

State Telecommunications Strategic Plan Presentation

(currently in draft)

Thursday, April 19, 2007

- Vision & Scope*
- Values & Convictions*
- Goals*
- Objectives ...Actions*



Background

- ✦ **Workgroup of ~12-15 members**
- ✦ **Representation from various State entities ... With input from local and regional partners**
- ✦ **Activities underway since late 2006**
- ✦ **Draft Strategic Telecomm Plan for review by mid-April '07**

Vision:

Access to telecommunications technology and services which ...

- ★ Provide an optimal combination of cost, capability, flexibility, and responsiveness
- ★ Meet current and future business needs
- ★ Includes customer-driven governance structure & processes

Scope ... Includes:

- ✦ All hardware, software and service components for ...
- ✦ Secure, efficient & reliable delivery of ...
- ✦ Analog and digital voice and data streams to end systems.

Examples include links, routers, switches, network caching appliances, IDS, IPS, firewalls, Anti-Spam, Content Filter/Blocker, phone services, VoIP, etc.

Scope... Does NOT Include:

- ✦ Systems, services or components that create, modify or store data (except for network management data).
- ✦ Criminal justice networks -- (constitutional office).
- ✦ Issue of potential consolidation of CSG network, CalTrans network, and related networks.

Convictions:

1. Telecommunications is mission critical for public health and safety and primary business functions
2. Telecommunications is fundamental to the efficient delivery of services to the public and the productivity of the State's workforce

Key Values:

1. Flexibility & Responsiveness
2. Proactive Policies
3. Buy Not Build
4. Nondiscrimination in Services –
Seek to Meet the Needs of All
5. Promote Choice rather than Mandate
6. Advancement of Public Infrastructure

Goals

- ★ **Goal 1. Enterprise Acquisition and Management**

Take an enterprise perspective in the acquisition and strategic management of communications services

- ★ **Goal 2. Secure, Robust and Flexible Network Services**

Establish robust and flexible communications services to support the business objectives of the State

Goals

★ Goal 3. Safety and Continuity of Operations

For public safety and emergency preparedness, enhance access to communications networks and improve survivability and disaster recovery for the State's information resources

★ Goal 4. Security

Protect State's information assets and networks from loss, damage, misuse, and misappropriation

Goals

- ★ **Goal 5. Convergence: Integration of Voice and Data Services**

Move prudently and deliberately toward convergence of communications where it suits the business needs of the State

- ★ **Goal 6. Workforce**

Ensure an effective telecommunications workforce through training and recruitment, and aligning voice, data, video, and radio services workforce & governance structures

Goals

★ Goal 7. Governance

Establish a customer-driven telecommunications governance structure and processes to promote acquisition and provision of telecommunication services to meet State business needs

Goal 1 - Objectives & Actions

#1: Promote planning, architecture, and implementation of telecom systems

- ✦ Establish ongoing mechanism to survey & assess telecomm business needs
- ✦ Establish technical strategic team to explore and recommend alternatives

#2: Reduce telecommunications bill management complexity

- ✦ Explore bill simplification options for DTS telecomm bills and for CALNET 2 providers
- ✦ Explore mechanisms to consolidate billing management

Goal 1 - Objectives & Actions

#3: Pursue enterprise-wide procurements using leveraged contracting vehicles

- ✦ For independent network service management and operations
- ✦ For streaming video and audio services ... to facilitate Exec Order S-23-06

Goal 2 - Objectives & Actions

#1: Develop diverse network connectivity options

- ★ Develop a WiFi deployment model
- ★ Explore alternatives for shared high-speed telecommunications for backup, disaster recovery, and fault tolerance

#2: Intra-campus telecommunications transport & services

- ★ Develop an inventory of technologies to support intra-campus communications (e.g., optical laser, powerline bridges, microwave, etc.)

Goal 2 - Objectives & Actions

#3: Provide multiple alternatives through tiered service offerings

- ★ Evaluate options for tiered services based on service level agreements (e.g. 4hrs vs. NBD)

#4: Re-architect State telecomm infrastructure to support wider variety of applications

- ★ Evaluate network caching at strategic points ...And QOS and multicasting available as needed
- ★ Implement web-based audio, video, and other collaboration services to facilitate public access & gov't info exchange

Goal 3 - Objectives & Actions

#1: Assess State's readiness, survivability, and flexibility of telecom systems

- ★ Conduct assessment of impact of a major regional disaster, & regular assessment intervals
- ★ Conduct analysis of capabilities of OES satellite system for use in continuity of operations

#2: Ensure ability to recover from a catastrophic outage

- ★ Develop policies and guidelines to facilitate rapid restoration of State's telecomm infrastructure
- ★ Develop fault tolerance guidelines & stds for new State-constructed buildings

Goal 3 - Objectives & Actions

#2: Cont'd ... Ensure ability to recover from a catastrophic outage

- ✦ Work collaboratively with industry and public sector orgs to develop stds for infrastructure sharing during disasters, etc.

#3: Provide procurement vehicles for services NOT available on state's public safety network

- ✦ Secure a contract for satellite phone services
- ✦ Investigate services for dual-mode satellite and cellular wireless telecommunications

Goal 4 - Objectives & Actions

#1: Establish a baseline set of policies for governing telecommunications security

#2: Develop tools, services, and standards to enable organizations to comply effectively...

