

IMPLEMENTING THE TEXAS TRANSFORMATION FY 2009 - 2013

MANAGED SERVICE DELIVERY

1. Has DPS considered use of managed services in order to focus more on its business needs? (2007 SSP 1-1, 1-2, 1-3, 1-4)

Strategy 1-1: Implement and manage high-performing, secure, and reliable data center services

Yes. DPS is actively evaluating sourcing alternatives offered by DIR to more effectively manage information technology and bringing more value to the business units of DPS.

Strategy 1-2: Deliver enhanced business value from managed communications technology services

Yes. The newly established Network and Security Operations Center is being used by DPS to enhance the security capabilities of the Department. DPS anticipates increased participation in integrated communications such as the next generation TexAn services specifically designed to meet the Department's ever-increasing business needs.

Strategy 1-3: Establish TexasOnline.com as the nation's premier virtual field office and customer services portal

Yes. DPS is an active participant in TexasOnline.com and is actively engaged in promoting additional usage of the Texas Online portal for additional drivers licensing transactions. In addition, DPS is exploring opportunities to utilize Texas Online for the processing of additional transactions related to other licensing processes within the Department. DPS is also evaluating the use of Texas Online as the portal for other internet based consumer access to DPS databases.

Strategy 1-4: Leverage shared applications and processes where common business needs exist

Yes. DPS is objectively and continuously assessing the business needs and underlying processes of each application to determine if there is potential for statewide usage (the THP In-Car application has been shared with the Texas Parks and Wildlife Department and the Texas Alcoholic Beverage Commission). DPS is participating in the CPA's statewide enterprise resource planning (ERP) initiative (HB-3106), and is a member of the CPA's ERP advisory council. DPS is working to leverage shared applications and data within the agency to advance justice information system integration in order to increase business intelligence efforts by allowing single query and reporting of data across the Department. DPS is working to share applications and data among DPS Divisions to advance our efforts in sharing criminal justice information.

MANAGED IT SUPPLY CHAIN

2. Does DPS leverage and obtain additional value from the Information and Communications Technology (ICT) Cooperative Contracts program? (2007 SSP 2-1)

Strategy 2-1: Develop and deploy knowledge-based procurement strategies

Yes. DPS utilizes all DIR contracts where possible and has utilized the ICT Cooperative Contracts to negotiate procurements with substantial savings above the "not to exceed" pricing.

SECURITY AND PRIVACY

3. Describe DPS strategies to align with the State Enterprise Security Plan. (2007 SSP 3-1, 3-2)

Strategy 3-1: Provide leadership and assistance to agencies in the effective implementation of the *State Enterprise Security Plan*

DPS is strongly committed to the strategies articulated in the *State Enterprise Security Plan*. DPS has fostered a partnership with the DIR to ensure that DPS systems and applications operate effectively with appropriate confidentiality, integrity, and

availability. This includes the protection of information commensurate with the level of risk and magnitude of harm resulting from loss, misuse, unauthorized access, or modification. DPS engages the DIR annually to assess information technology vulnerabilities and risk mitigation opportunities. Annually the DIR's Network and Security Operations Center conducts a controlled penetration test (CPT) for the Texas Department of Public Safety to assess network security. During the most recent test the DIR was not able to compromise systems or gain access to proprietary information. DPS has committed two persons to participate in the establishment of a state Computer Security Incident Response Team.

Strategy 3-2: Promote effective approaches to information privacy management

The privacy of citizens' information is a critical concern to DPS. DPS is actively working with DIR to promote an effective privacy management program. In addition to contracting with DIR as noted above, DPS has implemented security policies required by DIR. All data classifications are reviewed annually and changes are made as appropriate.

4. Describe DPS policies, practices and programs (implemented or planned) that comply with relevant statutes and administrative rules to ensure the privacy of confidential data. (SSP 3-1, 3-2)

Strategy 3-1: Provide leadership and assistance to agencies in the effective implementation of the *State Enterprise Security Plan*

Policies: DPS General Manual, Chapter 26
Texas Administrative Code, Chapter 202.
Texas Government Code, Chapter 2054.
Texas Government Code, Chapter 2059.

