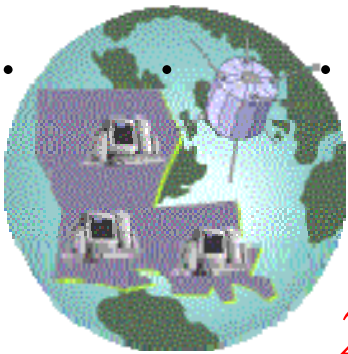


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Louisiana Technology Innovations Fund



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2008 Annual Report

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Louisiana Technology Innovations Fund

Annual Report to the Legislature

Executive Summary

As of April, 2008 seventy-three projects have been received by the Technology Innovations Fund Council for consideration. To date, thirty were selected for funding. They are as follows:

Log #	Project	Agency	Funding Approved	Amount Paid	Status as of 04/01/08
98-003	Point of Sale Hunting and Fishing	Wildlife and Fisheries	\$864,671	\$775,684	Complete
98-005	On-line Insurance Reporting	Public Safety	\$98,888	\$98,888	Complete
98-007	Distance Learning	Military	\$607,000	\$607,000	Complete
98-007c	Skycell Satellite	Military	\$544,000	\$544,000	Complete
98-009	Patient Biometrics	LSU Medical Center, NO	\$862,500	\$3,588	Terminated
98-010	High Performance Computing System	LSU, BR	\$989,383	\$962,297	Complete
98-016	Campus Walls	LSU, Eunice	\$176,422	\$176,422	Complete
98-017	Multi-media Internet	Wildlife and Fisheries	\$67,410	\$54,461	Complete
99-001	Internet-based Video Conferencing	LSU Medical, Shreveport	\$765,000	\$765,000	Complete
99-004	Louisiana Treasures	LSU, BR and UNO	\$198,078	\$184,974	Complete

Log #	Project	Agency	Funding Approved	Amount Paid	Status as of 04/01/08
99-005	Lab for Info Technology and Spatial Analysis	UNO	\$449,700	\$448,178	Complete
99-006	OCDD Telemedicine	Health and Hospitals	\$956,982	\$895,160	Complete
99-012	LA E-mail	Division of Administration	\$925,000	\$923,591	Complete
99-014	Web-based Data Warehouse	Education	\$1,000,000	\$991,000	Complete
99-015	X-Band Satellite Ground Station	LSU, BR	\$970,795	\$970,795	Complete
99-016	Training Today's Students for Tomorrow's Work Environment	LSU, BR	\$275,000	\$274,060	Complete
01-001	Mobile Data Terminals	Wildlife and Fisheries	\$1,000,000	\$1,000,000	Complete
01-002	Saving Lives and Enhancing Efficiency: Managing Medications and Medical Supplies	LSU, Shreveport	\$950,000	\$950,000	Complete
01-003	A Prototype Enterprise Application Hosting Service	LSU, BR	\$431,900	\$431,718	Complete
02-001	State Trooper Mobile Office	Public Safety	\$361,400	\$361,400	Complete
02-002	Fire Marshall Information Management System	State Fire Marshall	\$1,000,000	\$829,679	Complete
02-010	LouisianaMAP	E-Services	\$472,175	\$327,058	Complete
02-011	Louisiana e-Government Portal	E-Services	\$998,590	\$974,169	Complete

Log #	Project	Agency	Funding Approved	Amount Paid	Status as of 04/01/08
02-013	Statewide Learning Management System	CPTP	\$386,000	\$287,545	Complete
02-014	Prototype for Centralized E-Mail	OIT	\$949,200	\$922,966	Complete
03-003	Exploiting Linux Services in Louisiana	LSU	\$999,768	\$996,838	Complete
03-006	Development of Business Continuity and Disaster Recovery Plans	DEQ, DNR, DOTD	\$281,250	\$191,704	Complete
03-008	Internet-based Wireless Diagnostics and Predictive Modeling System	DOTD	\$291,350	\$256,350	Terminated
03-013	Towards an Integrated Juvenile Justice Information System (IJJIS)	Louisiana Children's Cabinet	up to \$335,000	\$245,342	In Process
06-001	Completing the Integrated Juvenile Justice Information System	Louisiana Children's Cabinet	\$124,950	\$67,494	In Process

Accomplishments

- The Council membership during this time period was:
 - Rizwan Ahmed, CIO
 - Dominic A. Cali, IT Director, Department of Transportation
 - Jerry Guillot, Chief of Staff, Senate Office
 - Bob Harper, Undersecretary, Department of Natural Resources
 - Butch Speer, Clerk of the House, House of Representatives
- During 2007:
 - No new funding was provided and no new projects were approved for funding.

