JOINT LEGISLATIVE OVERSIGHT COMMITTEE ON INFORMATION TECHNOLOGY



ANNUAL REPORT TO THE NORTH CAROLINA GENERAL ASSEMBLY

December 13, 2010

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JOINT LEGISLATIVE OVERSIGHT COMMITTEE ON INFORMATION TECHNOLOGY



December 13, 2010

TO THE MEMBERS OF THE 2011 GENERAL ASSEMBLY:

The Joint Legislative Oversight Committee on Information Technology herewith submits to you for your consideration its annual report. The report was prepared by the Joint Legislative Oversight Committee on Information Technology pursuant to G.S. 120-231(c).

Respectfully submitted,

Senator Katie Dorsett

Representative Joe Toison

Cochairs
Joint Legislative Oversight Committee on Information Technology

PREFACE

The Joint Legislative Oversight Committee on Information Technology, established by Article 26 of Chapter 120 of the General Statutes, is authorized to review current information technology that impacts public policy, including electronic data processing and telecommunications, software technology, and information processing. The 16 members of the Committee are appointed by the Speaker of the House and the President Pro Tempore of the Senate.

The goals and objectives of the Committee include developing electronic commerce in the State and coordinating the use of information technology by State agencies in a manner that assures that the citizens of the State receive quality services from all State agencies and that the needs of the citizens are met in an efficient and effective manner. The Committee is directed to examine, on a continuing basis, systemwide issues affecting State government information technology, including operations, infrastructure, development, financing, administration, and service delivery. The Committee is authorized to make ongoing recommendations to the General Assembly on ways to improve the effectiveness, efficiency, and quality of State government information technology.

The Committee is chaired by Senator Katie Dorsett and Representative Joe Tolson. The full membership of the Committee is listed in Appendix C of this report. Information concerning the committee meetings and all information presented to the committee is available on the committee's website at http://www.ncleg.net.

COMMITTEE PROCEEDINGS

The Joint Legislative Oversight Committee on Information Technology met five times between adjournment of the 2010 Regular Session of the 2009 General Assembly and the convening of the 2011 General Assembly.

August 25, 2010 Meeting

The first meeting of the Joint Legislative Oversight Committee on Information Technology was held on August 25, 2010. The meeting began with introductions and opening remarks by Committee Co-Chairs, followed by a review of the charge of the Committee and introductory comments by the members of the Committee.

Gerald L. Fralick, the State Chief Information Officer, presented an overview of the Infrastructure Study and Assessment (INSA) Program. INSA is intended to assess information technology (IT) infrastructure, services, and costs in the Office of Information Technology Services (ITS) and all Cabinet agencies, and to provide recommendations on changes to IT operations in the State.

Kenneth R. Lay, Secretary of the Department of Revenue, presented an update on the Tax Information Management System (TIMS), which is to replace the Department's current tax system.

Jackie Savage. President of Connectinc., explained the Benefits Bank and smart cards. The Benefits Bank is a program that is intended to assist people in completing federal and state income tax returns and to complete forms to qualify for a range benefits and student financial aid.

September 29, 2010 Meeting

The second meeting of the Joint Legislative Oversight Committee on Information Technology was held on September 29, 2010.

Ann Bander, Chief Operating Officer for the Department of Administration, provided an update on the State procurement process.

Jim Tulenko, Human Resources (HR)/Payroll ERP (Enterprise Resource Planning) Program Director provided an update on the status of BEACON (Building Enterprise Access for North Carolina's Core Operation Needs) HR/Payroll application. The HR/Payroll system was initially implemented in 2008.

George Batten, Jr., from TS Academic Services Technology Programs at the Department of Public Instruction, provided an update on the status of North Carolina Window on Student Education (NC WISE). NC WISE is a web-based and centrally maintained system for capturing, accessing and reporting a wide spectrum of student information

October 28, 2010 Meeting

The third meeting of the Joint Legislative Oversight Committee on Information Technology was held on October 28, 2010.

Jim Dolan, Deputy State Controller at the Office of the State Controller answered questions regarding the HR/Payroll application that had resulted from the previous meeting.

Kay T. Meyer, Project Director of Statewide Data Integration for the Office of the State Controller, presented an update of the State's Criminal Justice Law Enforcement Automated Data Services (CJLEADS), a program designed to integrate criminal justice information throughout North Carolina, providing a comprehensive view of an offender.

