ICC Information Technology Kosovo Presentation

June 8, 2009

ICC ITS Elements

- Staffing
- Strategic Planning
- Technology Standards / Infrastructure
- Policies / Procedures
- Project Management
- Budgeting

Staffing

- It all starts with quality IT team.
- Obtaining and retaining qualified IT staff is the single most important aspect to providing quality service. The ICC team is composed of:
- Help Desktop Support = 4 staff
- Application Development = 7 staff
- Web Development = 2 staff
- Network Support = 2 staff
- Admin = 2 staff

Strategic Planning

- Strategic planning is essential to help ensure that IT resources are in alignment with the Agency's Direction.

  - IT must know both the industry direction and agency business needs to provide the most value to an organization.

- Planning is a never ending journey. Therefore, the ICC updates its strategic plan every six months.

Strategic Planning

- The ICC Strategic Plan Incorporates:
    - ICC Trend Analysis
    - National Trend Analysis
    - Risk Assessment
    - Project Scorecard Analysis
        - Quality, Timeliness and Productivity indicators
    - Listing and descriptions of planned projects

Strategic Planning

- The ICC's IT Strategic Plan for this year focuses on:
  - Cost Avoidance / Cost Savings
  - Process and Service Improvements
  - Technology Research
  - Technology Advancement

Standards / Procedures

- We have determined that standards are essential to provide control and consistency in any operation.
- Procedures are necessary to ensure staff have their processes documented to help:
  - Knowledge transfer for employee turnover
  - Remember how to do seldom performed tasks
  - Help ensure that steps are not skipped
  - Allow distribution of staff workload

ITS Core Policies

- Disaster Recovery Continuity Policy
- Internet, e-Mail and Computer Use Policy
- External Resource User Policy
- ITS Help Desk Policy
- Security Incident Policy
- Network Operations Policy
- Website Privacy Policy
- Information Technology Request Policy
- Project Management – System Development Policy
- Web Enhancement Policy
- Application Development Standards

DRP Essential Elements

- Predefine the DRP Process / Responsibilities
- Develop Written Procedures to follow
- Distribute the Plan to key members
- Identify / Inventory Assets / Contact Information
- Insure assets
- Monitor Critical Processes
- Backup all servers nightly and store off-site
- Conduct Business Impact Analysis
- Maintain - Annually test and update

Example Procedures

- Annual Software Inventory Procedures
- How to setup External Accounts
- Offsite Storage Procedures
- Procurement Procedures
- Inventory Surplus Procedures
- Inventory Transfer Procedures
- Server Reports (current and historical)
- IP Listing Spreadsheet
- Server Restore/Set-up Procedures
- Backup Software Setup Instructions
- Network to Disk Backup and Restore Instructions
- Router Configuration Files
- Switch configuration files
- Network Diagrams
- Workstation Setup Instructions
- Server Log files
- Digital Certificates
- How to Install Mail Server
- Backup Tape Inventory
- Backup Job Times
- Call Center Installation Instructions
- Call Center configuration and IP addresses
- Firewall instructions

- Remote Access Setup Instructions
- Clustering Instructions
- How to Configure DHCP
- How to Configure DNS
- Application configuration files
- Disk Encryption installation instructions
- Email Archiving installation instructions
- SAN configuration / installation instructions
- Mail Server installation instructions
- How to move server PKI certificate instructions
- Kerberos installation instructions
- Software License Keys
- Real Time Communication Server installation instructions
- Software Deployment Scheduled Tasks / Packages / Collections
- Portal installation instructions
- SQL Server installation instructions
- SQL Reporting installation instructions
- Web filtering installation instructions
- E-mail filtering installation instructions
- Data Circuit Info
- Virtualization installation instructions
- Application versioning installation instructions

Latest Trends Requiring Policy Updates

- ADA
- Privacy
- Developing Secure Applications
- Deployment of Specialized Technology:
  - Removable devices (flash drives)
  - Writeable USB
  - PDA
  - Wireless access

Technology

- Technology platforms are the enabler of business applications.
- We have found that keeping pace with technology trends provide the following benefits:
  - Promotes more user acceptance by becoming accustom to continuous change
  - Increases IT staff motivation
  - Increases IT staff retention
  - Improves IT staff creativity and innovation

Network Technologies

- Windows Server 2008
- MS Configuration Management Server
  - To push software and updates to desktop
- Exchange 2007
- Symantec Enterprise e-mail vault server
- HyperV virtual server
- Blackberry Enterprise Server
- Office Live Communication Server
- Separate Internal / External Domain Controllers

Network Technologies (cnt.)