- To date the total number of funded projects completed within or under budget is 26.
- The LTIF Web site, which is accessible on the Internet at <http://www.doa.louisiana.gov/ltif/index.htm> under *Info Louisiana* is updated regularly to reflect current progress status and progress reports for each project.

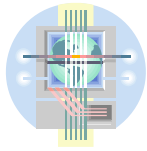
Budget Status

Fund Balance as of April 1, 2007			\$338,649
Increases in Revenue/Income			
	Interest Earnings	\$31,169	
	Act 17 of 2007 Budget	<u>\$0</u>	
Expenditures /Obligations			
	Expenditures	(\$229,890)	
	Obligations	<u>\$229,890</u>	
Fund Balance as of April 1, 2008			<u>\$369,818</u>

Project Summaries and Highlights

The LTIF was established to support innovative and exemplary projects that significantly contribute to the state's technology infrastructure and/or provide creative and concrete solutions for improving citizens' services.

A summary description and highlights for those projects that had activity during 2007 follows. For projects that were completed between 2005 and 2007, post-implementation updates are provided.



Office of E-Services

LouisianaMAP

Log #: 02-010

Status: Completed in 2005

LouisianaMAP was a 24-month project to revolutionize e-government in Louisiana by providing a reliable, consistent geographic information and services component. The project consists of three tightly coupled initiatives. The first is a comprehensive state plan for production, acquisition, and management of key geographic framework information. An initial version of this plan, known as the Implementation Team Geospatial Framework Data Plan (I-Team Plan), was released to the Governor in September 2003 and the official version was published to the web in November 2003. The second release of the I-Team Plan was completed in August 2004 and submitted to the Governor in September 2004. This plan will be continually maintained to reflect the current government needs, missions, priorities and major geospatial technology advancements.

The second component of LouisianaMAP is the web-based geospatial portal that was launched in November 2003. The portal provides state and local government decision makers, academia, and the general public access to and dissemination of the geographic framework data. The Portal also supports analysis of user-supplied information in the context of the geographic framework data.

The third component of the project, the LouisianaMAP Academy, provides training for the use of the data and geographic services provided through the portal. Academy sessions commenced in April 2004.

Highlights

The LouisianaMAP geospatial portal provides a single-source, reliable, and cost-effective Internet based mapping application designed to generate customized maps and deliver advanced geographic data services for Louisiana at no cost and without restrictions on use. By utilizing existing interoperability capabilities, LouisianaMAP serves data maintained both locally and by the Louisiana Department of Environmental Quality and seamlessly combines the resources from various data providers. LouisianaMAP makes map production easy. Internet clients are able to quickly and efficiently access geospatial information using basic map functionality, while advanced developers and data users can easily integrate LouisianaMAP functions and services directly within their own applications. Since its official public release in November 2003, LouisianaMAP has been accessed more than one-million times per month, generating approximately 200MB of map data per week. LouisianaMAP clients/users include: citizens (hunters and fishermen, property owners, and tourists); businesses (real-estate, economic development and business locators); public services /governments (decision-makers, service providers, planners, and resource management professionals); and colleges and universities. Examples of mapping applications which can be integrated within an agency's Web site with little or no overhead are:

- Louisiana Department of Culture Recreation & Tourism: state and public parks and recreation centers; tourist locations such as plantation homes, museums, cultural centers; and sporting events and fairs and festivals.
- Office of the Secretary of State: voter district, precinct, ward locator (Where do I vote?); political and election districts.
- Louisiana Department of Economic Development: site-selection applications, favorable growth centers, available infrastructure; urban and rural, commuting patterns, educational attainment, population demographics.
- Louisiana Department of Education: primary and secondary schools and districts, test scores, bus routes, community resources.
- Louisiana Department of Health & Hospitals: hospitals, nursing homes, and health centers; 24 hour emergency rooms; ad hoc campaigns (*e.g.* West-Nile Encephalitis cases by parish).
- Louisiana Department of Homeland Security and Emergency Preparedness: hurricane and emergency evacuation routes; flood maps; emergency response centers (Police/Sheriff/Troopers, Fire, EMS, *etc.*)
- Louisiana Department of Social Services: parish and regional service centers; head-start and day-care centers; population demographics.

The I-Team initiative has evolved into the LouisianaMap project for the coordination and management of the state’s geospatial data. This project has also launched an initiative to develop a comprehensive statewide strategic plan for the implementation and management of GIS technology and geospatial assets.

The LouisianaMap Academy has remained active in outreach and training. Training sessions are provided on an ongoing basis for state staff and local government. Training is coordinated with federal government resources as well. The LouisianaMap Academy has been successful in securing federal grant funding to expand its capability to deliver these services.

The Office of Electronic Services launched a project in the fall of 2006 to migrate the existing LouisianaMap web based portal to a new technology platform. The acquisition and deployment of this new platform has been completed and development of thematic applications to support both government and constituent services is underway.

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Office of E-Services

e-Government Portal

Log #: 02-011
 Status: Completed in 2005

This project has established an enterprise level State e-Government Portal focused on ensuring that Louisiana can meet the increasing demands of its constituents for immediate, comprehensive access to state government. The project includes:

- A hardware/software infrastructure to host the State Portal and extensible to agency web sites in a platform consistent with the enterprise security architecture standard.
- An operational e-Government Portal.
- A content management system allowing agencies to better manage their information assets.
- A Citizen relationship management system ensuring that needs and concerns of users of the state portal are addressed accurately, timely, and consistently.
- An Enterprise Search capability that can be utilized by all state agencies.
- Integration of eServices using eCommerce capabilities of the software infrastructure.

Highlights

In October 2003, INFO Louisiana gave way to Louisiana.gov, the state enterprise portal; its goal is to provide citizens and businesses a single point of access to state services and information resources. The enterprise portal was redesigned with a branded look and feel. Enhancements and upgrades were implemented-- an intuitive organizational structure, content management, and a robust search application-- to enable users to readily discover the relevant information they need without knowing the organizational structure of state government. In the last three years, traffic on the Louisiana.gov site increased 14%. The most heavily-trafficked sites were: the Louisiana Employees Online (LEO), LouisianaMap, vendor and contract search on the Web site of the Office of State Purchasing, state jobs database, Louisiana Services Directory, Louisiana Government phone directory, birth certificate orders, searching the State Register, population maps at the State Census Data Center, information resources for students, and the Legislative web portal. For calendar year 2006, the traffic volume for the Louisiana.gov portal was in excess of 6 million hits monthly with an average of over 136,000 user session per month. Over the past year the Louisiana.gov portal has been accessed by individuals from over 170 countries across the world. The application environment for Louisiana.gov has proven to be very robust and reliable. Up time for the Louisiana.gov portal during the past year has been 99.9%.

The Louisiana.gov portal implemented RightNow Technologies's constituent relationship management application branded as Ask Louise. The ASK Louise knowledgebase contains the top level or most frequently asked questions about state services and information resources. Users can ask their questions through e-mail if answers to their questions are not found on this knowledgebase, and answers are e-mailed back promptly. Based on user access data, ASK Louise answered a definite need. The number of sessions (which allows users to view the answers), increased 264% in the last three years from 23,910 sessions in 2002 to 87,270 sessions in 2006. Answers in the ASK Louise database are categorized, and the records in these categories had the highest user access: General Information (unclaimed property, do not call program, genealogy resources, hurricane and weather-related emergency information); Licenses, Permits, and Certifications; Business; Government (legislators, taxes, bids, and grants); and Health Care and Social Services.