Ivy Hoffman, Executive Director of the North Carolina Agency for Public Telecommunications, reviewed plans for the State portal, which is to be upgraded and expanded through a public-private partnership.

Nevin Fouts, Chief Technology Officer in the Office of the State Chief Information Officer, explained the State CIO's plans for smart cards and electronic forms.

Sharon Hayes, Chief Information Officer for the Office of Information Technology Services, provided an update on the Infrastructure Study and Assessment.

November 30, 2010 Meeting

The fourth meeting of the Joint Legislative Oversight Committee on Information Technology was held on November 30, 2010.

David Hoyle, Secretary of the Department of Revenue, presented an update on the Tax Information Management System.

Bob Brinson, Chief Information Officer, Department of Correction, and Chairman of the Criminal Justice Information Network (CJIN) Board, discussed an effort by CJIN to standardize law enforcement reports management systems (RMS) and to connect them to a national FBI system to permit information sharing and analysis.

Dr. Lee Mandell, Chair of the Geographic Information Coordinating Council, reported on geographic information system (GIS) efforts within the State and proposed legislative changes that he believed would facilitate those efforts.

December 13, 2010

The fifth meeting of the Joint Legislative Oversight Committee on Information Technology was held by teleconference on December 13, 2010 to consider the Committee's report and recommendations to the General Assembly.

RECOMMENDATIONS & LEGISLATIVE PROPOSALS

The Joint Legislative Oversight Committee on Information Technology heard numerous reports and had extensive discussions with State agencies on the use of information technology to ensure that the needs of the State's citizens are met in an efficient and effective manner. The Committee endorses the following legislative proposals and makes the following recommendations:

I. RECOMMENDATIONS

Infrastructure Study and Assessment Program:

- Continue to monitor the INSA effort.
- Where the North Carolina General Assembly determines it is appropriate, make legislative changes to information technology statutes to support recommendations from the assessment.

Tax Information Management System

 Consider allowing the Department of Revenue to expand the TIMS public-private partnership funding to allow the inclusion of customer service modules that the current cost ceiling will not support.

Benefits Bank:

• Continue funding the Benefits Bank.

Smart Cards:

- Continue funding for smart cards for Medicaid as a means to reduce fraud.
- Require development of a smart card capability that includes biometrics.

Electronic Forms:

 Continue to support and fund development of an enterprise-level electronic forms and digital signature capability. • Ensure that the State portal includes an electronic forms capability.

Criminal Justice Law Enforcement Automated Data Services:

- Continue funding the development and expansion of CJLEADS.
- Delay moving CJLEADS to a State facility until after the Statewide implementation is completed. This will reduce current costs and provide more stability during the system deployment.

Criminal Justice Information Network:

• Support CJIN's efforts to better integrate, manage, and provide analysis for criminal justice and law enforcement data.

Geographical Information Systems:

- Provide funding for the NC One Map revitalization project over the next biennium.
- Identify a stable source of GIS funding.

II. LEGISLATIVE PROPOSALS (APPENDIX A)

- Legislation to make conforming changes to the geographic information system enabling statute to incorporate the requirements of special provisions contained in the Sections 6.8 of S.L. 2009-451, the 2009 Appropriations Act and Sections 6.9 of S.L. 2010-31, the 2010 Appropriations Act and to create a permanent member slot on the 911 Board for the Executive Director to the Geographic Information Coordinating Council: A BILL TO BE ENTITLED "AN ACT RELATING TO THE ORGANIZATION, AUTHORITY, AND RESPONSIBILITIES OF THE NORTH CAROLINA CENTER FOR GEOGRAPHICAL INFORMATION AND ANALYSIS AND THE GEOGRAPHIC INFORMATION COORDINATING COUNCIL."
- Legislation to provide funding for the NC OneMap Project: "A BILL TO BE ENTITLED "AN ACT APPROPRIATING FUNDS TO THE NORTH CAROLINA CENTER FOR GEOGRAPHIC INFORMATION AND ANALYSIS TO THE NC ONEMAP PROJECT."