Practices: Annual Controlled Penetration Test (DIR CPT).
Annual Web Application Vulnerability Study (DIR WAVS)

Programs: Annual Security CBT for all DPS personnel with computer access needs.

Strategy 3-2: Promote effective approaches to information privacy management

Policies: DPS General Manual, Chapter 26
Texas Administrative Code, Chapter 202

Practices: Annual Data Classification Review

Programs: Annual Security CBT for all DPS personnel with computer access needs.

TECHNOLOGY POLICY, BEST PRACTICES, AND PARTNERSHIPS

5. What current practices or plans are in place to improve usability and searchability of DPS Web content? (SSP 4-1)

Strategy 4-1: Provide leadership and support in making state information available to all users

Web usability is as much about the effectiveness of transferring information via the Internet as it is about the smooth interaction of a DPS end-user with online (and offline) software.

DPS is fully committed to making its electronic documents and information resources easily accessible to all, including those with disabilities. DPS developers and content administrators participate in DIR sponsored Web outreach programs and are fully involved in implementing the provisions of SB-687 (80th Texas Legislature). DPS is exploring sourcing options to engage a single web supplier to create a more unified look to DPS web content and the implementation of user-controlled content management.

6. What current practices or plans are in place to improve life cycle management of agency data and information? Include the DPS approach and ability to meet open records and e-discovery requests. (SSP 4-1)

Strategy 4-1: Provide leadership and support in making state information available to all users

DPS is committed to developing and improving information life cycle management practices that will enable DPS, IMS, and business unit managers to assemble the appropriate combination of storage devices, media types, and network infrastructure to create a proper balance of performance, data accessibility, easy retrieval cost, and data reliability based on the relative value to the DPS divisions and their business needs. DPS is currently working to develop policies, processes, and practices while concurrently evaluating tools to effectively manage data and information from the time information is conceived through its final disposition. The implementation of enterprise content

management will provide the ability to more effectively respond to open records requests.

7. Describe agency methods and standards (federal, state, industry) implemented or planned to enhance data sharing with other entities. (SSP 4-2)

Strategy 4-2: Provide leadership and support for cross-agency initiatives that enable or enhance data sharing and interoperability between agency processes and systems

DPS is currently participating in multiple cross-agency initiatives to share data and enhance interoperability. DPS is working with the Texas Alcoholic Beverage Commission, and the Texas Parks and Wildlife Department to implement interoperability through the Department's in-car project. DPS is also involved in data sharing initiatives through TDEx, and LexisNexis Advanced Investigative Solutions. DPS is also exploring data consolidation across all DPS divisions and the implementation of business intelligence to more efficiently manage the disparate systems.

CORE MISSIONS

8. Does DPS have any plans to simplify or reduce the number of existing software platforms? (2007 SSP 5-1)

Strategy 5-1: Plan and deploy innovative technologies that deliver world-class services to Texans

Yes. DPS' IMS staff is currently reviewing all software platforms agency-wide to identify applications for retirement.

9. Describe current or planned activities targeted at reducing the environmental resource consumption of technology equipment recycling, consolidating, virtualizing, buying energy efficient equipment, etc. (2007 SSP 5-1)

Strategy 5-1: Plan and deploy innovative technologies that deliver world-class services to Texans

DPS recognizes that Internet technology is not merely a communication device; it has also become a very real space, replete with possibilities for reducing resource consumption (gasoline, oil, office space, office equipment, etc.) and DPS is

pursuing new technologies such as Web 2.0 application development aimed at enhancing creativity, information sharing, and, most notably, collaboration among users.

DPS is developing an enterprise architecture that will include as a centerpiece the deployment of energy efficient platforms.

DPS is formulating plans for server consolidation and virtualization of servers and storage devices where appropriate.