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STATE OF ALABAMA
DEPARTMENT OF PUBLIC SAFETY — FY09 IT STRATEGIC PLAN WORKSHEET

IT MISSION

To provide information technology services and solutions for the Alabama Department of Public Safety (DPS)

IT VISION

To provide innovative, leading-edge information technology solutions enabling the Department of Public Safety to better serve and protect the citizens of Alabama

VALUES

Integrity
We demand honesty from ourselves and depend upon the trustworthiness of our decisions and information.

Professionalism
Each individual's behavior and competence reflects our organization's commitment to our customers and partners.

Quality Customer Service
We dedicate ourselves to providing reliable, responsive services that meet our customers' needs.

Innovation
We dedicate ourselves to finding creative and effective solutions to meet our customers' needs.

CUSTOMERS (Expectations)

- Alabama Department of Public Safety
- General public
- Other federal, state, and municipal agencies

Expectations

- *Timely, accurate information*
- *Reliable systems and applications*
- *Emphasis on customer service*
- *Responsive and around-the-clock access and services*
- *Current, compatible information technologies*
- *IT staff develop and maintain needed skills and expertise*
- *Sound, well considered advice and IT options*

STAKEHOLDERS (Expectations)

- Other state, local and federal agencies and municipalities.
- Elected officials
- Vendors

Expectations

- *Timely, accurate information*
- *Reliable systems and applications*
- *Compatible information technologies*

ASSUMPTIONS

- FY07-08 initiatives are on schedule, as adjusted for projected funding reductions

WORKLOAD MEASURES

W1: # of systems supported
W2: # of applications supported
W3: # of applications developed
W4: # of computers supported
W5: # of remote site surveys

STRENGTHS

- Skilled and dedicated employees
- Quality of service
- Information security
- Central IT infrastructure

WEAKNESSES

- Lack of consistent IT involvement in agency planning
- Inconsistent funding allocation
- Inadequate staffing for application development
- Inadequate remote IT infrastructure

OPPORTUNITIES

- Additional funding from state and federal sources
- Expansion of statewide wireless/remote communication infrastructure

THREATS

- Impact of potential changes in administration IT priorities and agency responsibilities
- Projection for reduced federal funding for IT initiatives
- Unanticipated and unfunded mandates and compliance requirements
- The inability of the current merit and Personnel system to recruit and retain qualified IT staff

CRITICAL ISSUES

INTERNAL

- None

EXTERNAL

- None

KEY GOALS, OBJECTIVES and STRATEGIES (1-4)

G1: Mainframe Application Conversion - Complete conversion of all mainframe applications and database architecture; provide training for IT and DPS staff by the end of FY11.

OBJ1: Complete conversion of 50% of all mainframe applications and database architecture by the end of FY09. (% of mainframe conversion completed)

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OBJ2: Complete training for 75% of IT staff required to support the converted mainframe applications and database architecture by the end of FY08.
(% of IT staff trained)

OBJ3 Complete training for 75% of identified DPS users to use the converted application software by end of FY09.
(% of DPS users trained)

S1: Integrate remaining mainframe applications external systems.
- A. Coordinate with D/L Vendor(s). (C. Terling) (15 Oct 09)
- B. Assess impact of changes on IT DPS staff. (D. Urquhart, M. Moore) (15 Oct 09)
- C. Coordinate data sharing with all entities. (M. Moore) (15 Oct 09)
- D. Report, adjust, evaluate and coordinate conversion. (C. Terling, ongoing)

S2: Train IT Staff - Complete training required for IT staff to support the conversion of all mainframe applications and database architecture.
- A. Evaluate IT staff training that still needs to be accomplished. (M. Moore) (Oct 08)
- B. Schedule training as required. (M. Moore) (Sep 09)
- C. Monitor training completion. (M. Moore) (Sep 09)

S3: Train Users - Identify and complete training required for identified DPS users.
- A. Determine training requirements for identified DPS users. (M. Moore) (Sep 08)
- B. Schedule training as required. M. Moore) (Sep 08)
- C. Monitor training completion. M. Moore) (Sep 08)

G2: Infrastructure Consolidation and User Migration – Implement an upgraded network infrastructure, strengthening network integrity, and insuring compatibility with existing applications at all DPS offices by the end of FY10.

OBJ1: Complete user migration to new network infrastructure for 100% of all DPS offices by FY08.
(% user migration complete)

OBJ2: Complete 100% of infrastructure consolidation to a single domain by the end of FY10.
(% infrastructure complete)

S1: Complete user migration.
- A. Prepare schedule.
- B. Identify staff to handle migration efforts.
- C. Migrate users.

S2: Consolidate server, services and applications
- A. Move targeted applications to new domain
- B. Test vendor applications to insure proper
- C. functionality
- D. De-commission old servers.

G3: Achieve Departmental Savings by Deploying E-based Systems – Convert 4 paper systems to e-base and target departmental cost savings for each system by FY10. (Crash Reports, Driver Improvement, Reinstatement and DL Issuance)

OBJ1 Convert 4 systems from paper to electronic by the end of FY10
(# systems converted)

S1: Determine feasibility of systems to make e-base.
- A. Assess legality of system for e-base.
- B. Analyze funding availability.
- C. Assess potential costs and savings.

S2: Create implementation plans for each system.
- A. Identify resources needed for each plan.
- B. Assign staff.
- C. Prepare schedule.
- D. Target departmental cost savings for each plan.

G4: CISANET Partnership – Collaborate with ABI and CISANET to enable statewide and interstate access to Criminal Information Sharing Alliance Network (**CISANET**) by Dec 08.

OBJ1: Make selected law enforcement data available to share with CISANET by FY09.
(availability of data)

S1: Coordinate with CISANET on a data sharing format.
- A. Identify the data to be shared
- B. Develop a plan for gathering and sharing the data.
- C. Test and implement.

S2: Manage CISANET project.
- A. Monitor CISANET to identify which of approved entities have statewide and interstate access. (R. Short) (1 Oct 07)
- B. Coordinate with appropriate entities to establish CISANET access as required. (R. Short) (1 Nov 07)
- C. Assess final percentage of total approved entities having CISANET access. (R. Short) (31 Dec 07)

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