level of quality control, internal processes, and reporting for its clients. In investigating options, it was discovered that the Michigan State Police Forensic Lab had a contract to purchase a COTS package from Lab Lynx software. MSP was approached with a proposal to enter into a joint operating agreement with MDA to start a laboratory LIMS implementation project using this Lab Lynx software. The contract was reopened and the additional functionality added for the Geagley Lab.

This package is a web-enabled system that shares common components and allows some degree of customization based on the unique needs of the different laboratories. This project will share a common hardware platform within the DCO and will be supported on a 24-hour 7-day schedule.

Business Significance:

This initiative will handle all analytical data generated at the Wm. C. Geagley Laboratory and create final analysis reports for the lab's customers.



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CEPI – Education Data Warehouse: See Department of Education Initiatives

Crash Process Redesign (CPR): See Michigan State Police Initiatives

Children’s Action Network: See Family Independence Agency Initiatives

Health Insurance Portability and Accountability Act (HIPAA)

Description:

The purpose of this project is to modify the Michigan Medicaid Invoice System to comply with all aspects of the Health Insurance Portability and Accountability Act (HIPAA).

Business Significance:

This modification will create a standard EDI interface between the government and insurance agencies to exchange information over. This effort will ensure compliance with Federal guidelines.

Michigan ASK – Agencies Sharing Knowledge: See All Agencies Initiatives

Michigan Childhood Immunization Registry Thin Client Project (Web Conversion)

Description:

The purpose of the Michigan Childhood Immunization Registry (MCIR) is to protect communities from vaccine preventable diseases and to assure that all children in MI are appropriately immunized. The project's objectives are 1) to develop system components to meet the few CDC minimum registry criteria that are unmet such as inclusion of Medicaid and vital records information and 2) convert to web system to make it more accessible to providers. This project has been set up in phases. Phase I was completed on December 2002. We are currently working on Phase II Part A that is targeted to be completed by September 2003 with Phase II Part B starting at that time.

Business Significance:

Constituent families and children benefit by ensuring that all children are properly vaccinated against known diseases. This also benefits the state by reducing the number of unnecessary treatments provided for preventable disease.

With the conversion to WEB, the level of accessibility to all providers will be raised, thus raising the state's level of reported immunizations. There will also be a cost reduction in the removal of the state-paid communication lines once the entire system is converted to WEB access.

Michigan Disease Surveillance System (MDSS) Mapping System Component

Description:

The purpose of this application is to be able to visualize the spatial distribution of diagnosed diseases based on ZIP Code boundary. The MDSS serves the state health community in tracking and response planning in the event of a health event. This could be brought on by natural causes or as a homeland security incident. Health events are inherently geographic in nature and thus require a spatial component to data collection, storage and display.

CGI's role is to provide a service that enables a web client to transform a street address into an XY coordinate for location mapping. In addition, CGI also provides a central map service that the MDCH developers call from their web installation. In this way the services request a map image and display the disease totals by geographic area. The mapping component of this system is one part of the overall MDSS project.

Business Significance:

Michigan Disease Surveillance System (MDSS) Mapping System Component

Well-developed surveillance and epidemiological capacity is the foundation on which health departments will detect, evaluate, and design effective responses to terrorism events, newly emergent infectious diseases and the occurrence of outbreaks of endemic disease. Not only will this capacity facilitate the initial detection and response to these events, it will be essential to monitoring the impact of these events and the effectiveness of public health responses. Detection of outbreaks of disease either naturally occurring or from acute or insidious terrorism attacks using biological (or certain chemical) agents also will require linking of data from a variety of sources. An effective public health response will depend on the timeliness and quality of communications among numerous partners: public health agencies at local, state, and federal levels; clinicians; laboratories; poison centers; medical examiners; and other health response partners.

The MDSS initiative will advance the development of efficient, integrated, and interoperable surveillance systems at federal, state and local levels. Ultimately this initiative will benefit Michigan constituents in several areas. First, reports of communicable disease will be received in a much more timely and accurate manner. This will facilitate public health interventions to minimize the impact of infectious disease on the population. Further, the integration of other, more novel, surveillance systems will allow for even broader outbreak detection and alerting functionality.

Michigan Electronic Library Catalog (Mel CAT): See Department of History, Arts, and Libraries Initiatives

Offender Management Network Information (OMNI): See Michigan State Police Initiatives

Statewide Intranet Initiative: See Department of Information Technology Initiatives

211

Description:

211 is a project where people will call 211, much like the 911 statewide effort, for human services support. People will call and identify their need human services need (i.e. abuse shelter, food bank). An operator will then be able to look that up and tell the people where to go. United Way of Southwestern Michigan is giving all the data they have for proof of concept.

Business Significance:

Through a public/private partnership with the 211 initiative, Michigan will expand our current resource directory (aging services, disability services) to include all human service providers included in regional deployments of 211 call centers. Currently being developed with the Southwest Michigan 211 Center and United Way.



Department of Corrections

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**MATRIX – Multi-State Anti-Terrorism Information Exchange:
See Michigan State Police Initiatives**

Project S.A.F.E. Streets: See Michigan State Police Initiatives



Department of Education

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CEPI- Education Data Warehouse

Description:

The Center for Educational Performance and Information (CEPI) and the Department of Information Technology (DIT) are designing and developing a data warehouse that provides centralized access to a consistent repository for the education data collected and maintained by CEPI and DIT. The data warehouse will allow querying and analysis of this data by users across all datasets and accurately represent history, from the 2002-2003 school year forward.

The CEPI data warehouse is divided into sections, one for each application. It will initially store the most complex education dataset, the Single Record Student Database (SRS) data. School Code Master (SCM), Student Test and Achievement Repository (STAR), Financial Information Database (FID), School Infrastructure Database (SID), and Registry of Educational Personnel (REP) data will be added in later project phases. The flexibility to include data from any future education database will be designed into the system as well.

Business Significance:

The data warehouse will allow fast querying and analysis of data by users across multiple subject areas while accurately representing history. The CEPI data warehouse will be divided into data marts, one for each application or subject area, and it will adhere to existing CEPI data security standards. A major goal of the CEPI data warehouse is ease of understanding the data and to provide education leaders with the data to make informed business decisions that promote the quality of the education for students.

CEPI Single Sign-on

Description:

Replaces 16 authentication programs with one single sign-on application for CEPI users.

Business Significance:

School districts must call the State of Michigan for administrative issues (password resets, adding users etc.). Staffing shortages result in delays in acting on these requests. Much time is spent maintaining separate directories of users for 16 different systems. These same users, however, often access all 16 systems. This project will significantly reduce the maintenance for 16 separate authentication systems, and eliminate the need to custom develop authentication routines for each new system developed for CEPI and DOE. Security breaches that are possible on 16 systems are eliminated.

Children's Action Network (CAN): See Family Independence Agency Initiatives

MEAP / MERIT

Description:

The MEAP/MERIT project began in the fall of 2002. The goals are to establish a statewide database of student MEAP data; to make this data accessible via web to users in the schools & school districts; to satisfy the reporting requirements of the No Child Left Behind Act of 2001; to exchange data with the Center for Educational Performance and Information (CEPI); and to administer the Michigan Merit Award Scholarship. Phase 1 is complete; Phase 2 has begun with a delivery date of 4/16/2003.

Business Significance:

This project will create a single database to track the MEAP performance of all students statewide. This will allow

MEAP / MERIT

educators to measure improvements, and also to pinpoint trouble spots as they occur so that corrective action can be taken quickly.

<http://www.ed.gov/offices/OESE/esea/exec-summ.html>

“Increased Accountability

The NCLB Act will strengthen Title I accountability by requiring states to implement statewide accountability systems covering all public schools and students. These systems must be based on challenging state standards in reading and mathematics, annual testing for all students in grades 3-8, and annual statewide progress objectives ensuring that all groups of students reach proficiency within 12 years. Assessment results and state progress objectives must be broken out by poverty, race, ethnicity, disability, and limited English proficiency to ensure that no group is left behind. School districts and schools that fail to make adequate yearly progress (AYP) toward statewide proficiency goals will, over time, be subject to improvement, corrective action, and restructuring measures aimed at getting them back on course to meet state standards. Schools that meet or exceed AYP objectives or close achievement gaps will be eligible for state academic achievement awards.”

Michigan ASK (Agencies Sharing Knowledge): See All Agencies Initiatives

Michigan Electronic Grants System (MEGS) Improvement

Description:

Since the customers for the grant programs offered by Community Health and Career Development are essentially the same ones served by the Department of Education, the Department has included staff from both Community Health and Career Development in discussions regarding the expansion of MEGS.

The Michigan Electronic Grants System (MEGS) was founded in 2001 by the Michigan Department of Education. MEGS provides school districts, day care centers, community based organizations, colleges, universities, and other potential grant applicants, a more efficient, economical method for applying for state and federal grants managed by MDE. This results in less time spent on paperwork and more time available for educational endeavors by the educational agencies. The efficiencies provided by the system allow MDE staff more time to work with school personnel on ways to focus the grant funds toward increased student achievement. With MEGS designed to keep all grant information in one system, both MDE and the grant applicants will be able to have easy access to information that will lead to better coordination of funding sources and less duplication of funded activities.

Features include:

- Allowing the viewing and printing of information about a grant and its current application process.
- Providing a secure environment for on-line applicants to complete, submit, amend, and track applications.
- Reviewing applications automatically for errors prior to submission in order to reduce the number of initial application errors.
- Allowing the internal and external reviewers to conduct their reviews on line and share the results of the review with the applicant immediately.
- Posting allocations as soon as they are determined.

At this juncture, there is need to further assist our school district/local agency customers in dealing with state government and MDE. We need to leverage MEGS by integrating the MDE grants cash **management and reporting** system (which is a separate legacy system). with MEGS so that local users interface with only one system.

Michigan Electronic Grants System (MEGS) Improvement

MEGS stops once a grant has been awarded. The grant award is then passed through to the legacy MDE grants cash management and reporting system.

Business Significance:

This results in less time spent on paperwork and more time available for educational endeavors by the educational agencies. The efficiencies provided by the system allow MDE staff more time to work with school personnel on ways to focus the grant funds toward increased student achievement. With MEGS designed to keep all grant information in one system, both MDE and the grant applicants will be able to have easy access to information that will lead to better coordination of funding sources and less duplication of funded activities.

State Aid Management System Improvements

Description:

The purpose of this project is to address the limitations of the current State Aid Management System (which is used to process state aid to the districts), with an eye towards improving functionality by utilizing new technologies. To provide a data environment that is more stable and robust, create separation of business rules for ease of management, and to utilize advances in technology to re-factor the entire payment process.

Business Significance:

This will provide cost savings by eliminating the amount of man-hours spent on processing payments. It will also minimize the amount of time/money spent on dedicated IT support.

 **Department of Environmental Quality**

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Electronic Drinking Water Reporting (e-DWR)

Description:

The Department of Environmental Quality (DEQ) contracted with InfoTech to develop the NMS system, which is an information management system to manage wastewater permit, monitoring, and compliance information required under the National Pollution Discharge Elimination System (NPDES). The contract also included development of the E2 system, which provided for the Electronic Discharge Monitoring Reporting system (e-DMR) module. The e-DMR system module provides efficiencies for a wastewater permitting and reporting program delegated from US EPA to MI's Water Division to protect the environmental quality of ground and surface waters of the state and human health (see 13.b).