- SharePoint 2007
- PageR (Service Monitoring Paging System)
- SMSWakeup (PC wake on LAN software)
- Backup Exec
- Symantec Undelete
- Disk Keeper (disk defragmenting Software)
- Scheduling software for batch processing
- FTP Server

Security Technologies

- Backup and Recovery
  - Storage Area Network (SAN) 8 TB
  - Nightly Off-site Network to Disk replication
- Perimeter Security
  - Firewall
  - Anti-spyware
  - Anti-virus
  - Web filtering
  - E-mail filtering

Development Technologies

- Visual Basic.NET
  - .NET framework 3.5
- MS Team Foundation Server (code source control)
- MS SQL 2005
- Internet Information Server 7
- MSDN Universal
- WebTrends (website usage reporting)
- MS Search Server
- SQL Reporting Server
- SharePoint 2007 (Document library, Intranet Team portal sites)

Communication / Collaboration

- TCP/IP based Video Conferencing

- Hosted Microsoft Live Meeting

- Windows Communicator (internal chat)

- Blackberry wireless e-mail devices

- Virtual Private Network

- Citrix Remote Access

- Windows Media Server to broadcast public meetings

- Wireless cellular PC cards

Desktop Standard Software

- Office 2007
- Office PDF converter
- Nightwatchman (auto PC shut down)

Laptop

- Disk encryption
- Computrace – (track down potentially stollen assets)
- Adobe Acrobat (PDF conversion)
- Microsoft Viso (flow charting)

Custom Applications (electric related)

- The ICC has a total of 43 custom developed applications.

- 41 of these were developed in house.

  - 22 of these are either directly or indirectly used by the electric division.

Application Listing

Acronym	NAME	BUSINESSPURPOSE
ACTS	AUTOMATED COMPLAINT TRACKING SYSTEM	ACTS records and monitors the status of informal complaints received by the CSD via phone, letter or fax. The system allows on-line entry of complaint information by consumer counselors, faxing of complaint data to selected utility companies and reporting on complaint statistics.
CMETR	CLOSED MEETING TRANSCRIPT REVIEW INFORMATION SYSTEM	ICC meets periodically in closed chambers. A transcript is taken of the whole meeting (as are minutes), including that portion of the meeting which is closed. The closed portion of the meeting has what is termed a closed meeting transcript, which remains embedded in the entire meeting's transcript. That portion of the transcript remains closed until the Commissioners vote to release it. By law, the Commissioners are required to review all prior closed meeting transcripts on a semi-annual basis in order to determine if they should remain closed or be released. It is the responsibility of the Chief Clerk's Office to keep track of closed meeting transcripts and the Commissioner's actions on them. CMETR is the system designed to keep track of these transcripts.
DocumentLibrary	Document Library	Allow ICC users to store documents to the intranet. It contains polices, Daily filings, Ex Parte Information, Admin Rules, Acts, etc.
eAccount	eAccount	Login screen for external users. It also allows external users to reset their own password and e-mail forgotten user-ids and passwords.
e-Agenda	e-Agenda	This project creates an on-line version of the Commission Agenda, with links to the supporting documentation. This project also provides tools that automate various aspects of agenda construction and organization. Since the end product is an "on-line" version of the agenda, this project also negates the need to compile and distribute hard copy versions of the agenda and supporting documentation.
HELP	Handle Every Little Problem	To create a log of all help calls and to track specifics of those calls that include what type, solution & technician assigned
HRIS	Human Resource Information System	This system benefits the Human Resources Office, division directors, supervisors, employees and the Financial Information Section (FIS). The basic structure of the system is to initiate, process, review, and approve all personnel transactions online which will increase the effectiveness and efficiency of processing and monitoring personnel transactions for the entire agency. Transactions to be performed on-line include: Position actions such as requests for a new position, transfer, reallocation, Salary Adjustments, Employee actions such as promotions, transfers, separations, etc., Time off, comp time, overtime requests, leave of absence, Payroll deduction requests (deferred comp, insurance, credit union, etc).
WebManagement	Web Management	Web Management is a portal that hold other application used to manage the ICC web sites.
WebICC	Website Templates	Standard website templates mandated by Governor to ensure Illinois web site consistency, look and feel and meets web accessibility requirements.
Apps	Application Database	This is a database containing a list and description of all ICC applications for reporting and inventory purposes.
e-Docket	eDOCKET ELECTRONIC DOCKETING SYSTEM	e-Docket is a web-based, automated information and records-keeping system for formal cases before the Illinois Commerce Commission. It was developed to process and manage public information about the ICC's official cases and rule-making proceedings, referred to as cases or dockets.
INTRA	Intranet	ICC Intranet
UCDB	UTILITY COMPANY DATABASE	UCDB is a central repository for utility certificate and address information and currently supports the annual collection of CEO and designated agent information and annual reporting filing status for the Chief Clerk's Office. The utility demographics is used by several other applications including ACTS, PUTT and e-Docket.