eCommerce capabilities have been integrated into the Louisiana.gov portal environment via the Louisiana E-Mall and the Payment Gateway applications. Use of the Payment Gateway has increased steadily since initial implementation in 2002. In 2003, the number of transactions handled for the same applications increased by 40% per month over 2002 with a total of more than 150,000 transactions for the year in 2003. In 2004 the E-Mall environment was migrated from an outsourced hosting service into the Louisiana.gov portal application. At the same time the total number of transactions increased by approximately 28% to over 190,000. With the expansion of Payment Gateway participation and the addition of new functionality such as electronic check processing, the Payment Gateway supported a volume of approximately 350,000 transactions in 2006, with a dollar volume in

excess of \$21 million. Continued growth is expected with this service as additional agencies web enable their applications. This service has experienced an average annual growth of over 30% percent per year in transaction volume.

Enterprise Search capabilities are supported in the Louisiana.gov portal through the Verity Ultraseek search application. Enterprise Search is hosted by OES and provided as a service free of charge to state agencies. Agencies may take advantage of this service to provide customized, context related search capabilities for their web assets. During the previous year the Enterprise Search service averaged over 87,000 user queries per month.

In the fall of 2006 a project was launched to refresh the design of the presentation layer and the taxonomy of the Louisiana.gov portal. This continuous improvement project has resulted in a complete refresh of the 'look and feel' for the portal as well as a restructuring of content. Most recently content was added to the portal to support the new administration's focus on Taxpayer Transparency. Additionally, supporting applications in the portal such as LouisianaNews and the Louisiana Services Directory have received a technology and presentation refresh.

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Comprehensive Public Training Program (CPTP)

Statewide Learning Management System

Log #: 02-013

Status: Completed in 2005

This project was to acquire and implement a centralized statewide Learning Management System (LMS) to consolidate existing but separate State employee training databases into one repository for all state employee training data. This created the foundation for an e-learning environment that will allow CPTP to plan, deliver, track, manage and report all types of employee training, offer a full range of content via custom web-based courses and commercially available courses, and create web-based tests and assessments.

Highlights

- The LMS has been set up to allow it to be the statewide repository (database) for all state employee training data. The database has multiple layers of secured access. Employees are able to self-register for classes. Other departments can use it for their course and employee skills tracking. All courses, regardless of delivery method, can be distributed through the LMS to allow for tracking and evaluation. Curriculums can be developed based on career management.
- Currently, the Dept. of Environmental Quality is using the LMS to track all training done through the department, both internal and external. The department purchased 1,000 licenses for its employees to access to the LMS learning center to take advantage of training opportunities. They have set up structured training plans for all job titles within the department using the LMS and can assign courses to employees automatically based on job titles.

- There are approximately 200 CPTP coordinators around the state who have access to the LMS to check transcripts of their employees, to look at the upcoming CPTP class schedules, and to print class rosters and training transcripts.
- Training can be accessed from any computer with access to the Internet.
- The Gap Analysis tool is used to plan, track, and evaluate training for individuals and groups, as well as identify competency gaps and forecast demand for training programs. The exception analysis capability in this tool is useful in tracking certification and compliance with regulatory requirements. DEQ has successfully set up requirements tracking for regulatory compliance and runs numerous reports to gather needed data on the training activities of its employees.
- There were no awards, commendations, or nationally published recognition for this project during 2007.

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Office of Information Technology

Prototype for Centralized E-Mail

Log #: 02-014
 Status: Completed in 2005

Historically, individual state agencies have been responsible for providing their own e-mail service, which entails significant hardware, software, personnel and training expenses (or outsourcing), and results in service quality that varies drastically between departments, and provides no integration of e-mail or free/busy scheduling between state departments. This project seeds the implementation of a statewide e-mail line of service based on a cost recovery model. It entails one centrally managed standard e-mail offering to replace the three primary e-mail software packages currently deployed statewide, and provides one common e-mail directory and calendaring tool that can be shared by all State employees while at work or mobile. Agency subscribers are charged a set price-per-seat that is lower than the costs associated with managing their individual, distributed sites statewide, and quality of service improves.