Michigan is a USEPA Primacy State and MDEQ regulates public water supplies under the Safe Drinking Water Act (SDWA). Under Michigan's Public Drinking Water Program, water sampling and testing are required for community and non-community water supplies. With the exception of laboratory data from the State Drinking Water Laboratory, all data required for running the community and non-community water supply programs is currently being entered manually into the databases. Only two (2) laboratories (both owned by the state) allow the MDEQ to retrieve their laboratory data for the purpose of data import to the WaterChem database. The current data flow process is time consuming, hard to configure, error prone, and is not the optimum setup for efficient and accurate data collection and reporting to USEPA.

The DEQ has received funding approval for an EPA Readiness Grant to enhance the implemented e-DMR E2 architecture to include an electronic drinking water reporting (e-DWR) data flow module. This will enhance Michigan's ability to participate in the national Exchange Network and to streamline efforts to flow drinking water data from permitted facilities to the state then to the federal EPA Central Data Exchange (CDX).

Business Significance:

The DEQ is working in cooperation with the EPA to develop a centralized data exchange method and a working data repository that will set the stage for interstate communication. This process utilizes a state node to receive electronic drinking water reports from regulated facilities. Data will then flow electronically from the state to the federal EPA Central Data Exchange (CDX) nation-wide.

Electronic Stormwater Permitting

Description:

The Department of Environmental Quality (DEQ) contracted with InfoTech to develop the NMS system, which is an information management system to manage wastewater permit, monitoring, and compliance information required under the National Pollution Discharge Elimination System (NPDES). The contract also included development of the E2 system, which provided for the Electronic Discharge Monitoring Reporting system (e-DMR) module. The e-DMR system module provides efficiencies for a wastewater permitting and reporting program delegated from US EPA to MI's Water Division (WD) to protect the environmental quality of ground and surface waters of the state and human health (see 13.b).

The DEQ has received funding approval to enhance the implemented e-DMR E2 architecture to include an electronic stormwater permitting (e-Permitting) data flow module. The current permit application process could be further streamlined to provide resource saving to Water Division and value-added services to the regulated community. The proposed project will build on the existing E2 and NMS systems to provide the e-Permitting functions.

The project scope includes: 1) Implementation of an Internet-based electronic permitting to allow facilities to submit

Electronic Stormwater Permitting

a stormwater permit application on-line which includes an application form and payment data, 2) Integration of E2 and NMS for acknowledgement of application receipt and payment, process and tracking application, publish e-application decision on E2, and make approved permit available online for download.

The generalized system/application options include: 1) Self-Registration, 2) Application on-line, 3) Application Fees, 4) Receipt Confirmation, 5) Application Data from E2 to NMS, 6) SWQD Staff Makes Decision on Application, 7) SWQD Decision Posted on E2, 8) Refund/Payment Failure Response, and 9) Refund/Payment Failure Response.

Business Significance:

The DEQ is working in cooperation with the EPA to develop a centralized data exchange method and a working data repository that will set the stage for interstate communication. This process utilizes a state node to receive electronic reports from regulated facilities. The e-Permitting deliverable will then be used as a national model for other states.

Facility Profiler Project

Description:

The Governor desires the Department of Environmental Quality to maintain an up-to-date list of ongoing enforcement actions that may be viewed from the Internet. This list will detail the parties involved, violations in question, and the status of activities to correct the violations. Previously, the Department desired to display environmental enforcement actions on the Internet with complete facility name, location, parties involved, violations pursued, and case status. To that extent a project was started two years ago with the aid of an Environmental Protection Agency (EPA) grant and will be extended to meet the Governor's wishes.

Business Significance:

The citizens of the State of Michigan will be able to view environmental enforcement actions and remedies via the Internet.

MDEQ Office of Financial Management Accounting

Description:

Currently the Office of Financial Management in the Department of Environmental Quality performs much of the department's accounting on an antiquated system implemented in 1998. The system is written in Microsoft access and has been challenged by current volume and not well supported by the vendor. In today's economic climate the Department of Environmental Quality is increasing its reliance on collecting and billing revenue in order to support its business processes. In order to adequately manage the increased number of fees, the current billing and cash receipting system must be replaced. The department desires to have a new system in place and operational by March 2004.

Business Significance:

Improve the processing of revenue collection and billing.
Minimize risk, maximize quality, and manage limited resources.
Process revenue from a centralized accounting system that supports the Department's business logic and audit requirements.



Department of History, Arts, & Libraries

Enhanced Records Management (libraries and historical and archival records)*	44
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Enhanced Records Management (libraries and historical and archival records)*

Description:

Partnering with the Department of Information Technology (DIT), create a strong program in support of Michigan's obligation of open government through accessible records of government action and other materials of interest in the state's possession. The program will involve the digitization and web publication of library, historical, and archival records, and electronic records management. The program will also promote efficiency and effectiveness in state government by storing only those records that are legally required to be in hardcopy.

Business Significance:

This initiative will improve the preservation and access to governmental, historical, and archival records and information for all citizens of Michigan for research and other purposes.

Michigan Electronic Library Catalog (Mel CAT)

Description:

This project aims to provide a combined, single catalogue database of library collections from all over Michigan. The collections of hundreds (and eventually thousands) of libraries will be available through the internet to Michigan residents. A statewide book delivery system will support the local delivery of books and other materials to most library sites in Michigan.

The central catalogue database will receive continual and frequent updates from member library systems, so the holdings, availability, and shelf status of millions of volumes can be accurately known from any library, school, home, or business, any time of day or night. Library patrons can request materials via a user-friendly web service, and pick up and drop-off materials at their local library. The central system will use standard and custom internet protocols to verify patron privileges, access rights, lending permissions, and constraints.

Business Significance:

The continuing growth of our information economy brings into sharp focus the most compelling constraints we face in our most efficient use of critical information resources – access and availability. What information resources are available to our users, and how can users access them?

The large-scale integration of disparate library data systems, now made possible with the use of internet technologies, allows us to design a user-friendly web resource to offer one-stop service to a broad range of library patrons, users, researchers, students, and citizens. Individual libraries, library consortia, school libraries, academic libraries, and others will join this central and combined system and make their collection catalogues available online in a single search environment. This aggregation of effort and focus on a statewide system relieves each local site from the burden of developing its own such system.



Department of Information Technology

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Administrative Efficiencies

Description:

This initiative will make DIT more efficient by refining, developing and implementing the processes required to deliver administrative services. This includes facilities management and contractor conversion. Initially this effort will focus on consolidation of facilities and the physical location of DIT employees and converting contract positions to DIT FTEs.

Business Significance:

The initial consolidation of technology staffers resulted in a large geographically diverse department. DIT facilities and staff will be consolidated (where appropriate) into more common locations. This consolidation will be done carefully with a close eye on customer service and delivery capability. The net effect of this effort will save the state money while increasing DIT's ability to effectively communicate, manage internal staff and deliver on support commitments. In addition opportunities will be sought to convert contractor positions to lower-cost FTE positions.

Citizen Survey

Description:

Cyber-state.org commissioned a survey of Michigan residents and businesses to explore the role that information technology plays in their lives. The 2002 survey is the fourth in the cyber-state.org series; previous surveys were conducted in 2001, 2000, and 1998. The survey series was developed and conducted by Public Sector Consultants Inc. (www.pscinc.com) and has four components:

- A random telephone survey of 800 Michigan residents aged 18 and older from across the state, having an overall margin of error of ± 3.5 percent with 95 percent confidence.
- A telephone survey of 300 additional respondents across seven of the eight Michigan regions, conducted to ensure that whenever regional variations are discussed, the margin of error for the results in the different regions is not greater than ± 10 percent with 95 percent confidence.
- An Internet survey of online Michigan residents to gather more detailed information about how they use the Internet. E-mailed invitations were sent to 40,000 people who expressed an interest in receiving Internet surveys, and 1,888 people responded. As explained in that section, these responses are not necessarily representative of the universe of online Michigan residents.
- An Internet survey of Michigan business leaders to gather more detailed information on how businesses and business leaders use the Internet. If members of the public indicated that their job title included an executive role, the respondent was directed to the business rather than the personal Internet survey. A total of 469 business leaders responded. As explained in that section, these responses are not necessarily representative of the universe of online Michigan residents.

The surveys were conducted between September 9 and October 6, 2002. Where appropriate, the survey results were weighted using information from the 2000 United States Census to reflect the Michigan population as accurately as possible. Survey results can be found at http://www.cyber-state.org/12_0/mi_it_report2002.pdf. Another Survey will be conducted in 2004.

Business Significance:

Cyber-state.org's vision is to help Michigan become a world leader in developing and using information technology in ways that better the life of every citizen. The survey helped determine the role that information technology plays in the lives of Michigan residents and businesses.

Create a Cool Workplace

Description:

This initiative will use focus groups and targeted sessions aimed at making Michigan's Department of Information Technology a model for attracting and retaining IT talent. Based on feedback received a specific plan of action will be developed and implemented.

Business Significance:

Make Michigan the employer of choice for technology professionals.

Cyber-State.Org Board

Description:

The cyber-state.org Board advises and provides counsel to the Governor and state's Chief Information Officer regarding the long-term direction that will enable Michigan to implement the best information technology management and service practices, serving and supporting citizens and other customers, as well as critical state functions. In addition to advice and counsel, the board also provides assistance on major state ICT related issues, programs and initiatives, processes, products and services. The board has representation from both public and private sector area's.

Cyber-state Mission

Cyber-state.org is a nonprofit organization committed to inspiring new thinking and forging information and communication technology partnerships with the highest potential to promote a better life for every Michigan citizen.

Business Significance:

- Assist in the identification and assessment of service, business and technology issues and trends
- Assist in identifying best practices and solutions from the private and public sectors, and advise on the implementation and integration of such practices within state government
- Serve as a forum for the current and future role and contributions of ICT to Michigan citizens, government and business services, including education, economic development, health care, environment, cities and urban areas, homeland security and other core government services
- Provide statewide assistance, support and collaboration

Development of a Statewide Systems Development Lifecycle (SDLC)

Description:

A systems development life cycle (SDLC) model is one of a number of structured approaches to information system development, created to guide all the processes involved, from an initial feasibility study through maintenance of the completed application. This initiative will define a standard development lifecycle and outline configuration/ best practice specifics for various platforms throughout the state.

Business Significance:

This effort will limit IT purchases to specific standards in addition to providing a migration path for certain technologies.

e-Democracy

Description:

e-Democracy will establish a statewide enhanced access policy. In addition to helping develop web sites for county

e-Democracy

governments, DIT will automate required reporting to the state, identify and eliminate database redundancies across government agencies, and develop more universal e-transactions and processing. Additional e-Democracy initiatives will include expanding access through public kiosks and accepting online payments.

Business Significance:

This effort will simplify and greatly enhance the general public's ability to access and participate in government.

Homestead Exemption

Description:

State's tax rolls related to homestead exemption are not as accurate as those maintained by local government. However, the state has the potential capability of identifying property owners claiming multiple exemptions especially on property in multiple counties. To do this, a comparison of data consisting of property owner and homestead claims by address must be made. A comparison of the address of the claimed property and the address to which the tax bill is sent is a quick way of identifying possible false exemption claims. If they differ it is likely that the property is not a principal residence.

There are a limited number of approved systems supporting tax rolls statewide. BS&A and Manatron are the largest. These system providers are likely to view the data extract and comparison as in their business interests and provide the service at no cost.

Business Significance:

This effort will eliminate those claiming multiple homesteads providing additional Tax Revenue as well as implementing a single standardized database that will be shared by state and local government.

IT Asset/Inventory Management

Description:

Implement a consistent process and tool set across Infrastructure Services to discover and inventory all IT assets. Infrastructure Services is responsible for supporting over 3,000 servers, 55,000 desktops and a statewide network that delivers mission and business critical applications to state agency end users. Currently there does not exist an accurate inventory or configuration profile of these IT assets.