Acronym	NAME	BUSINESSPURPOSE
APMS	AUTOMATED PERSONNEL MANAGEMENT SYSTEM	The Automated Personnel Management System (APMS) maintains employee demographics, salary and position history, emergency contact information and employee absences for Sick, Vacation and Personal time. The system generates the required monthly reports and automatically credits the employee's record with sick, vacation and personal time according to years of service.
BEARS	BOROUGHS ELECTRONIC ACCOUNTING REPLACEMENT SYSTEM	ICC collects fees and penalty payments from public utilities and motor carriers operating in the state. A system for tracking monies received the Controllers Office was needed when the UNISYS minicomputer system was done away with.
CARMA	CONTROLLER'S ACCOUNTS RECEIVABLE MAINTENANCE ADMINISTRATION	The purpose of CARMA system is to record, track and report on civil penalty settlements, bills issued and payments collected by the Controller's office of the Commission.
PUTT	PUBLIC UTILITY / TRANSPORTATION TAX SYSTEM	PUTT was designed to track the receipt of regulated entity gross revenue taxes by using the estimated and annual tax forms as input, to provide the balance owed by any company at any time, to provide pre-printed tax forms for all regulated entities, to calculate late payment and under estimation penalties, and to provide information for the creation of debit and credit memorandums
PAVLog	PURCHASE AUTHORIZATION-VOUCHER LOG	Divisions within the agency receive allocations from the current appropriation for their operations. Expenditures are initiated and approved via a purchase authorization request submitted by the Division Manager and approved by the Executive Director. PAVLog processes transactions for creating and maintaining allocations from appropriations and obligations from allocations. Balances by division, sub account, line item, detail object and fund are maintained and checked whenever a new purchase authorization is submitted. The system assists in tracking the status of expenditures and automates the production of invoice vouchers and schedules for submission to the Comptroller as well as providing detailed expenditure reporting.
ISL	Illinois Budget System	A client/server system that facilitates the calculations of budgetary needs of an agency. The system integrates downloads from the Comptroller warehouse and CMS payroll and personnel systems with internal information to allow for quicker, easier on-line budget calculations and Illinois State Legislature forms preparations. This project will also include some additional automation with respect to the downloaded payroll information into the accounting system. The system works with any Open Database Connectivity (ODBC) compliant database, including SQL 2000, which will be used by the ICC
HRTS	Human Resources Timekeeping System	
AIMS	Asset Information Management System	The Asset / Inventory Management System (AIMS) project tracks all ICC assets for inventory purposes.
e-Appeals	e-Appeals	E-Appeals is an electronic case management system used to track attorneys, appellants, appeals, and dockets filed by the ICC, Appellate Courts, Circuit Courts or Supreme Courts involved in each case ICC is participating. It also lists all Proceedings in Cause for each case to inform case progress to all parties.

Project Management

- Through trial and error we have determined that PmBok based project management is overkill and too detailed to make our process more effective and efficient. For example:
  - PmBok terminology such as: earned value and risk are not intuitive.
  - Requires so much documentation that one tends to get lost in the details and overlook the obvious performance indicators.
    - A well planned two page schedule is just as valuable as a 100 page detailed schedule.

"Just Enough" Project Management

- Planning and knowing the "real" status of each project are essential.

- In response we developed what we call "Just Enough" Project Management.

- Ironically, we base our concept on the PmBok theory that delivering more than needed in order to meet the objectives of the project are wasted resources. Thus, do only what is necessary.

Key Concepts of "Just Enough" Project Management

- IT Request / Sign-off Sheets (turn around document)

- Project Plan

- Weekly End User / Development team demonstrations

- Monthly Project Management Meeting

- Monthly Project Manager Reports

  - Performance Measures

  - Risk identification

- Project Management Checklists

  - Checklists are more likely to be followed than large manuals.

- Post Implementation Review

Budgeting

- We have found the key to budgeting:
  - Track your reoccurring expenditures
  - Create a Capital Asset Replacement plan
    - Puts on a continuous cycle for level zed payments
  - Subscribe to software Assurance on the majority of software
  - Avoid leases
  - Conduct break even point analysis when possible
  - Require business justification
  - Try to buy the software that is the market leader in both price and market share.