- ★ Assess products and services for web content filtering, intrusion prevention, firewalls, network vulnerability assessment
- ★ Provide a clearinghouse for network security 'best practices'
- ★ Develop standard network topologies and remote access strategies to facilitate security

Goal 5 - Objectives & Actions

#1: Promote use of converged technologies to improve access to information (e.g., for State employees)

#2: Promote use of Call Center technologies to improve services and reduce costs

- ✦ Evaluate options for Statewide 311 Call Centers
- ✦ Evaluate Call Center consolidation

#3: Promote use of converged services and Radio-over-IP to support interoperability and COOP/COG needs

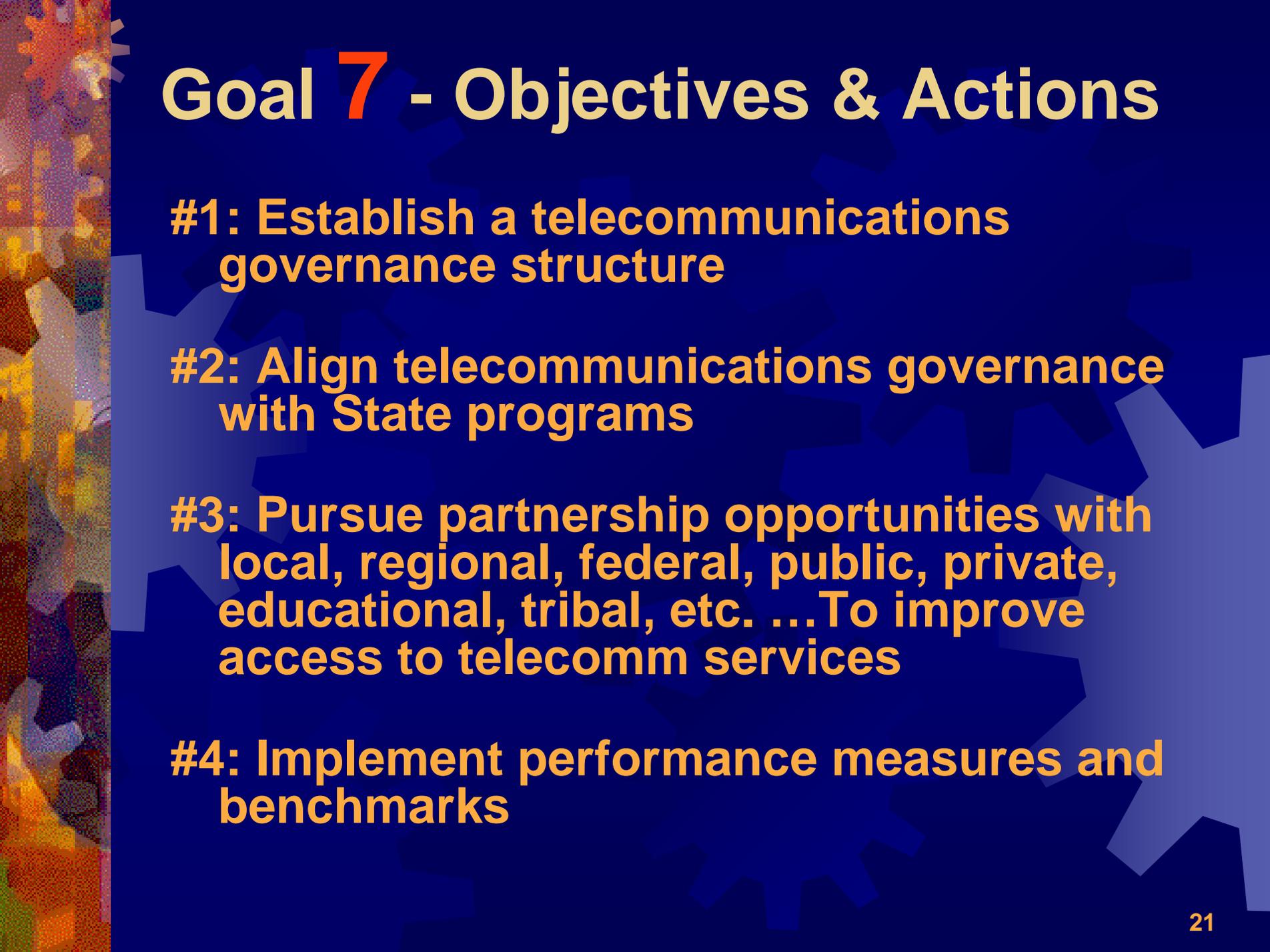
Goal 6 - Objectives & Actions

#1: Merge voice, data, video, and radio services workforce under common management structures

- ★ Survey agencies to assess current status
- ★ Sponsor committee to review workforce classifications, etc.

#2: Align telecomm services workforce recruiting and training methodologies

- ★ Sponsor forums for info exchange and training
- ★ Work w/ DPA/SPB to ensure testing and recruitment address required skills



Goal 7 - Objectives & Actions

#1: Establish a telecommunications governance structure

#2: Align telecommunications governance with State programs

#3: Pursue partnership opportunities with local, regional, federal, public, private, educational, tribal, etc. ...To improve access to telecomm services

#4: Implement performance measures and benchmarks

Next Steps

- ★ *Incorporate input from review of current draft*
- ★ *Develop Final Draft and distribute for review & comment*
- ★ *Publish after req'd final approvals*



End of Presentation ...
Questions or Comments?