Business Significance:

Enterprise Integrated Asset Management is based around a central repository that holds inventory, portfolio, and contract data for IT assets in the enterprise. We are proposing a solution that will quickly implement tracking tools with supporting processes to improve service delivery on multiple levels.

Michigan Master Training Contract

Description:

The Information Technology Training section of the Michigan Master Computing Contract -- initiated to enhance the quality of commodity IT procurements at a lower overall cost to the state and to other participating units of Michigan government.

Business Significance:

Reduce the cost of Information Technology training while improving both training quality and flexibility.

MiDeal

Description:

MiDeal will be a web site within acquisition services allowing local governmental units to purchase using State of Michigan contracts. It will also include links to exchanges and other procurement tools to allow all levels of government, and therefore taxpayers, throughout Michigan to save funds.

Business Significance:

Simplify access for local government to view and leverage State of Michigan Contracts.

Organization Participation

Description:

The Office of Technology Partnerships will participate in various IT-related organizations, such as Team, Cyber-state.org, NASCIO, MAGCU, GLIMA, NOREX, MiTech, and the Michigan's Digital Summit to share information and promote initiatives.

Business Significance:

Relationship development and Best Practice identification.

Project Management Tools and Methodology Rollout

Description:

To implement project management tools, methodology and best practices within the Department of Information Technology to increase the probability of successful project deployment on time, within budget and within scope and quality.

Business Significance:

Performing effective and efficient project management on DIT projects will increase the probability of project success. This success includes such measurables as:

- Effective communications management between project team members, DIT, and its clients
- Improved expectations (customer service) regarding product/service delivery (scope)
- On time delivery of expected product or service
- Reduced budget/cost overruns

Return on Investment (ROI) Training

Description:

This initiative focuses on the development of a standardized ROI template that will be used on all statewide IT projects. In addition this effort will include training to rollout this new process.

Business Significance:

This effort defines a standard methodology to determine the ROI of State of Michigan IT projects, which will greatly enhance project prioritization.

Statewide Intranet Initiative

Description:

To build an enterprise intranet infrastructure that will eventually host intranet sites for all agencies within the State of Michigan. The objective is to effectively and efficiently manage the intranets for the various agencies within the state.

Statewide Intranet Initiative

A secondary objective will be to build a trained DIT team skilled in using the V7 for subsequent Internet / Intranet content creation. The pilot phase of this project will build out sites for the following agencies: DCH, DMB, CIS (DLEG) and the Governor's office.

Business Significance:

The primary business objectives for this project are the following:

- Provide an enterprise infrastructure to help build, manage and maintain an intranet for the state.
- Provide a tool for the state employees to share information across a secure environment.
- Provide the ability to create virtual team rooms for the purposes of collaboration. These team rooms may be interagency or intra-agency team rooms.
- Provide a means for management to communicate all employee information in an efficient manner.

Technical Architecture

Description:

This initiative will fully define the functional and product standards for each technology domain. Emphasis will be given to the workstation, application development, middleware, operating systems, databases, data warehouses and application servers disciplines.

Business Significance:

This initiative plays a key role in assisting the State of Michigan in meeting many of its strategic goals and objectives.

Training Needs and Skills Inventory

Description:

The initial assessment steps in implementing enterprise Human Capital Management. This involves identifying the training needs for DIT employees based on the strategic direction and completing an inventory of employee skills.

Business Significance:

This will enable DIT to provide internal support rather than having to go external to the state in providing these services. This will also enable employees to be assigned responsibilities for which they have requisite skill sets, thus improving morale.

Vision and Values Initiative

Description:

The DIT implementation of Governor Granholm's Executive Branch values awareness, alignment, and performance management initiative.

Business Significance:

Provide guidance in aligning employee personal values, interests and skills with enterprise values.

Wayne County: Connecting the Partners

Description:

DIT has coordinated the provision of recycled state personal computers to faith-based organizations in Wayne County to help bridge the digital divide.

Business Significance:

Bridging the digital divide.

Wireless Infrastructure

Description:

An initial Pilot Project is being conducted at the Family Independence Agency (FIA). This project is called the “FIA Tablet PC Project”. The purpose of this project is to identify and implement Tablet PC’s to be used by FIA staff for access to the major computer applications used in their job functions.

Business Significance:

This will be an initial wireless assessment and will assist in identifying wireless services that can be used statewide. Other benefits include improved response time for after hours Protective Services calls. Safety enhancement for FIA staff and children under the care of Protective Services as caseworkers can more easily identify potential hostile situations.



Department of Labor & Economic Growth

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Broadband Implementation

Description:

A 2001 study commissioned by the Michigan Economic Development Corporation (MEDC) showed that development of a comprehensive statewide broadband network could create 497,000 jobs and add \$440 billion to Michigan's gross state product over 10 years. The specific projects addressed in this initiative are:

- Merit Networks, Inc.; network linking the Lower and Upper Peninsulas
- Build a fiber network and connect all 200 buildings comprising the Detroit Public Schools
- Loan to ISP Wireless, Inc.--High-speed, Internet access expansion in mid-Michigan
- Loan Commitment to PCS Broadband – Expansion of high-speed, Internet access service

Business Significance:

Network linking the Lower and Upper Peninsulas

The project accomplishes the following:

- Provides a redundant loop for internet connection for in-state users increasing reliability and security
- Allows Merit to stabilize cost due to leasing of lines to provide Internet service to its customers
- \$15-\$20 million savings for Merit
- Ability for Merit to double capacity for the next 20 years
- Provide a mechanism for Charter Communications to upgrade its network operations and make broadband service more readily available in Sault Ste. Marie and other U.P. markets

Broadband-build a fiber network and connect all 200 buildings comprising the Detroit Public Schools

This is an approximately \$30 million project and will continue to address technological shortcomings of some of Michigan's underserved urban areas. The MBDA is mandated by the legislature to do so via PA 49 of 2002.

Loan to ISP Wireless, Inc

This initiative allows the expansion of coverage to mid-Michigan cities where it was not previously being provided

Loan Commitment to PCS Broadband

PCS Broadband currently provides service to Ann Arbor, Detroit, Dexter, Farmington, Livonia, Southfield and Wixom. MBDA's financing will now allow PCS Broadband to expand its wireless broadband service for small- to-medium sized businesses in areas where incumbent cable and/or DSL coverage is weak or non-existent.

Career Portal Enhancements

Description:

The build out of the Career portal to include industry specific information, and job opportunity & recruitment efforts to engage and promote careers in health care and manufacturing.

Business Significance:

This project will be developed, with input from the business community. The ability to attract and retain young adults into these professions was a consistent message delivered to the Governor at the December 2003 Michigan Manufacturing Summit.

Electronic Data Interchange (EDI) / Insurance Proof of Coverage*

Description:

A national standard for electronically transmitting proof of coverage insurance forms was created by the International Association of Industrial Accident Boards and Commissions (IAIABC). Legislation was recently passed which now enables the bureau to accept the Forms 400 and 401 using the IAIABC standards. Carriers have the option of: 1) using CAOM as their agent (who will convert the policy information they receive to the IAIABC standards and

Electronic Data Interchange (EDI) / Insurance Proof of Coverage*

electronically transfer the data to the bureau); 2) electronically sending their data directly to the bureau; 3) or continuing to mail paper forms. All data received electronically will be run through a number of edits, and the system will automatically generate acknowledgments, letters and reports.

Business Significance:

The bureau receives approximately 230,000 Forms 400 and 401 per year. The forms are microfilmed, manually reviewed for completeness and accuracy, and data entered into the workers' compensation database. Additional edits are then applied and letters and reports for follow-up of missing data are automatically generated. Manual letters are also generated in a number of circumstances. Manual processes require significant amounts of time and resources. Incomplete and inconsistent filings result in delays in getting the information added to the database. Data entry can introduce keying errors, along with lack of standardization in the way employer name and addresses are submitted to the bureau.

Prior to implementing EDI, carriers will be required to participate in a database cleanup effort in order to synchronize our records. We will be implementing this process one carrier at a time. It is anticipated that we will begin testing data from the first carrier no later than the end of the first quarter, 2004.

Labor Market Information Improvements (LMI)

Description:

This initiative will focus on 2 areas of workforce development, critical occupations supply & demand and the LMI Website. A new web site will facilitate data access and customization and geographically track ongoing supply and demand for critical job functions.

Workforce Development: LMI Critical Occupations Supply & Demand

This project will survey employers in specific industries to determine the availability of job seekers in defined critical occupations. Conduct analysis of survey results for presentation in a web-based application. Develop a web-based application that displays the following for each of 15 statewide critical application: Display a thematic map of MI demonstrating the supply-demand relationship of the occupation by region; display a table with employer survey and training information and other selected indicators for the occupation by region; allow the user to select a specific occupation or select a specific region of the state.

Workforce Development: LMI Website

The present LMI website needs to be replaced with current technology that facilitates data access and customization by our customers. Website development of this magnitude would be costly and time consuming if done internally. There are labor market information delivery systems on the market that would be more affordable and could be customized to meet our needs and requirements. Consequently, OLM I is looking to secure a ready-made application as a means to contain development costs and ensure implementation of a fully operational LMI web site. **Once RFP is awarded, timeline/end date for project will be established

Business Significance:

Workforce Development: LMI Critical Occupations Supply & Demand

Survey methodology will be used to evaluate the supply/demand relationship of several critical occupations to provide some of the following information for selected occupations and geographic regions. What is currently the average number of weeks required to find a qualified worker for a job opening in this occupation? How many qualified persons typically apply for a single job opening in this occupation? How easy or difficult is it to find workers locally in this occupation with adequate skills, qualifications, and experience? What are the primary reasons behind the difficulties employers face in attracting qualified workers?

Workforce Development: LMI Website

The mission of the Employment Service Agency's Office of Labor Market Information (OLMI) is to provide data

Labor Market Information Improvements (LMI)

that supports Michigan's workforce, economic and career development initiatives and promotes informed labor market decision-making.

OLMI has been designated by the governor (pursuant to the Workforce Investment Act) to develop and manage the "Michigan Workforce Information System." The system involves the collection, development and dissemination of the official labor market statistics for the state. The major dissemination vehicle for Michigan's Workforce Information System is the LMI website. One of the core deliverables of OLMI's contract with the USDOL Employment & Training Administration is to develop a new, updated Web site environment for its Web-based Labor Market Information delivery system.

The Office of Labor Market Information's primary objective is to secure and implement a Web-based labor market information dissemination system that incorporates Michigan's Workforce Information System based on the ALMIS database structure. The ALMIS (Americas Labor Market Information System) database is a normalized relational database structure developed for the storage and maintenance of employment statistics, and related economic and demographic data. OLMI is looking for a "turnkey" website solution that utilizes the ALMIS database structure to disseminate Michigan's labor market information over the Internet to job seekers, employers, educators, labor market analysts, and workforce/economic development planners.

Michigan Talent Bank

Description:

MTB Phase III - The Talent Bank application is being completely rewritten using JAVA, JSP and PL/SQL. The Inquiry search engine has been replaced by Oracle's search engine. Enhancements made during this phase of development include the introduction of a functional resume, new search engine technology that will support city-based proximity searches, resume and job order shopping carts, enhancements to administrative tools used by customer service / support staff, and increased linkage to the Career Portal. Privacy and terms of use statements for both employers and job seekers have been expanded to contain information regarding safeguards and responsibilities.

Business Significance:

The Michigan Talent Bank is an internet-based self-service labor exchange system used by employers and job seekers. Job seekers can post resumes to the system or directly search job orders posted by employers; employers can post job orders as well as directly search resumes posted by job seekers. In addition to being a self-service system, the MTB is integrated with the One-Stop MIS system to provide seamless service to customers receiving services within each system.

