306 Library & Archives Commission

CATEGORY CODE/CATEGORY NAME

Project Number/Name

Type of Project	DESCRIPTION

5005   ACQUISITN INFO RES TECH

   1   Acquisition of IRT Computer Resourc
       350   Call Centers

Project Description: This project includes the acquisition of equipment and parts to maintain the agency's 200-user local area network, its wide area network across three facilities, and its telecommunications to provide reliable computing resources for the completion of the agency's mission. The project will allow the replacement of obsolete network equipment as well as the scheduled replacement of desktop and laptop computers.

Project Status: This project is on-going and allows replacement of desktops and laptops in accordance with the agency's established PC refresh schedule. The technical staff works with the business units to ensure that there is a cost-effective strategy for technology refresh and only needed equipment is acquired and implemented.

Needs-analysis Summary: The agency must manage its computing resources to help ensure that it has the resources necessary to complete its mission. As network devices reach the end of their useful life cycle, the agency must ensure that an effective strategy is in place for their replacement. The agency continues to increase the number of information services it makes available to the public. This makes an efficient and reliable network a critical factor in the success of the agency mission. Postponement of this project will result in slower computer response times, workflow delays due to equipment failure, and the eventual inability to complete the agency mission.

Project Justification: The project allows the agency to continue to provide reliable information services to the public as part of its mission. Each of the agency's goals is addressed by the project. The goals to make information and library services available to the public, state agencies, the visually-impaired, and local governments and to provide cost effective management of state and local records are accomplished by agency programs that are dependent upon the availability of computing resources. Replacing obsolete equipment is a proactive strategy to help ensure this availability.

Outcome Measures: The outcome measure of the success of this project is the reliable availability of computer resources critical to the completion of the agency mission. The benefit to the State is the continuation of existing services to the public, librarians, and records managers across the state and Texans with visual disabilities. This outcome can be measured by the results of customer satisfaction surveys gathered by agency business units as well as by the availability statistics for public access systems and internal systems and the corresponding minimal system downtime due to failures.

Output Measures: Project success can be measured in the decreasing downtime of critical computing resources. The benefit is the continuation of agency services. Performance measurement is achieved via systems availability reports to IT management.

Acquisition-of-Alternatives Analysis: The alternatives to the project include the postponement or elimination of the project or an alternative technology refresh schedule. Postponement or elimination of the project would eventually result in system failure and the inability to complete the agency mission. The selected option makes optimal use of existing equipment without making any equipment prematurely obsolete. It uses industry standards and utilizes the DIR statewide contracts to achieve the best value. Any other alternative would result in a lower quality network at a higher cost.

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   1   Acquisition of IRT Computer Resourc

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Cooperative-Project Area: The systems supported by this project are internally maintained, however, the efforts supported with these computing resources include cooperative endeavors such as the multi-state effort to provide libraries with the ability to maintain a web presence which these libraries would otherwise be unable to support on their own. The effort is centered on an open source content management system configured and implemented as a cooperative project with Oregon and Colorado.

Milestones or Timelines: Replacement of PCs is on-going according to the agency's PC refresh schedule. The technical staff provides assistance to the business units in the development of an effective strategy to replace resources within their work group. The agency adheres to all DIR requirements in the acquisition of these resources. The technical staff provides the technical specifications to the business units then consolidate PC orders across the agency to obtain the best value and make the process more efficient. Switch, router, and peripheral replacements are likewise acquired after adequate review of acceptable alternatives to ensure the best value and that only required replacements are obtained. Equipment acquired through this project is operational within 30 days of receipt.

6000 DAILY OPERATIONS

   3   Daily Operations

      100   Daily Operations

Project Description: This project supports all on-going computer technology operations for the agency. Daily Operations includes LAN and WAN connectivity, end-user support, remote access, Internet access, email, coordination with the consolidated data center staff for system administration of servers for database applications, client-server applications, and web-based applications, disaster recovery, and security. Additional services include applications development, maintenance, and support of web-based and client server applications as well as systems analysis, project management services and assistance with contract management for IT-related projects sponsored by the business units of the agency.

Project Status: Daily Operations are on-going. The library's technical staff is working with the consolidated data center staff to coordinate the administration of our application servers as well as our email system and print and file services. The application developers create and maintain applications to meet agency needs. The operations staff has implemented appropriate documentation as well as adequate network security measures. The agency contracts for an auditor's annual review of the agency's compliance with security standards in the TAC.

306 Library & Archives Commission

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Project Number/Name

Type of Project	DESCRIPTION

6000 DAILY OPERATIONS

    3   *Daily Operations*

       100   Daily Operations

Needs-analysis Summary: Needs Analysis for Daily Operations is always on-going. Every network component, device, and workstation has a projected life cycle and requires appropriate review, monitoring, and maintenance during this life cycle. The business units of the agency rely on the availability of computing resources to perform their job tasks. The work completed by the IRT staff in operations, development, analysis, and project management is critical to the success of the agency mission. Failure to perform this work on an on-going basis would eventually result in component or system failure and would significantly impact the mission of the agency.