Other key benefits anticipated are: 1) implementing an IT line of service that provides immediate benefit to core business function that encompasses a large base of the state’s workforce; 2) developing a statewide deployment plan that can be used for this and other enterprise services to be offered in the future; and 3) building the technical and support framework through which other desktop lines of service can be offered.

Highlights:

The statewide email project now supports over 8,000 state employees in the following agencies for messaging functions:

- Division of Administration
- Department of Economic Development
- Governor’s Office

- University of Louisiana Systems
- Department of Education
- Civil Service
- Department of Natural Resources
- Department of Environmental Quality
- Public Service Commission
- Department of Revenue and Taxation
- Board of Regents

The statewide email system is very tightly integrated with the Office of Telecommunications Management’s Blackberry Enterprise Service.

ISIS Payroll / Personnel workflow uses statewide email to deliver the online leave approval system.

Statewide Email provides a means of centrally securing email for multiple agencies under the ever-growing threat of malicious code attacks by using multi-vendor solutions for both perimeter and internal virus and SPAM protection.

Activity in 2007

- Upgraded mail servers, storage and software for improved features and performance.
- Began deployment of centralized e-mail archiving solution for records retention compliance and improved accessibility.
- Working with Office of Telecommunications Management to provide voice mail integration with e-mail.
- Working with Office of Youth Development, Public Safety, Veterans Affairs, and Health and Hospitals to consolidate their e-mail.

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Louisiana State University

Exploiting Linux Services in Louisiana

Log #: 03-003
 Status: Completed in 2007

LSU was awarded this project to develop a robust, scalable environment to accelerate and facilitate the evaluation and deployment of Linux services and applications within public-supported entities in Louisiana. The move to open standards and open source is changing the world of information technology in the public and private sectors and in higher education. Linux, once considered “disruptive technology” by IBM, is the leading example of open source software that implements open standards. Linux is now widely available on multiple hardware platforms and is an option for many proprietary applications. Linux combined with virtualization technology offers a possible opportunity to combat the growing cost of supporting burgeoning, complex information technology infrastructures and the increasing dependence on a proprietary software platform. Recently, Linux was

characterized in Computer World as a “Microsoft license killer.” Louisiana has been slow in embracing this emerging technology. The intent of this project is to maximize the opportunity to accelerate innovation with Linux, to limit dependence on proprietary systems and to focus on total cost of ownership issues.

Executive Summary of Findings

The Linux operating system provides a robust, cost effective way to run many common applications in a server and back office environment. Ideal uses include web site serving, network management and service utilities, and hosting a broad range of open source applications. Virtualization technologies provide the ability to create many new Linux virtual servers as needed on a single computer system, reducing cost and manpower needs while consolidating machinery. The IBM mainframe with z/VM is a robust and stable virtualization platform for this purpose, but newer technologies such as VMware can use less expensive Intel hardware and reduce costs while providing similar functionality.

LSU has been able to make extensive use of the IBM z800-z/VM virtual Linux server architecture to augment the back end and network centric services being offered to the campus, including such services as the main LSU web site (WWW.LSU.EDU), mailing list services using LISTSERV, document repositories such as the Electronic Thesis and Dissertation system (ETD), groupware information sharing with “wiki” applications, and many additional functions available through the open source community. Several agencies have used this virtual Linux service in a “kick the tires” mode, but our outreach efforts to the state agencies did not yield significant returns due to their own in house Linux deployment efforts.

With lower cost and higher flexibility, the VMware platform offers a more efficient hosting platform for Linux virtual images. LSU has decommissioned the hardware and software licenses purchased for this project. The project gave valuable experience and insight to using Linux in a virtualized environment but LSU has terminated this project.

Accomplishments and Best Practices Identified

A key component of this project was the ability to create new Linux servers as needed by state agencies to test out new applications, technologies, and concepts. By providing a virtualization architecture, we could respond quickly to requests for new servers without buying additional hardware. The IBM mainframe and its z/VM operating system provided this architecture.