Currently, there are 600,000+ active resumes in the Michigan Talent Bank. Over 46,000 Michigan employers are actively registered to use the system. Employer use of the system is evidenced by the 25,000 available job openings posted to the site and an average of over 55,000 resume searches conducted each month.

This application is considered critical because it is a necessary early step that claimants must complete in order to be eligible for unemployment benefits.

Michigan Timely Application Permit System (MITAPS)

Description:

The Department of Labor and Economic Growth shall develop an enhanced on-line licensing and permitting process designed to function across departments and agencies that shall be known as the "Michigan Timely Application and Permit Service ("MITAPS").

Michigan Timely Application Permit System (MITAPS)

Business Significance:

The State of Michigan's website contains a maze of permitting information without a clear explanation of the expected time necessary to complete each phase of permitting and licensing process. Improving the State of Michigan's permitting and licensing process for individuals and entities doing business in Michigan will help make this state a better place to do business, encourage the retention of existing jobs, and help foster the creation of new jobs for Michigan workers.

Online Business Startup, Phase III

Description:

In 2001, the e-Michigan Office launched a project, OLBS II (OLBS I determined and designed the forms), to improve the business startup process (the filling and filing of forms) by automating and streamlining the current process, integrating the processes across agencies, and reducing the complexity and time it takes to complete the process. Four agencies were primarily involved in the business startup process – Consumer and Industry Service (CIS), Treasury, Unemployment Agency (now BWUC under CIS), and MEDC (Michigan Economic Development Corporation). These agencies operate independently, collecting and storing data in a variety of formats on their legacy systems. The data is collected through twenty-one processes, involving more than thirty-five forms. Most of these forms are not available electronically. There were no checklists of the steps to startup a specific type of business for a given industry.

The desired goals of the Business Startup System included the following:

Reduce the duplication of effort required of citizens starting businesses and of agencies to register a new business.

Reduce the time to start up a new business in Michigan.

Increase the business owner satisfaction and understanding of the process.

OLBS III is intended to automate the filling and filing of Form 518 (REGISTRATION FOR MICHIGAN TAXES) by allowing the user to electronically submit the data, once filled-in, to the necessary legacy database systems for processing. This functionality of data transfer eliminates the need to have agency personnel type the data back into their systems. It also ensures that all agencies get the same common data.

Business Significance:

Benefits to state

- Reduced staffing costs associated with manual paper processing including: data review/validation, error correction, follow-up/clarification, data entry, process notification of approval, archival.
- Reduced staffing costs associated with customer support for simple process related questions.
- Reduced staff time dedicated to telephone registration (Treasury).
- Reduction of redundant and inconsistent data across agencies.
- Consistent data approval. Automatic data validation based on business rules.
- Consistency of data across agencies results in ability to cross reference data with CIS, Treasury, UA.
- Streamlined workflow approval that will reduce processing time and expedite cycle time.
- Leverage information to expand knowledge of process and build relationships with customers.
- Increased number of businesses registered for taxes.

Remote Initial Claim Centers (RICC)

Description:

The RICC Initiative will streamline and improve the method in which unemployment claims (both new and

Remote Initial Claim Centers (RICC)

additional) are submitted and processed through the Bureau of Workers & Unemployment Compensation. The core component of this initiative is the establishment of three claims processing call centers, called RICCs (Remote Initial Claim Centers). The RICCs are located in Saginaw, Detroit, and Grand Rapids. DIT and DLEG will share responsibility.

In order to streamline the processing of unemployment claims, new channels for claims submission and processing are being established. This includes the ability to receive claims over the telephone, receive claims over the Internet, and to receive claims electronically. In addition, automated workflow procedures are being created to allow for more efficient and cost effective means of processing work within the RIC Centers.

In order to the above objectives, four projects were created that make up the RICC Initiative:

- Telephone Filed Claims (IFC)
- Internet Filed Claims (IFC)
- Employer Filed Claims (EFC)
- Automated Work Distribution (AWD)

Business Significance:

This initiative will streamline and improve the method which unemployment claims are submitted and processed. This growth in efficiency will be the result of the establishment of three claim centers called RICC's (Remote Initial Claim Centers). This process will come about from the development of new channels of claims submission and processing.

Statewide e-Grants Portal

Description:

This effort is the development of a single statewide portal for all grants. This will provide the ability cross-reference all departments to identify available grants.

Business Significance:

Michigan's non-profit community has asked for a streamlined grant process that allows them to identify all grants they may be eligible for. The single capture of data, and sharing of data across grant applications will help Michigan's non-profit community to apply for all grants for which they may be eligible. Likewise, the development of a unified system will lower the costs for other state agencies that decide to 'opt-in' and place grants on the Internet.

Technology Tri-Corridor

Description:

Governor Granholm proposed the creation of the Michigan Technology Tri-Corridor during her campaign as a way to expand and further diversify the Michigan economy. The Michigan Technology Tri-Corridor (TTC) builds upon the success of the Life Sciences Corridor by incorporating advanced automotive technologies and the emerging business sector of homeland security. This allows Michigan to broaden its scope of technology and innovation while continuing to build on our state's already strong industry sectors. These three sectors can leverage grant money and support crossover research. This enables universities, industries, nonprofits and employees to combine resources and capabilities in researching, developing and bringing innovations to market, in the process spinning off cutting edge businesses and high-wage jobs.

The Michigan Life Sciences Corridor (MLSC), now in its fourth year, links biotech-related enterprises in Grand Rapids, Kalamazoo, Holland, Ann Arbor, Lansing and Detroit. The Life Sciences Corridor is designed to foster

Technology Tri-Corridor

biotechnology, pharmaceutical and life sciences research. It comprises more than 540 companies across Michigan involved in genetic studies and universities that promote biology studies. Companies in the corridor have combined sales of \$4.8 billion and employ 31,000 workers.

The depletion of the world's petroleum reserves is driving a shift away from gasoline fuels and the internal combustion engine toward cleaner, more efficient fuels such as hydrogen. The automakers, seeing the handwriting on the wall, have already come out with experimental fuel cell cars and buses while in Washington, the President has proposed over \$1.0 billion for research on hydrogen-powered cars and alternative fuels. This is just one significant issue facing the automotive industry today. The Technology Tri-Corridor initiative will help advance research and commercialization of alternative energy technologies and other break-through technology, maintaining the continuity of automotive innovation in Michigan.

The terrorist attack on September 11, 2001 and the federal government's commitment of nearly \$1.5 billion in homeland security funding to states and communities opens the way to the third sector of the Technology Tri-Corridor, Homeland Security. There has already been significant growth in Michigan companies aiming to bolster homeland security, yet there is greater opportunity for Michigan companies to grow and expand while also assisting our country in this important mission. More than \$20 million in MLSC funds have already been awarded for homeland security applications for detection, treatment, prevention and decontamination technologies and methods.

The Michigan Technology Tri-Corridor Initiative will be comprised of:

·TTC Fund: A multi-year commitment to assist in the research and commercialization of life sciences, advanced automotive, and homeland security innovations, ideas, and companies. The FY04 funding allocation is \$25.0 million.

·TTC Business Attraction/Retention Program: A targeted sales and marketing campaign directed at in-state and out-of-state business executives in these targeted sectors along with site consultants.

Business Significance:

The Michigan Life Sciences Corridor (MLSC), now in its fourth year, has accelerated the growth of the Life Sciences industry in Michigan. Since inception, the state's commitment of \$177 million in tobacco settlement funds has led to creation of 73 companies in the life sciences and many jobs, helping to leverage public and private investment.

In addition to direct investment and jobs created in Michigan, the Life Sciences Corridor has served as a catalyst in changing the perceptions of Michigan. The Michigan Economic Development Corporation has been using the Life Sciences Corridor and companies within the Corridor as a key component of their national marketing efforts to reposition the image of the State of Michigan. Since this effort began two years ago, we have seen a 21 percent increase in the perceptions of Michigan as a business location amongst life science business executives across the United States. In addition, Michigan and its Life Sciences Corridor program have received significant national attention in earned media as well as national awards for innovation economic development programs.

The introduction of two additional corridors, Advanced Automotive Technology and Homeland Security, will produce similar results in terms of leveraging private and other public funds, create more new technology focused businesses, create more high wage jobs for the citizens of Michigan, and reposition Michigan as The State of Innovation.



Department of Management & Budget

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e Procurement

Description:

This project involves the development of a Web-based procurement system that offers electronic purchase order processing and enhanced administrative functions to buyers and suppliers. The intent is to streamline and track current IT purchases for all agencies, which will result in operating efficiencies and dramatic cost savings.

Business Significance:

This initiative reduces costs by achieving economies of scale through the centralization of IT contract management. It also allows for better communication across state agencies as the people working on various contracts now reside in the same department.

Project Accounting and Billing (PAB): See Department of Transportation Initiatives

Statewide Intranet Initiative: See Department of Information Technology Initiatives

Vision ORS

Description:

The DMB Office of Retirement Services (ORS) has embarked on a seven-step project (Vision ORS) fueled by the ORS Vision to provide their customers with fast, easy access to complete and accurate information and exceptional service. Steps 1 – 4 (New Foundation, As-Is Assessment, Best in Class Assessment, and To-Be Design) are complete. The To-Be Design as identified in Step 4 is being delivered through the completion of the Design, Build, and Implementation phases (Steps 5, 6, & 7).

In January of 2002, the state completed contract negotiations with Covansys for the execution of the remainder of the project. The delivery of the system is further divided into 3 overall stages and the third stage is further divided into 5 sub-projects.

Vision ORS is managed as a Program. That is, it is a coordinated set of projects that together form the basis for meeting the stated goals and objectives of the Office of Retirement Services in establishing this effort.

The initiative includes a complete revamping of retirement processing for state employees, public school employees, state police and judges. The Vision ORS initiative is a migration of retirement processing off of the Legacy Unisys and Wang Systems (written in COBOL). This effort includes a Web front end and provides significantly better customer service for retirees.

Business Significance:

The significance of this initiative is to provide better customer service to retirees.

University Purchasing Consortium

Description:

University Purchasing Consortium

DIT's Office of Technology Partnerships will work with the Department of Management and Budget to leverage the purchasing volume of the state, Michigan's universities, and local units of government to negotiate a master contract with substantial savings.

Business Significance:

This will reduce the cost of universities' IT purchases



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Enterprise Kiosks

Description:

Strategically place self-service stations, kiosk's, throughout the State of Michigan, for the purpose of dispensing information, giving electronic access to state resources to people without computers and adding convenient sites of physical, State of MI presence for people to pay for and receive a state-controlled license, vehicle tab or certificate.

Business Significance:

Customer service is the primary benefit that can come from a kiosk strategy. The rise of banking ATM technology has all but replaced the traditional, teller-facilitated, routine, banking transaction. For the DNR, the high-adoption rate will translate into a \$400,000 savings. For the Secretary of State, there is the prospect of reduced wait times at branch offices with the increased number of service sites available for more hours.

Land Ownership Tracking (LOTS)

Description:

LOTS is a 3-tier, client-server replacement for the DNR's REIS mainframe system. It is used to manage the state's land holdings and mineral rights ownership that are administered by DNR and MDOT. All land ownership rights that are acquired or disposed by the state through tax reversion, direct purchase, exchange, grant, gift, direct sale, auction or contract is tracked in LOTS. Fund/Account balances from revenue generated by mineral leases and production royalty and payments due the state from leaseholders are maintained and tracked in LOTS. The allocation of land to project areas such as state parks, rail trails, water access, environmentally sensitive areas, forestry, military operations, wildlife game areas, recreational areas, etc. are tracked in LOTS.