Project Justification: The state library continues to increase its reliance on computer technology to meet and expand its mission to provide information to the public and to provide efficient library services, records management services, and services for visually impaired patrons. The Daily Operations project supports the agency's goals by ensuring the availability of computing resources. The library continues to add services accessed via its website. It uses computer technology to gather performance data from academic and public libraries across the state. Unique applications such as TRAIL and the state agency library catalog system use computing resources supported by the Daily Operations project. In evaluating the options of Lease vs. Purchasing of resources, the IT Division works with agency business units to assess user needs, its own ability to support end-user computing, and the agency's rate of technology change compared to the industry's rate of change to review and maintain the agency's technology refresh schedule. Following the guidelines provided in the DIR publications PC Life Cycle and Lease vs. Purchasing, the agency has established its technology refresh schedule of 5 to 6 years for desktops and 4 years for laptops with some laptops extending past 4 years. The agency uses a cascading strategy and user profiling to extend computer life cycles. We also have centralized procedures for developing standardized technical specifications acquisitions, and deployment.

Outcome Measures: The benefit from this project is the continued availability of reliable computer resources for agency staff and patrons who access these services.

Output Measures: This project represents a proactive strategy to mitigate risk by proper maintenance, efficient configuration, proper documentation, and the application of sound operation and project management procedures. IT management receives system availability reports as well as problem log summaries and meets regularly with operations staff to keep informed, provide direction, and ensure acceptable performance of operations. Efficiencies achieved are allowing staff to work on other projects such as providing technical expertise and project management support for business unit technology projects such as the installation of security cameras and the implementation of mobile training labs with laptops and projectors.

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6000 DAILY OPERATIONS

   3   Daily Operations

      100   Daily Operations

Acquisition-of-Alternatives Analysis: The state library requires unique systems for use in delivering library services to the public. Some of these systems are legacy systems that required specific attention from technical staff. The in-house technical staff possesses the required technical expertise to provide adequate support for these systems. HB1516 mandates the consolidation of state agency data centers. To comply with this mandate, the utility and application servers were relocated to the consolidated data center and the agency contracted through DIR to receive data center services from the selected service provider. The technical staff is working with DIR and the service provider to ensure a continuation of required services which assist the business units in accomplishing the agency mission. The in-house staff will continue to support the local area network and end-user computing for the library.

Cooperative-Project Area: All agency customers benefit from this project because it helps ensure that the services they access continue to be available. The agency IRM and technical staff are participating with DIR and twenty six other state agencies in the project to consolidate data center services which has directly impacted this daily operations project.

Milestones or Timelines: All project tasks are on-going. Operational policies and procedures have been developed and implemented. Security policies and procedures have also been implemented and are reviewed annually by the IT auditors contracted to review compliance with 1 TAC 202 security standards.

7000 DATA CENTER
     CONSOLIDATION

   2   Data Center Consolidation

      150   Data Center Consolidation

Project Description: H.B. 1516 mandated that the state agency data centers be consolidated. In compliance with this mandate, the state library's utility and application servers were migrated into the state data center and the agency contracted through DIR for data center services. Project includes the provision of data center services and network telecommunications between the consolidated data center and our facilities. The goal of the project is to achieve a greater efficiency in the operation and management of these resources through economies of scale and consolidation of resources across the enterprise. The library technical staff is working with DIR and the data center vendor team to ensure the continuation of uninterrupted data center services required to deliver information and library services to our customers and accomplish the mission of the library.

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Type of Project	DESCRIPTION

7000 DATA CENTER
        CONSOLIDATION

   2   *Data Center Consolidation*

      150   Data Center Consolidation

Project Status: The library's information resources are now located at the new data center. The library's Information Resources Manager and our Customer Representative participate in the governance workgroups set up to help coordinate data center services for affected agencies. The library systems experienced significant technical problems because of the inadequate technical support by the original data center vendor team. Our resources at the data center are now at a relatively stable operational status. In December 2011, DIR signed multi-year contracts with new vendor teams to assume responsibility for the operation of the data center.

Needs-analysis Summary: The project is underway to comply with HB1516. From the perspective of the State as an enterprise, consolidation of resources can eliminate redundancy and under utilization and result in less cost to the State. The program can consolidate disparate legacy agency facilities, modernize aging equipment, and increase security and disaster recovery capability.

Project Justification: The project is underway to comply with HB1516.

Texas Government Code §2054.375, Subchapter L. Statewide Technology Centers requires DIR to manage a statewide data center consolidation and identify agencies for participation.

The agency staff is coordinating with DIR and the data center vendor team to help ensure a continuation of data center services to assist the business units in delivering information and library services to our customers.

Outcome Measures: The outcome measure of the success of this project will be an overall more efficient strategy for delivering data center services to the state agencies and a demonstrated cost savings.

Output Measures: Project success can be measured by documented increases in services when compared to preexisting operations. The benefit is the continuation of agency services. Performance measurement can be achieved via systems availability reports to the state agencies by the data center service provider.

Acquisition-of-Alternatives Analysis: The project is already in progress. Alternatives have been discussed by the Department of Information Resources. The alternative analysis conducted by Gartner in 2005 for the first DCS contract continues to provide relevant alternative analysis for the current DCS program. The selected option offers the expectation that the state will stabilize at a more efficient level of services.

Cooperative-Project Area: The agency IRM and technical staff are participating with DIR and twenty six other state agencies in the project to consolidate data centers. This project will continue to require the cooperative effort of the agencies and DIR to ensure the required data center services are delivered to state agency staff to allow them to accomplish their mission.

Milestones or Timelines: Project tasks are on-going. The library's resources began the transition to the data center in August 2007. In May 2009, the agency's network connection into the data center was stabilized which improved access to our resources. In fiscal year 2011, the last legacy system was migrated into the data center. In 2012, responsibility for the data center technical support has been transferred to a new vendor team. DIR expects stabilization of the data center network by the start of 2013 and servcie delivery stabilization by mid-2013.