Early in the project we developed a series of z/VM REXX scripts that “clone” new Linux virtual machines from a standard template. The template selected for cloning was actually a Linux virtual machine installed with either a 32 bit or 64 bit version of SuSE Linux Enterprise Server V8 or V9 configured with a typical complement of server utilities. Since disk storage is presented to the virtual machines as z/VM minidisks, we could take advantage of the flashcopy utility in our Storage Area Network (SAN) to make disk image copies of the minidisks almost instantly. The result was the ability to issue a command to create a new virtual machine by providing a TCP/IP address, machine name, SuSE version, and 32 or 64 bit configuration, and have the system create the new virtual machine within a couple of minutes. No need to go buy a physical computer, connect it to power and the network, then configure it for use. In our opinion, this is the single best benefit of this architecture.

Since the Linux operating system is open sourced, there are no licensing costs associated with propagating copies of the base system as many times as needed. At various stages of the project we had deployed around 60 virtual Linux machines, each dedicated to specific functions and utilities.

We were able to create an internal management network using NFS and TCP port signaling to run arbitrary commands on any virtual z/Linux machine without having to actually log into the machine. This was handy for applying updates, running queries, and generally issuing various system management tasks among the machines. Monitoring tools from Velocity Software gave us a comprehensive overview of all the virtual machines and the underlying z/VM platform itself, making system administration more efficient for many virtual machines. We could do more with fewer resources.

By configuring one of the virtual Linux machines as a TCP/IP router and using the z/VM guestLAN virtual networking ability, we were able to create internal virtual LANs with the router as a “gatekeeper” for the network traffic destined for the machines. By adding some custom monitoring scripts to manipulate the router’s network filters, we automated firewalling the machines from ssh probes, scripting attacks, and other intrusive malware attempts originating from external sources. Using some of the cost-based parameters in the routing software, we were able to provide failover for a critical web application to an external Intel/Linux server elsewhere on campus.

We were able to identify some mainframe-specific characteristics that impact the efficiency of the Linux operating system. Early experiments comparing the Linux distributions from Red Hat and SuSE showed that the SuSE distribution was better suited to the IBM z800 mainframe environment. The standard Linux kernel comes configured to interrupt the processor 100 times per second to determine if timer related events are due. SuSE provided a workaround to this “timer pop” in their s390 binaries to avoid activating idle virtual machines under the z/VM operating system, reducing overall system load.

We also implemented direct access to SCSI/Open disk architectures provided by our SAN units, bypassing the z/VM virtualization of disk into “minidisks” derived from count key geometry. This gave us access to storage other than traditional 3390 style mainframe disks.

Several times over the course of the project we were able to download the source code of some application we wished to run and it compiled, installed, and ran successfully on the mainframe hardware platform. Linux on the mainframe architecture is still just Linux at the source code level. Pre-compiled binaries (typically for Intel architectures) will not run because of the machine instruction differences, but if the source code is available, it compiles and runs just fine. This becomes even more relevant with the popularity of the open source movement in our industry.

Benefits Achieved/Expected

Server consolidation and increased efficiency from deploying Linux virtual machines on a single mainframe platform. At various points during the project we had deployed between 50 and 60 Linux servers across the production and development partitions. The equivalent in physical servers would have had a significant impact on the use of rack space, power, environmental, and floor space in our data center, not to mention the additional personnel time needed to monitor and maintain the machines.

Much faster response when new Linux servers are needed, typically minutes instead of days or weeks. On several occasions we were able to respond to an unanticipated need from our user community for a new server within an hour. Usually, a web or application server had crashed and they were unable to purchase a replacement in a reasonable amount of time. In other cases, an internal need for a new server as a demo system or as a new development platform was addressed by a new virtual server in the mainframe, alleviating the need for purchasing yet another box.

Increased stability and reliability from deploying Linux virtual machines on the mainframe architecture. In over three years we did not have any outages attributable to the mainframe platform or the underlying z/VM virtualization operating system.

We were able to realize cost savings when deploying open source solutions for various needs, such as the Zebra/Quagga routing system, Tomcat application server, OpenSSH for secure connections, the full Apache suite of products for web site serving, etc.