Business Significance:

Customer service improvement

Michigan Natural Features Inventory

Description:

Interactive Internet application allowing users (public and private) to determine if a review for threatened and endangered species will be required before developing/altering the landscape in a geographic area. The user, through a map and/or query function, selects their geographic area of interest. The application then spatially compares that location to threatened and endangered species data. If it is determined that an impact to a threatened or endangered species may occur, the user is notified that a review is necessary. The user is given the option to submit their request for review at that time. If no potential impact is determined, a notification stating that no review is required will be generated for the user.

Business Significance:

Improved citizen access

Michigan Recreation Boating Information System II

Description:

The purpose of this project is to update and enhance the current Michigan Recreational Boating Information System (MRBIS). CGI will develop several new enterprise geographic data sets, identify river segmentation, enhance educational value, and enhance graphics and sound.

Michigan Recreation Boating Information System II

Business Significance:

Improved citizen access

Vegetative Management System (VMS)

Description:

The Vegetative Management System (VMS) tracks vegetative changes in land cover brought about by timber sales. The system will replace the current antiquated Timber Sale System making major improvements in quality control and data analysis abilities. It will be used to manage the 750 sales treating 55,000 acres of the 3,900,000 acres of state forest each year. These sales bring in \$25 million dollars of revenue to the state each year. The initiative is the State of Michigan's pilot project for assessing the capabilities for Microsoft Corporations .NET suite of application products.

Business Significance:

The significance of this initiative is to provide changes in the way we track vegetative changes in land cover brought about by timber sales. To do this, the initiative will replace the current system and make changes for quality control and data analysis.



Department of Transportation

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Act 51 Mapping Process Re-engineering

Description:

PA Act 51 of 1951 established the mechanism by which the local road system is annually funded in Michigan. The Act 51 mapping reengineering process provides for the first time a complete, consistent and fair review of all ACT 51 roads in the state and the data submitted into that process by MDOT staff. The Act 51 submittal process is inherently a map communication process that has used paper map products - thousands of them. The goal has been to digitally convert these to the state GIS map base (the Michigan Geographic Framework) and leverage the enterprise for much of the other map information. Traditionally, local road agencies would often do double work in maintaining their road information because the Act 51 accounting process was not always integrated with the mapping process.

Business Significance:

Accurate geographic information is an essential ingredient in nearly every aspect of state government planning and policymaking. In fact, all State of Michigan departments collect and/or use some form of geographic data to conduct their daily business practices, such as:

- Managing natural resources and protecting the environment;
- Providing a foundation for homeland security, public health and safety, emergency preparedness and response;
- Improving transportation, housing and community services, education;
- Addressing economic development, social and demographic issues;
- Enabling executive strategic planning and more efficient government operations;
- Providing more effective communication between the state and citizens.

Commercial Vehicle Information Systems and Network (CVISN): See Michigan State Police Initiatives

Crash Process Redesign: See Michigan State Police Initiatives

Contract Management System (C-TRAK)

Description:

Implement a department-wide application for managing "service" contracts throughout their entire life cycle. Initially, research an "off-the-shelf" product or custom solution from a Government Agency. We want to have one data base that can be used by all areas of the Department to process contracts, payments to vendors, pre-qualification of vendors, contract/project close outs, audit resolutions and post-project evaluations.

Business Significance:

We propose to develop a seamless contract system to monitor and track all service contracts with the Department. We will have one system for entry of the data and for reporting all aspects of the service contracting process. We will accomplish this by combining several of the stand-alone systems into C-TRAK and interfacing with other systems to gain required information. In addition, C-TRAK will provide in-system routing, approvals, prompts, notices and other work assistance that will serve to make the process more efficient, less costly (electronic vs. paper) and reduce the probability of error. There will also be access to forms and status information by vendors that will greatly reduce the number of their telephone calls and faxes requesting information.

Digital Oasis

Description:

With a \$50 thousand grant from Intel, DIT plans to establish wireless “hot spots” at rest areas in Michigan. This will serve to improve Michigan’s business climate by increasing the productivity of workers traveling on Michigan’s roads. MDOT is currently reviewing regulatory issues.

Business Significance:

An initial pilot will be completed and this will provide wireless internet connectivity to business and pleasure travelers.

FieldManager Upgrades Project

Description:

The FieldManager suite of software manages, tracks, and processes Michigan’s entire \$1.4 billion annual road and bridge construction program. More than 2000 people working at 280 MDOT, local government agency, engineering consultant firms, and construction contractor facilities use the software across the state. FieldManager allows for better management of road and bridge projects by reducing the administrative overhead, resulting in greater value for taxpayer dollars. It is critical that the software is operating correctly, properly maintained, and periodically upgraded to meet changing business needs and updates to technical environments.

The purpose of this project is to develop two upgrades to the FieldManager suite. The first is a minor upgrade addressing issues of immediate concern, and the second is a major upgrade containing a variety of improvements. The upgrades include software modifications due to business rule changes, audit requirements, changing technology, and to comply with standards. The upgrades will also improve performance and reduce long-term maintenance costs.

The upgrades cover many aspects of the FieldManager software including functionality related to contract documentation, inspector’s daily reports, work items, test materials, stockpiles, pay estimates, contact modifications, security, and updates to the system documentation. Also included is a new function for distributing read-only copies of construction projects to prime and sub contractors. This function will allow contractors to view construction project status and other information directly in FieldManager. It is estimated the project will save Michigan approximately \$3.5 million per year in reduced hands-on time. The project will also produce significant “soft” non-quantifiable benefits including reduced errors, more timely information, availability of new information, and better network and system interoperability.

Business Significance:

The enhanced FieldManager suite will provide MDOT with significant time savings and operational improvements. Benefits include the following:

- Provide the ability to assign multiple contractors and subcontractors to single work items.
- Provide the ability to distribute read-only copies of construction projects to contractors.
- Ensure cross version/release compatibility for all forms of contract transfer and archive files.
- Provide the ability for MDOT to operate FieldManager against an Oracle database.
- Provide and maintain standardization of files and forms used for material tracking.
- Provide the ability to easily connect to FieldManager sites within the MDOT network statewide.
- Allow the FieldBook component to re-export Inspector Daily Reports to FieldManager.
- Allow the FieldBook component to run contracts from multiple managing offices at the same time.
- Provide more secure configuration settings.
- Provide enhanced user security to meet state audit requirements.
- Upgrade FieldManager suite to current releases of Powerbuilder and Sybase to provide greater technological integrity.

FieldNet Enhancement Project

Description:

The current process of transferring construction project information between MDOT, local agencies, engineering consultants, and construction contractors requires significant manual intervention which is time consuming and prone to human error. This project will enhance the FieldNet component of the FieldManager suite of software to automate the construction project file transfer process statewide. The enhanced FieldNet will orchestrate all data transfers, ensure FieldManager databases are synchronized, and ensure transfers are secure and dependable. The project includes a detailed analysis of requirements, the detailed redesign of both the client and server, the modification of the existing FieldNet client software, and creation of a new FieldNet server over an underlying middleware communications processor. The enhancements are being done using the most efficient, robust and scalable architecture available, and will establish a solid foundation for future FieldNet enhancements.

Many business areas will realize significant benefits from this project. The enhanced FieldNet will eliminate the manual procedures required to transfer files between the Construction Administration System (CAS), and the FieldManager and FieldBook components of the FieldManager suite. It also includes eliminating the need for construction managing offices to fax pay estimates to MDOT's central office. It is estimated the project will save Michigan approximately \$1.3 million per year in reduced hands-on time. The project will also produce significant "soft" non-quantifiable benefits including greater security and data integrity, better information connectivity, and greater access to MDOT construction project information.

Business Significance:

The enhanced FieldNet will provide MDOT with significant time savings and reduce the number of errors that occur in the current process. Benefits include the following:

- Automate the process of transferring files between CAS, FieldManager, and FieldBook, and eliminate the need for human intervention and prevent the possibility of errors.
- Eliminate the need to fax pay estimates to Contract Services. FieldNet will ensure that the sending and receiving sites are valid and that they are managing contracts assigned to them by FieldNet.
- Provide proper validation that files are correctly transferred between CAS, FieldManager, and FieldBook. FieldNet will edit each incoming file to ensure that the entire file was transferred.
- Provide appropriate notification when values in CAS and FieldManager do not balance. FieldNet will verify that CAS and FieldManager totals balance before and after it sends pay estimates and contract modifications to CAS.
- Provide an audit trail for file transfers between CAS, FieldManager, and FieldBook. FieldNet will assign ID's to all FieldManager sites and FieldBook machines. These ID's will be used to determine where data is from and where it should go. FieldNet will also assign action codes to messages to determine what process needs to occur when messages are received. As these actions are performed FieldNet will record the ID, action code and other relevant information in an audit table.
- FieldNet will allow authorized users to approve estimates and/or contract modifications, view the status of estimates and contract modifications, assign and send contracts to FieldManager sites, request reference file refreshes, and administer FieldNet users. This functionality will allow MDOT to replace the FieldManager/CAS Interface Program (FCIP).
- Provide greater error detection to reduce the time required to correct errors. FieldNet will provide several edits during the receipt and processing of pay estimate files. It will also provide appropriate notification whenever any files have failed these edits.
- FieldNet will automate the process of transferring read-only contracts to prime and subcontractors and eliminate the need for human intervention and prevent the possibility of errors.

Law Enforcement Agency Management System (LEAMS): See Michigan State Police Initiatives

Materials Management System (MATMS)

Description:

Currently, MDOT has a mix of manual and automated processes when we look at how materials are managed. Transport CAS has the functionality to create materials, associate work items to those materials and pass those associations down to FieldManager in an electronic file at the time a contract is initialized from CAS to FieldManager, however, this process is very limited and not well designed. FieldManager has the functionality to create materials and associate work items to those materials. As progress occurs on those work items, FieldManager tracks the usage and approval of the materials. FieldManager has a number of material inquires available to assist in material management at the field level. In the material testing labs, there are a number of manual and lab specific systems that track the testing and certification of materials. The results of the tests performed in the labs are then put on paper documents and sent to the TSC or field offices. These documents are then re-entered in to FieldManager to document the approval of the materials used. The material information from the various labs remains in their individual systems and are not available from one single source. MTS is scheduled for implementation in Summer 2004. This automates the lab functions and creates a single source location for material information at the lab level. For the MTS effort, it is out of scope to develop an automated method to transfer this information to FieldManager or to provide management all the information necessary for comprehensive materials management. Currently, there is no efficient method to manage materials, such as material performance, and what, where and how materials are used.

AASHTO has organized a Task Force to initiate a Materials Management System (MMS). MDOT is participating in this effort. At this time it is MDOT's goal to have a materials management system interface with FieldManager and MTS and provide an automated method to manage materials and exchange material information. A materials management system will also reduce the duplication of data entry, provide historical material testing information, and will provide management and technical staff with information on material performance and resource needs. MDOT has selected to enhance AASHTO's TrnsPort SiteManager for this solution.

Business Significance:

To develop an automated method to transfer information between MTS and FieldManager, and to provide management all the information necessary for comprehensive materials management. Currently, there is no efficient method to manage materials, such as material performance, and what, where and how materials are used. It is intended for these two systems to share data by way of the materials management system. Use of the business and technical requirements will be the basis to determine the enhancements necessary for SiteManager to meet the MDOT requirements.

MDOS Business Application Modernization (Driver License & Vehicle Registration): See Secretary of State Initiatives

Michigan Electronic Library Catalog (Mel CAT): See Department of History, Arts, and Libraries Initiatives

Operational Highway Maintenance Data Collection (OHMDAC)

Description:

The OHMDAC pilot project will determine the feasibility of equipping highway maintenance vehicles with

Operational Highway Maintenance Data Collection (OHMDAC)

technology that will assist vehicle operators and office staff with collecting, compiling and distributing data associated with maintenance activities. OHMDAC will help do these tasks more accurately and efficiently than with current methods.

Business Significance:

OHMDAC will allow for more effective maintenance planning efforts by capturing more complete information about the location of assets and the current status of maintenance activities.

OHMDAC will provide automated data collection, which will improve accuracy of information, improve maintenance operations and reduce MDOT staff time and effort.

OHMDAC will automate and streamline maintenance information gathering processes enabling more efficient use of MDOT staff.

OHMDAC will allow MDOT staff and management to access information whenever needed, providing increased service and reducing MDOT support efforts.

OHMDAC will allow increased and more effective use of limited term employees.

OHMDAC will provide audit trails for management information and control.

OHMDAC will provide more complete, accurate information to allow MDOT to manage resources more effectively.

Project Accounting and Billing (PAB)

Description:

The Department of Transportation needs and intends to replace its existing legacy Project Accounting and Project Billing system with a client/server-based system. This software will be an addition to our existing MAP Financial Obligation System (MFOS) client based system.

Business Significance:

The business benefits and objectives expected from the project include:

- The ability to monitor annual expenditures against the planning template to accurately measure the funding level and project future needs. The current method is to track obligations against the planning template, but it is expenditures, not obligations, that actually impact road condition.
- The ability to manage funding by monitoring expenditures and obligations by appropriation year, fund, revenue source, and project. Available balances will be known at any time and could be used, capturing lower construction costs in earlier years. Better control of funds would also forestall the potential need for emergency borrowing for cash flow in times of high interest rates.
- Ability to time the obligation of federal funds only when needed for expenditure. This would reduce using federal obligation authority for future costs and provide earlier reimbursement cash flow.
- Provide for the initial expenditure transaction to be coded for proper allocation rather than charged to one fund and then manually allocated. This will enable more accurate and timely information, including expediting local billing and project closeout.
- Provide timely information to staff in the field to enable them to monitor expenditures on projects and take appropriate action to control the budget.
- Eliminate the need to make duplicate entry of all project profile data into MFOS and MAIN.



Department of Treasury

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Call Center Services

Description:

Extend the infrastructure [Siebel™ software, FileNet™ electronic document management, Genesys™ computer integrated telephony (CTI), interactive voice response system (IVR), web integration and NICE™ transaction monitoring, hardware (including full DR and development site)] to other state agencies.

Business Significance:

This extension will help to standardize call center technology allowing the state's resources to become expert at its maintenance and will foster best business practices for call centers around the state. Use of consumer off the shelf software will help DIT to maintain technology currency for our clients. As experienced in Treasury, more calls can be handled with fewer number of customer service agents.

Central Electronic Payment Authorization System (CEPAS)

Description:

The state has contracted with GovConnect, as an application service provider, to furnish a single, electronic solution for credit card, electronic check and ACH Debit payments for all agencies that use web and potentially telephonic external user interfaces.

Business Significance:

Centralizing credit and debit cards, electronic checks, and ACH collection will reduce future development and support costs.

Coordination of Treasury's Oversight and Support of Services to Units of Local Government

Description:

The Bureaus of Bond Finance and Local Government provide leadership, technical advice, financing, and policy for the prudent and safe management of local and state revenues dedicated to delivering public services at the local level. These activities include regulating and monitoring local fiscal responsibility; overseeing local borrowing; making loans to certain units of local government; monitoring the annual financial audits of over 2,000 local units of government; conducting special audits where financial irregularities appear to have occurred; and taking over financial management of units of local government in emergency situations. At present discrete divisions within the two Bureaus carry out these activities. This initiative will streamline the demands for information imposed on units of local government and enable more efficient delivery of services by the Bureaus. It will include the development of a web-based monitoring system for both the regulatory and lending activities related to local services. It will also include the development of processes to eliminate duplication of effort and assure coordination of information delivery.

Business Significance:

Local residents and state legislators will receive more timely information about the financial status of units of local government. Units of local government will benefit by having to file information in fewer locations of Treasury. Treasury will be able to marshal limited resources more efficiently.

Commercial Vehicle Information Systems and Network (CVISN): See Michigan State Police Initiatives

Increase Public Access to Treasury Services

Description:

Increase self-service options to Treasury Customers. Allow taxpayers and other customers the option of access to Treasury 24/7 via the Internet. Information will be made available in two ways; broadcast messages that communicate general information to large numbers of people (we are processing tax returns received as of February 6, 2004); or providing individual access to tax records via secure self-service channels.

Business Significance:

At some point in his or her life, virtually every citizen in the state interacts with Treasury. Efforts to make our services more accessible and convenient are at the heart of this initiative.

Integrated Tax System (Tax Process Modernization)

Description:

The pressures on the Department of Treasury to be as effective, efficient and fair as possible in the administration of tax law have never been higher than in recent past. Taxpayer expectations, economic trends, budget priorities and even technology itself make it the right time to consider a new, integrated tax administration system.

This modernization project will allow the Department of Treasury to:

Enhance the collection of revenue by:

- Enabling more efficient tax return data capture and processing.
- Providing unified, taxpayer account management – across tax types through to accounts receivable and collection payment.
- Unifying the task of account auditing – desk audits with field audits.
- Automating business rules to discover new taxpayers or fraudulent refund requestors.
- Providing effective reporting systems to gauge and adjust collection activities.
- Increasing the perception of fairness among taxpayers.

Implement a more trackable receipt-to-revenue process by:

- Automating the enforcement of Generally Accepted Accounting Principles (GAAP).
- Unifying a number of independently operating tax systems eliminating cumbersome interface applications.
- Establishing an automated process between the bank receipting function with the tax account posting.
- Automating the manual interfaces with the state's MAIN accounting system.

Improve DIT's ability to respond to policy and administrative changes by:

- Establishing an enterprise system that eliminates fragmented standards and processes.
- Implementing configurable business rules that improves maintainability.
- Creating an enterprise database model with a comprehensive data dictionary that standardizes data collection and storage.
- Facilitating the connection with other open system components, including customer relationship management software, document management software and the web.

The project plan has begun and includes 2004 activities:

Integrated Tax System (Tax Process Modernization)

1. The development of a full business case with high level collection vs. spending schedule.
2. Consideration of a benefits/performance-based, funding mechanism.
3. The continuation of the trend to use customer-off-the-shelf software.
4. Repeat the innovative, data integrator, acquisition process involving a lengthy teamwork period with a full and frank exchange of solution alternatives.

Implementing such a system will span 2 – 4 years after the state selects its integrator.

Business Significance:

Included in "Description" section

MDOS Business Application Modernization (Driver License & Vehicle Registration): See Secretary of State Initiatives

MEAP / Merit: See Department of Education Initiatives

Motor Fuel Compliance

Description:

The State of Michigan, Treasury Department initiated the Motor Fuel Automation Program to dramatically increase revenue as quickly as possible and facilitate customer service objectives at the same time. The primary means will be to provide process improvements, increased data collection and technology advancements.

Business Significance:

This project is aimed at automating the revenue collection process and also to facilitate additional revenue collection. This will benefit the state itself and ultimately the constituents by helping to cover the budget shortfall.

Offender Management Network Information (OMNI): See Michigan State Police Initiatives

Online Business Startup, Phase III: See Department of Labor and Economic Growth Initiatives

Treasury Reporting

Description:

Michigan Department of Treasury requires municipalities to submit paper audit reports of accounting information. DIT intends to help the state and municipalities move to an electronic filing system, thereby reducing transaction costs such as manual handling and storage of paper documents. The auditing CPA's typically have the electronic equipment necessary to help comply.

Business Significance:

By providing an electronic means this will improve productivity for both the State of Michigan, Local Government and outside accounting firms.



Family Independence Agency

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CEPI – Education Data Warehouse: See Department of Education Initiatives

Children’s Action Network (CAN)

Description:

Michigan has over 200 schools that are not achieving their expected progress goal under the “No Child Left Behind Act”. In order to help address this problem, the Family Independence Agency (FIA) is coordinating a multi-Agency, school based effort to assist the children and families associated with those schools, to overcome barriers and to improve their academic and non-academic careers.

As a part of this effort FIA workers will be based at up to 20 of these schools initially. 20 more will be added in the first quarter of 2004, with the possibility of further expansions there after. They will be responsible for assessing the children and their families and creating plans of care to assist them. In order to facilitate that effort, there will be three tools created; an assessment tool, a plan of care tool, and a data collection tool to be used in conjunction with the first two tools.

The initial effort will consist of paper versions of the first two tools along with the development of the data collection tool. This last tool will collect information from FIA, DCH and CEPI and combine it into an easy to use form for the use of the out-stationed workers.

In later phases the first two tools will be automated and combined with the data collection tool. In addition as new sources of information are made available they will be added to the data collection component.

Business Significance:

The system will support the school-based workers in the selected schools by providing information collected from multiple state agencies and assisting in the creation of an action plan to support the families. Implementation will result in a process and structure capable of organizing and using data from multiple agencies in a useful and effective format.

FAP Payment Accuracy

Description:

“The Food Assistance Program (FAP) supplements the food purchasing power of low-income individuals and families.” The FAP is a program of FIA.

This initiative’s goal is to dramatically reduce the issuance error rates of the state’s food assistance program. The initiative seeks to automate the exchange of data between agencies and create system support that is comprehensive and coordinated.

The state currently faces a fine of \$24.7 million and has paid fines of \$64.5 million since 1995 for unacceptable error rates; some of these fines can be mitigated by promising reinvestment in the program. Michigan’s error rate of 14.1 percent, almost six percentage points above the national average of 8.26 percent, Michigan has the second-highest error rate in the nation

A state audit of the FIA's food assistance program released in February found that Michigan's system for matching

FAP Payment Accuracy

wages with food assistance payment totals was ineffective. It also found that the state wasn't adequately serving people who are eligible for food assistance in small, rural communities.

Business Significance:

This initiative will better serve constituents by making the food assistance program more responsive to requests and more accurate in fulfilling them for those in need. This initiative's success is also important to the state government, which will continue to face fines from the federal government if error rates are not improved. Because of the significant fines involved and the high profile nature of the FAP program, this initiative is considered of highest priority for both the FIA and DIT.

FIA Financial Program Integrity Initiative

Description:

FIA's Office of Inspector General (OIG) is currently updating their business model, which will result in expanded centralized investigative activity within the Agency. Expanded investigative functions of the OIG will encompass the areas of Agency Service Providers, compliance with contractual agreements by private agencies that provide services to the FIA, and compliance with licensing requirements issued through the Bureau of Regulatory Services. This redesign will also help to identify and maximize recoupment of overissued funds. It will increase the success of prosecution in cases of intentional program violation or fraud. The goal is to minimize fraud, waste and abuse within the Agency's programs.

In addition to the above integrity component, FIA Field Services Administration is developing a comprehensive and automated, centralized tracking system to support this initiative. This system will facilitate improved management and tracking of funds that need to be recouped from individuals who have intentionally, or unintentionally, received benefits in excess of their eligibility. Such recoupments have previously been tracked in various ways using various independent systems. With this system, the FIA Recoupment Specialist, for the first time, will be linked to a single, unified system that will provide for consistent data. The system will initially be available for the Family Independence Program (FIP) [cash assistance] and Food Assistance Program (FAP) [food stamps]. Additional programs such as the Child Development and Care (CDC) are implementing policies and systems support to enhance FIA's ability to establish and collect overpayments to both clients and service providers. Recoupment data for this and other FIA administered public assistance programs can be incorporated within the tracking system as development continues.