Overall system performance of the IBM z800 mainframe system was excellent. With over 60 Linux virtual machines running, we saw an average of about 25% cpu utilization in each of the two partitions. In worst case incidents where a virtual machine would try to monopolize the cpu because of poor programming (infinite loops) or incorrect configurations, the underlying z/VM operating system minimized the impact on the other virtual machines so they could continue providing acceptable service levels.

Pitfalls Encountered

A major concern for this project was the lack of interest on the part of state agencies to participate and use our hosted virtual Linux servers for their own needs. We gave numerous seminars to various agencies to introduce the technology early in the project, but were unable to generate much interest.

Some barriers to wide deployment of the IBM mainframe platform for this purpose include the lack of personnel familiar with the mainframe architecture and its z/VM operating system and various support utilities and languages. Fortunately, we had some internal experience which helped in the initial deployment.

The ongoing cost of the mainframe platform for maintenance and support is higher than some roughly equivalent functionality provided by Intel hardware and any of several virtualization products currently on the market, such as VMware.

Some applications are not available as open source and their binary distributions for the Linux operating system are typically compiled for Intel architectures, locking them out of the mainframe environment.

No significant pitfalls were encountered that directly related to the Linux operating system technology itself. It continues to be a viable and attractive application hosting environment regardless of the physical hardware architectures used.

Recommendations to Agencies Planning to use this Technology

Overall, our recommendation to state agencies is to implement virtualization technologies to maximize the use of existing and planned computing resources and provide the ability to quickly respond to additional resource requests as needed. Due to cost and improved technologies, we currently do not recommend the IBM mainframe and z/VM operating system for this purpose, but would suggest the use of VMware on Intel hardware with SAN storage for the underlying disk space.

This project is complete as far as LSU is concerned. The hardware has been decommissioned and services which were offered on this platform have been moved elsewhere. While the project provided valuable insight to using Linux in a virtualized environment, the decision to move away from the mainframe platform was made because of high maintenance cost and lack of platform software options. No new activity is expected with regards to this project in the future.



**Department of Natural Resources,
Department of Transportation and Development,
Department of Environmental Quality**

**Development of Business Continuity and Disaster
Recovery Plans**

Log #: 03-006

Status: Completed in 2006

During this project a Business Impact Analysis was completed by each agency. This project had each agency complete and document a disaster recovery plan. All agencies input their plans into the Division of Administration's Living Disaster Recovery Planning System software. Recommendations were made to agencies concerning viable recovery solutions. DNR and DEQ performed a disaster recovery exercise. A report was generated on all findings.

Executive Summary of Findings- The project is at 100% completion. Agencies will continue to update their plans on the recommended time intervals. Each Business Unit has a coordinator who will be in charge of keeping the plans updated. Each Agency has a Business Continuity Coordinator who will be keeping the crisis management plans updated and the business units coordinators will update disaster recovery plans along with agency employees.

Accomplishments- We have completed the Business Impact Analysis, identified crisis management teams and Business Continuity team leaders, identified recoverable tasks, and determined the approach to be used after disaster declaration. Contractor trained employees on the LDRPS software and the process/order of inputting the plans. Input all plans into the LDRPS systems. Performed a Disaster Recovery Exercise. Determined a schedule for plan updates.

Benefits Achieved/Expected- Each Agency now has a completed plan. Audit findings can now be satisfied. During the event of disaster, critical applications, critical employees, critical call lists and critical timelines will have already been identified. Agencies will be better prepared during a time of disaster.

Problems Encountered/Action Taken or Planned – Hurricane Katrina slowed the progress down due to lack of available employees to work on the project. Contractual issues with the main contractor slowed down the process as well. All of these issues are being resolved and the project was resumed as of March 15, 2006. DOTD did not perform a Disaster Recovery Exercise and instead opted to use the contractor time for more training on the inputting of the plans into the system. This was approved by Michael Bridges and the agency will be given the scenario used by DNR and DEQ and perform a exercise at a later date with no help from the Contractor.

Recommendations to Agencies Planning to use this Technology – It is imperative that any agency have the full cooperation of upper management to get these projects done in a timely manner. The biggest issue we faced was getting employees to complete tasks associated with the project while they were having to perform normal job duties as well.

When upper management supports the project and makes it a priority things will go more smoothly.