An additional component of the integrity initiative is an enhanced automated repayment system for the CDC program. Currently, the agency uses an automated system to collect repayments of established debts in Foster Care through the offset of future monies owed to a foster parent or agency. FIA is modifying this system to allow for repayment of debts owed by CDC service providers as well.

Business Significance:

Integrity and accountability within the financial programs administered by the Family Independence Agency (FIA) is critical in maintaining public trust. Accurate and efficient establishment of debt and recoupment of improperly issued funds is an important component of this initiative. These activities strengthen the Agency's processes and structures to better identify and maximize the recoupment of over issued funds. The overall improvement in integrity and accountability will further enhance public trust in the Agency to provide human services and foster an image of stewardship of public funds.

Michigan ASK (Agencies Sharing Knowledge): See All Agencies Initiatives

Michigan Child Support Enforcement System (MiCSES)

Description:

After a decade of striving to achieve federal certification of the MiCSES application, Michigan finally received official notification in late November 2003 that we are “certified”. An extremely aggressive development and implementation schedule completed all certification tasks by September 30, 2003. Certification is noteworthy for two reasons: (1) the state avoids approximately \$147.5 million in federal penalties and will receive a refund of \$35 million already paid in FY01 penalties; and (2) the MiCSES project can finally turn its attention to supporting and improving an application that truly meets the business needs of the Office of Child Support and its partners.

This initiative focuses on moving the MiCSES project from a rapid development/ implementation organization to a maintenance/operations organization.

Business Significance:

The chief beneficiaries of this initiative are the families and children that receive the monetary support legally awarded to them. The certified statewide application is used by FIA/OCS Support Specialists, Prosecuting Attorneys, Friends of the Court, and the State Attorney General to establish support orders, to enforce support orders, and to collect and distribute child support payments.

By reducing the economic burden on the supported families, child support collections lessen the need for other state support services.

Offender Management Network Information (OMNI): See Michigan State Police Initiatives

Service Worker Support System – Child Protective Services (SWSS-CPS)

Description:

This project supports the FIA Services Workers and Management staff for Child Protective Services. These programs protect and serve the most vulnerable population in the State of Michigan. This system will upgrade the current CPS system, combining multiple systems into a single system. It will also interface with the Services Worker Support System – Foster Care, Adoption and Juvenile Justice (SWSS-FAJ). This will create one statewide system that will track children throughout FIA’s family services.

Business Significance:

To develop a child protective services tracking system. Allowing for transfer to Child Foster Care, and Adoption, including Structure Decision Making, and statewide reporting.

WIC – Electronic Benefits Transfer

Description:

The WIC program is planning an EBT pilot in Jackson County, with implementation currently projected for April 2004. The “Michigan WIC Bridge Card” will be issued to WIC participants, with the benefits accessed with the magnetic stripe portion of the card. The pilot in Jackson County will operate for a total of 18 months. We anticipate

WIC – Electronic Benefits Transfer

providing electronic benefits to approximately 3,000 households representing 5,000 WIC participants. Currently, 21 vendors are authorized in Jackson County to redeem WIC coupons; these vendors will be equipped to redeem WIC benefits electronically for through the pilot. In addition, five or six vendors in counties bordering Jackson County that redeem a substantial number of benefits issued to Jackson County WIC participants will be included in the pilot. A program evaluation will be conducted after 6 months of pilot operation; a decision will follow regarding statewide implementation and major modifications needed in order to begin statewide rollout activities.

Business Significance:

Constituent families and children benefit by insuring that eligible low-income pregnant women and children have access to proper nutrition and nutrition education. This also benefits the state by reducing the unnecessary medical issues that might need to be treated due to improper nutrition. EBT will also save dollars by making vendor payments electronically.

211: See Department of Community Health Initiatives



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Commercial Vehicle Information Systems and Network (CVISN)

Description:

The CVISN project is a Federal Motor Carrier Safety Administration (FMCSA) initiative to address safety compliance as well as establish an efficient business system. The goal of CVISN is to improve the safety and efficiency of commercial vehicle operations (CVO) and allow for CVO transactions to be accomplished electronically by 2005. This system will link several State of Michigan computer systems that support commercial vehicle registrations, safety compliance and fuel tax collections.

Business Significance:

Allows for commercial vehicle operations transactions to be accomplished electronically by 2005. Links several state systems that support commercial vehicle registration, safety compliance, and fuel tax collections. This will support more efficient interaction of commercial motor vehicle programs between state agencies.

Crash Process Redesign (CPR)

Description:

The Department's of Transportation, State Police, and State are partnering to develop a new Traffic Crash Processing System. The Governor's Traffic Safety Advisory Committee (GTSAC) has identified the goal of improving traffic safety data. Traffic crash information is the critical component in reducing fatal and injury traffic crashes. The new system will improve the quality and timeliness of traffic crash reporting and will improve decision-making regarding statewide traffic safety programs administered by state and local agencies.

Business Significance:

This helps employees by upgrading the interface used for data entry, allows better access to data for users, and will be easier to update when changes are necessary. The system will run more efficiently than the currently patched arrangement.

Criminal History Rewrite (CHR)

Description:

The Criminal History Records system serves as the central repository of all criminal justice data in the State of Michigan relating to arrests, prosecutions and convictions. This system also provides criminal justice data to the Federal Bureau of Investigation and law enforcement agencies all over the country and the world. Manual or electronic submission of fingerprints from Criminal Justice agencies from around the state builds the Criminal History Record. There are three components of an individual criminal history. These are:

- The arrest segment-captured for MSP when the police arrest an individual and fingerprint them.
- The prosecutor segment-sent to MSP by the prosecutor who will charge an individual with a crime.
- The court segment- sent to MSP by the court when an individual has been through the court system.

The Current system is on a Unisys mainframe computer that is due to be phased out by the year 2006 and programmed in an obsolete programming language which makes changing the system to respond to changes in the law and operational needs difficult.

This project will replace the existing Unisys mainframe based Computerized Criminal History system. The overall objective of this project is to significantly increase the Criminal Justice Information Centers ability to provide public safety services to its internal and external customers. Additionally, the completed project will improve the accessibility, maintainability, timeliness and other features of the state's criminal history database while reducing the

Criminal History Rewrite (CHR)

cost of maintaining and disseminating the data.

Business Significance:

This project will allow the Criminal Justice Information Center to better provide public safety services to its internal and external customers by providing a platform with which interfaces from police agencies, prosecutors and courts can be more rapidly developed and supported. This new system will reduce internal costs and improve the completeness, timeliness and accuracy of Criminal History Records across the board. The new system also has the benefit of increased accessibility and maintainability by being on a newer design platform.

Critical Incident Management System / State Emergency Operations Center Geographic Information System Integration (CIMS –SEOC GIS Integration)*

Description:

In the mid-1990's, the Emergency Management Division began looking into various applications for electronic information management for use in the State Emergency Operations Center (SEOC) and for information management and sharing with local EOC's. A variety of applications were evaluated, but due to funding constraints, no application was purchased. Instead, the EMD decided to start development of a Geographic Information System (GIS) for the SEOC using limited federal funds that were made available to the state through disaster response and mitigation. This project proceeded slowly from 1998-2001 due to the limited federal funds. Following 9/11/01, the decision was made to acquire a Critical Incident Management System (CIMS) for the SEOC to enhance emergency management preparedness and response, esp. related to Homeland Security issues. The EMD added a Pilot Phase project to the ongoing GIS Implementation Project. The GIS Contractor, Science Applications International Corporation (SAIC), was charged with integrating a CIMS with the SEOC GIS.

The CIMS selected for the pilot phase test was E-Team. The Pilot Phase will provide the SEOC with 80 users licenses and the integration of E-Team and the GIS applications. Due to security considerations, only users within the state computer network firewall will be able to access E-Team until a SSL is installed. The pilot phase has allowed the EMD and SAIC to work out any bugs in the integration and evaluate the usefulness of the E-Team application. Integration of the CIMS began in mid 2002 and was tested during the D.C. Cook REP drills and exercise June/July, 2003. The secure socket layer (SSL) is scheduled for installation in early fall, 2003 at which time access to the system will be available from outside of the state Internet firewalls.

Business Significance:

Automates the current manual information management process used by EMD to identify, report, communicate, manage, and track critical incidents, disasters and major events. Fully integrated with the SEOC GIS system. Allows for real-time data entry and immediate access to information via the Internet to MSP, associated state/local governmental agencies, Emergency Management Coordinators and other agencies impacted by disaster. Allows for the collection and analysis of intelligence data.

DNA Samples Outsourcing

Description:

The Michigan State Police CODIS DNA Laboratory will be participating in a new National Institute of Justice (NIJ) Convicted Offender Sample Outsourcing Program designed to assist states with reducing the backlog of convicted offender samples. The program will provide funding to outsource 7,000 – 10,000 samples per month for a twelve-month period under a federal contract. The responsibility of the Michigan State Police laboratory in this initiative is the management of the DNA samples, introduction of the resulting profiles into the Combined DNA Index System (CODIS) database, and the background quality assurance.

DNA Samples Outsourcing

Business Significance:

This initiative will significantly increase the population of the Combined DNA Index System (CODIS) database enhancing the ability of the Forensic Science Division to associate suspects with specific crimes.

Lab Lynx: See Department of Agriculture Initiatives

Laboratory Information Systems (LIMS)

Description:

This project will replace the legacy homegrown lab information system. LIMS will provide for all MSP's Forensics Labs to capture information in one central location. In addition, LIMS will bring about consistency in how information is collected as well as what information will be collected.

The base of this initiative is a Commercial off the Shelf (COTS) product called LIMS developed by LABLynx, Inc. out of Atlanta, Georgia. This product is very scalable as well as flexible. It also provides for secure LIMS access via the Internet. This initiative begins with identifying the way business is done today and the way it should be done in the future. The next step is to select the right LABLynx modules to make it all fit. LIMS will then allow for the information collected in the system to be reported on.

Business Significance:

This LIMS initiative will not only allow for more information to be collected from the Forensic Labs, it will also allow for that information to be collected in a consistent manner across the state. In addition, LIMS is designed to enter information as it is found. This will provide for more efficiency in the labs allowing for more time to be spent on more cases.

Law Enforcement Agency Management System (LEAMS)

Description:

LEAMS is a computerized law enforcement system that will provide a fully automated case and records management system for the Michigan Department of State Police (MSP) and requesting local law enforcement agencies. The development cycle of the system is broken into 6 modules: Incident, Intelligence, Crash, Citation, Enhancements, and Interfaces. A brief synopsis of each module built on the NetRMS web architecture is listed below.

The **Incident Module** consists of CRISNet Associates, Inc.'s commercial-off-the-shelf (COTS) software called NetRMS and its wireless application referred to as Cruiser. Both NetRMS and Cruiser feature a comprehensive records management system with all the tools necessary to properly enter, store, and retrieve information captured from incidents. Features include a case face sheet; calls for service record; case reporting; verification and approval method; case assignments; case routing; chain of custody; searching; vehicle management; gas logs; pump logs; training management; personnel management; and others. LEAMS will also be fully Michigan Incident Crime Reporting (MICR) compliant.

The **Intelligence Module** is the means to provide the same intelligence functionality that is currently available in the Michigan State Police's STATIS product. Incorporating STATIS into NetRMS eliminates the duplicate entry of similar data into different databases. The NetRMS Intelligence Module would also include an interface for exchanging narcotics information with the federal government. Another component of this module is the data entry/editing of confidential informant tracking including accounting activities.