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Office of the Governor / Children's Cabinet

Towards an Integrated Juvenile Justice Information System

Log #: 03-013

Status: In Process, 85% Complete

The Children's Cabinet, in partnership with the Louisiana Commission on Law Enforcement (LCLE), the Office of Youth Development, Department of Public Safety and Corrections, the Supreme Court, and various district courts, will implement an integrated, web-based Juvenile Offender Information Network (JOIN) system based on national standards to enable data sharing among statewide and local juvenile justice agencies involved with juvenile delinquency, traffic, formal FINS, probation, detention, and corrections.

The integrated Juvenile Offender Information Network (JOIN) system will be installed and tailored to meet the needs of at least two pilot sites within 21 months of the date of grant award. Thereafter, it will be a goal to install and tailor the system to meet the needs of at least three additional pilot sites per year or a minimum total of fifteen sites in five years.

Each pilot site will begin reporting data as required by the Children's Cabinet, the Louisiana Commission on Law Enforcement, the Legislature, and perhaps other entities within one year after the installation of each system.

The JOIN system will be merged and integrated with the stand-alone systems being developed by the Supreme Court and potentially other users into the Integrated Juvenile Justice Information System (IJJIS) within two years of the completion of this grant and the first year of installation of the offender system within the pilot sites.

ACCOMPLISHMENTS:

The JOIN/IJJIS and all IJJIS functionalities have been developed under the Phase 1 of the JOIN project. The project is now in Phase 2, which entails deployment, tailoring and training of several pilot sites. Pilot sites include: CADDO Juvenile Court, the 26th JDC, the 4th JDC, the 14th JDC, and the Orleans Juvenile Court. In addition, the Jefferson Parish Juvenile Court, the East Baton Rouge Juvenile court and the 9th JDC will provide data to the IJJIS from their current mainframe system which will be replaced by the IJJIS in two years or sooner.

PROBLEMS ENCOUNTERED:

Although the pilot site deployment contract was executed by the Children's Cabinet and Interactive for a term beginning January 1, 2007 and ending December 31, 2007, the contract was not finally approved and invoices were not able to be paid until May 23, 2007.

This delay in approval has unfortunately resulted in a delay in the speed in which the deployment could occur. In addition, delays have been encountered because of the unanticipated needs of the CADDO area for detention and probation system and for the conversion of the court's existing system. Similar problems relating to the conversion have also been encountered in the 26th JDC and the 4th JDC. In the 26th JDC, the court would prefer to link the clerk of court system to the IJJIS through an unanticipated conversion. In the 4th JDC, the deployment has been held up as the DA awaits installation of the CRIMES System which will be the primary vehicle for creating the interface with the IJJIS. Another situation, which is beneficial, has also affected full deployment of the IJJIS in CADDO, the 9th JDC, and the 14th JDC, and that has been the provision of funding from the MacArthur Foundation to affect the conversion of the data at those sites. The MacArthur funding did not begin until late 2007, resulting in a request to extend the contract for a few months into 2008.

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Office of the Governor / Children's Cabinet

Completing the Integrated Juvenile Justice Information System (IJJIS)

Log #: 06-001
Status: In Process

The Children's Cabinet, in partnership with the entities listed below, will complete the Integrated Juvenile Justice Information System (IJJIS) by linking previously developed components of the system to the JOIN-IJJIS functionalities developed under a previous LTIF grant and by developing a general case management component to address all remaining case types of the IJJIS. The system will be based on national standards and will enable data sharing among statewide and local juvenile justice agencies.

ACCOMPLISHMENTS in 2007:

Working on the logical and physical design of the various case types. Completed IJJIS Pilot site plan for the 21st JDC and for the Houma City Court. Continued training and deployment in pilot sites of CADDO Juvenile, the Minden City Court, the Springhill City Court and the Bossier City Court.

Project Progress Reports

The LTIF guidelines stipulate that each award recipient provide progress reports indicating the status of the project, accomplishments by milestone, and expenditure of funds. The latest progress reports for each of the funded projects can be found at www.doa.louisiana.gov/ltif/ltifprop.htm