The **Crash Module** will be designed to automate traffic accident documentation and processing in a wireless or connected format. It will include a diagramming tool and an interface to the State of Michigan crash database for the

Law Enforcement Agency Management System (LEAMS)

Michigan Department of Transportation, Michigan State Police, and Michigan Secretary of State offices. The Crash Module will include geo-validation as a function to verify an address for accuracy against the State of Michigan Framework database.

The **Citation Module** will be designed to automate the Uniform Law Citation paper form in the desktop and wireless environments. Officer activity reporting will also be included in this model. Officer activity includes providing time expenditure reports based on incident data (i.e., number of hours spend on a case), and case status tracking.

Building on the COTS software, the **Enhancement Module** of LEAMS will provide additional features which:

- Generate warrant requests.
- Allow operation of different business rules according to the subscribing agency.
- Enhancements to further manage and facilitate property room audits and inventories.

The **Interfaces Module** expands the LEAMS database to share common data with other systems. Included are:

- The mobile environment (SCA Premier MDT)—moving NetRMS to the mobile connected environment.
- Michigan State Police's computer-aided dispatch (CAD) system.
- LEIN.
- An interface to allow for a GPS hardware device to capture the current position as a data element in case report, field interview, crash, and citation documents.
- Magnetic Stripe Reader hardware to capture driver license values for citations, crash, case reports, and other documents.
- Datamaxx/CPI to gather driver and vehicle data from state driver licensing and motor vehicle records.
- Vehicle Identification Number validation.
- Michigan State Police investigative reference resources.
- Standard crime analysis reports.

Business Significance:

The LEAMS initiative moves the Michigan State Police and local law enforcement towards the goal of criminal justice information sharing by providing an integrated statewide system for record management. This initiative will help ensure that MSP as well as local law enforcement agencies have access to timely, accurate information from which to make quality decisions to improve law enforcement services to the citizens of Michigan.

The mission and vision of the Michigan State Police (MSP) incorporates the need to preserve, protect, and defend both people and property. This includes the acceptance and responsibility to embrace change and employ new technologies and support services that will enhance public safety efforts and improve criminal justice systems. Within its mission, the MSP collaborates with other criminal justice agencies, providing law enforcement resources, including some information technology resources, when communities could not otherwise obtain these resources and where MSP has a comparative advantage in providing these resources.

As a part of this mission, the MSP has developed, has deployed, and is supporting the Automated Incident Capture System (AICS). This software is used by the MSP to capture incident reports, forward incident information to the statewide MICR system, and serve as a records management system. In addition, several other Partner Agencies are using AICS to the same effect. While AICS has provided a significant increase in the automated records management facilities provided to the officers of the agencies, the MSP is realizing some difficulties in extending the functionality and reach of this software.

Recognizing the limitations of the in-house developed system, MSP has embarked on an initiative to implement an

Law Enforcement Agency Management System (LEAMS)

off-the shelf alternative which will reduce the duplication of entry, increase accuracy and provide critical tools to each of the current AICS users. This initiative is being referred to as the “Law Enforcement Agency Management System” or LEAMS.

Law Enforcement Information Network Conversion Project (LEIN)

Description:

LEIN is a statewide repository of missing persons, persons for whom a warrant has been issued, and stolen and impounded vehicles. LEIN interfaces with a multitude of other databases that have been developed over the years, making it a prime example of integration. Criminal justice agencies can enter information as well as access data from the system. Some examples of available information include the following:

- National Crime Information Center (NCIC). With a single entry through LEIN, a query can be launched to search criminal histories, personal protection orders, sex offenders, stolen vehicles, missing persons, from all 50 states.
- National Law Enforcement Telecommunications System (NLETS). Users can send messages to individual agencies or states to search criminal histories and driver records or they can send a nationwide broadcast.
- Personal Protection Orders (PPO).
- Mental Health Orders.
- Probation Orders.
- Conditional Bond Orders with Protective Conditions.
- Pistol Registrations.
- Carrying Concealed Weapons (CCW) Permits.
- Sex Offender Registry (SOR).
- Criminal History Record.
- STATIS (the state’s Intelligence Database).
- Department of Corrections Prisoner Status.
- Department of State Vehicle and Driver Records.
- Change of Addresses Done at Secretary of State. Trigger notifications being sent to law enforcement agencies that entered a warrant or missing person’s record on that same person at the same time.

Business Significance:

Moving LEIN to an enterprise platform will guarantee the future operational integrity of the LEIN system. In addition, it will provide for greater information sharing, improved up time, reduce maintenance costs, and will facilitate improved integration of criminal justice systems.

MATRIX – Multi-State Anti-Terrorism Information Exchange

Description:

The MATRIX system in Florida is a data warehouse of information to be used for criminal justice intelligence. The data in the system is combined with data sent from all member states. The system contains sophisticated search algorithms to be used in criminal investigations.

This project consists of a data extract from the Computerized Criminal History system and the Sex Offender Registry system from MSP, driver’s license images from DOS, and client images and information from DOC. These data extracts are to be sent to the MATRIX system in Florida and refreshed on a monthly basis.

MATRIX – Multi-State Anti-Terrorism Information Exchange

This project also consists of some computer hardware called a “RISS Node”. This hardware will connect MSP to the Regional Information Sharing System Network as a provider of information.

Business Significance:

This initiative will provide investigators with a powerful tool to investigate individuals. This can be used to solve crime or in anti-terrorism programs. Use of the system will also be provided to local law enforcement, in some fashion.

MCOLES Information and Tracking Network (MITN)

Description:

The MCOLES Information and Tracking Network (MITN) is a secure, web-enabled application that allows the MCOLES constituents to provide and obtain information mandated by state statute. The system allows direct single entry of information by agencies for submission to the MCOLES and allows the MCOLES to immediately verify and respond to requests for enrollment, standards verifications, and licensing issuance. MCOLES has responsibility for setting standards and licensing officers as well as tracking employment and training. All law enforcement officers in the state will use the MITN system.

MDOS Business Application Modernization (Driver License & Vehicle Registration): See Secretary of State Initiatives

Offender Management Network Information (OMNI)

Description:

A parole/probation tracking system that will transition the Department from a manual, individual investigation/supervision system to an automated department-wide system. In addition to automating the majority of investigative and supervision tasks and responsibilities, OMNI will incorporate case management information for over 50,000 probationers and expand the information maintained on parolees and prisoners under community supervision. OMNI will also serve as the base for a prisoner tracking information system to replace the CMIS mainframe application.

Business Significance:

This initiative will be increase knowledge and supervision capabilities for local parole officers, prisons, law enforcement agencies, and even Michigan Citizens. OMNI will enable DOC/MSP to move from a manual agency to an automated department-wide parole/probation tracking system. Additionally, OMNI will incorporate case management information for all probationers. OMNI will also serve as a base for prisoner tracking and replace the CMIS mainframe.

Project S.A.F.E. Streets*

Description:

Fugitive felons, those who have escaped from prison, violated parole, or violated probation are in Michigan, some creating new crimes every day. A series of meetings were held with representatives from the Michigan Department of Corrections and the Michigan State Police directed toward developing an action plan to apprehend violent offenders. A plan was developed to build a partnership involving MDOC, MSP, and local and federal law enforcement agencies to identify, locate and apprehend the most violent offenders. Two statewide sweeps have been conducted so far, the

Project S.A.F.E. Streets*

first on March 24 and 25, and the second on June 18 and 19. In the first two sweeps a total of 199 parole violators and absconders were arrested.

In an effort to address less violent offenders a plan has been developed to mail letters to those violators who, according to their current status, are in violation of their parole, but would not normally be subject to incarceration upon their arrest. These individuals will be made aware of the warrant and directed to contact their parole officer to resolve their status. The first batch of approximately 285 letters will be mailed on July 25.

Business Significance:

This initiative will identify the most violent of parole violators and absconders and lead to their location and arrest. This will improve the safety of Michigan's citizens. By working through partnerships this will be accomplished in a more effective and efficient manner.

WMD/CBRNE Response Team

Description:

This initiative was conceptualized in the Michigan State Police Domestic Preparedness Strategy in November 2001 to meet the critical objective of swiftly marshaling a properly trained and equipped response force to safely and effectively respond to a weapons of mass destruction incident. The development of this specialized team began in earnest in February 2003 when the leadership of the MSP Bomb Squad and National Guard 51st Civil Support Team agreed in principle to join their efforts and capabilities to meet the challenge of responding to a terrorist event. Soon thereafter, the MSP Emergency Support Team joined to provide force protection, which was a critical and missing component of this response unit. Training, exercising, and equipping of each component, both individually and collectively, are the foundational elements of this response force and will ensure its successful and continued development. First, joint training has occurred twice each month since March, and it has not only significantly enhanced the operational capabilities of the unit but has also allowed the development of working relationships built on trust and confidence which is crucial to the goal of mission success. Secondly, the response team has received approval for, ordered, and/or procured numerous equipment items that are required for the proper performance of team members' duties in critical incidents. Some of those items include: Fiber-optic systems that allow the remote operations of robotic platforms, 800 MHz intrinsically-safe radio hardware for secure communications, and Level A protective ensembles that provide vapor-tight barriers for personnel in contaminated environments. Finally, members of the response team participated in their first joint operational exercise in March 2003 and subsequently two other WMD related full-scale exercises in April and May 2003, with two additional exercises scheduled in September 2003. The Michigan State Police Bomb Squad, Emergency Support Team, and National Guard 51st Civil Support Team have joined forces to improve the State of Michigan's ability to respond to, mitigate, and recover from the potentially devastating effects of a weapon of mass destruction event. Therefore, this initiative addresses the key priorities of the Homeland Security Strategy, which are prevention, force protection, public protection, and terrorist apprehension.

Business Significance:

This initiative significantly improves public safety, mission success, and force protection in the event of the terrorist use of a weapon of mass destruction by developing a specialized team to support local emergency response systems during weapons of mass destruction incidents. In addition to a number of ancillary duties, this special response team provides essential operational capabilities in the critical areas of chemical monitoring, real-time communications, hazardous device diagnostic/render-safe procedures, responder decontamination, site security, on-site laboratory analysis, and technical support to the Incident Commander. By creating a response force capable of responding to and mitigating the effects of a weapon of mass destruction, this initiative has enhanced the safety of the citizens of the State of Michigan and met the requirements of the Homeland Security Strategy.



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AG IT Infrastructure and Application Upgrade

Description:

AG IT infrastructure and application upgrade project will replacement all pc's, servers and FileMaker applications with new technology solutions. We are replacing the current Citrix environment using Wyse terminals with a pc based environment using NT file and print servers. We will also rewrite the current FileMaker applications into a standard enterprise application using Oracle as the database solution.

Business Significance:

The current system is difficult to support and is very unstable. This will provide the Attorney General with a robust environment that is easy to manage and support. It will also use current DIT technology standards to allow for better long term support.

Offender Management Network Information (OMNI): See Michigan State Police Initiatives



Secretary of State

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Law Enforcement Agency Management System (LEAMS): See Michigan State Police Initiatives

MATRIX – Multi-State Anti-Terrorism Information Exchange: See Michigan State Police Initiatives

MDOS Business Application Modernization (Driver License & Vehicle Registration)

Description:

A forward facing effort to gather new business goals and objectives and a complete and critical review of business processes will provide DIT the opportunity to review the use of two primary platforms, the Unisys, COBOL-based, mainframe back-end and Citrix-server, user interface.

Business Significance:

Improving the Secretary of State's Systems will increase the service level provided by SOS workers allowing work to be processed faster and decreasing error/fraud incidents by automating key administration and review functions.

Michigan ASK (Agencies Sharing Knowledge): See All Agencies Initiatives