APPENDIX A

LEGISLATIVE PROPOSALS TO THE 2011 GENERAL ASSEMBLY

GENERAL ASSEMBLY OF NORTH CAROLINA SESSION 2011

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D

BILL DRAFT 2011-LR-9A [v.1] (12/01)

(THIS IS A DRAFT AND IS NOT READY FOR INTRODUCTION) 12/3/2010 1:10:18 PM

Short Title: GIS/NC OneMap System Funds. (Public)

Sponsors: Representative Tolson.

Referred to:

1 A BILL TO BE ENTITLED

AN ACT APPROPRIATING FUNDS TO REVITALIZE THE NC ONEMAP PROJECT.

The General Assembly of North Carolina enacts:

SECTION 1. The General Assembly finds that there is a continuing critical need for consolidating the investments made in geographic information systems (GIS) and developing common infrastructures in order for the State to reap all the potential benefits of GIS at the lowest cost.

SECTION 2. There is appropriated from the General Fund to the Information Technology Fund the sum of ninety-six thousand five hundred dollars (\$96,500) for the 2011-2012 fiscal year and the sum of eight hundred sixty-two thousand five hundred dollars (\$862,500) for the 2012-2013 fiscal year for a project to revitalize the NC OneMap System. The State Chief Information Officer, in cooperation with the Geographic Information Coordinating Council, shall coordinate the refocusing of the NC OneMap geographical information system infrastructure project to leverage new technology, to increase the utility of GIS services, and to reduce GIS data layer costs through singly managed contracts.

SECTION 3. This act becomes effective July 1, 2011.

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GENERAL ASSEMBLY OF NORTH CAROLINA SESSION 2011

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BILL DRAFT 2011-LR-10 [v.3] (12/01)

D

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Short Title:	Modify NCCGIA & GICC Enabling Law.	(Public)
Sponsors:	Representative Tolson.	
Referred to:		

A BILL TO BE ENTITLED

AN ACT RELATING TO THE ORGANIZATION, AUTHORITY, AND RESPONSIBILITIES OF THE NORTH CAROLINA CENTER FOR GEOGRAPHIC INFORMATION ANALYSIS AND THE **GEOGRAPHIC** INFORMATION COORDINATING COUNCIL.

The General Assembly of North Carolina enacts:

SECTION 1. G.S. 143-725 reads as rewritten:

"§ 143-725. Council established; role of the Center for Geographic Information and Analysis.

- (a) Council Established. The North Carolina Geographic Information Coordinating Council ("Council") is established to develop policies regarding the utilization of geographic information, GIS systems, and other related technologies. The Council shall be responsible for the following:
 - (1) Strategic planning.
 - (2) Resolution of policy and technology issues.
 - (3) Coordination, direction, and oversight of State, local, and private GIS efforts
 - (4) Advising the Governor, the General Assembly, and the State Chief Information Officer as to needed directions, responsibilities, and funding regarding geographic information.

The purpose of this statewide geographic information coordination effort shall be to further cooperation among State, federal, and local government agencies; academic institutions; and the private sector to improve the quality, access, cost-effectiveness, and utility of North Carolina's geographic information and to promote geographic information as a strategic resource in the State. The Council shall be located in the Office of the Governor—State Chief Information Officer for organizational, budgetary, and administrative purposes.

(b) Role of CGIA. – The Center for Geographic Information and Analysis (CGIA) shall staff the Geographic Information and Coordinating Council and its committees. CGIA shall manage and distribute digital geographic information about North Carolina maintained by numerous State and local government agencies. It shall operate a statewide data clearinghouse and provide Internet access to State geographic information. CGIA shall be located in the Office of the State Chief Information Officer for organizational, budgetary, and administrative purposes. The State Chief Information Officer shall coordinate a professional services component for geographic information systems coordination with the Center for Geographic Information and Analysis. CGIA shall monitor and approve all new GIS related information technology projects and expansion budget requests. All State agencies shall coordinate any geographic information system (GIS) initiatives through the CGIA to ensure that they are not duplicating an existing function."

SECTION 2. G.S. 143-726 reads as rewritten:

"§ 143-726. Council membership; organization.

- (a) Members. The Council shall consist of up to 3536 members, or their designees, as set forth in this section. An appointing authority may reappoint a Council member for successive terms.
- (b) Governor's Appointments. The Governor shall appoint the following members:
 - (1) The head of an at-large State agency not represented in subsection (d) of this section.
 - (2) An employee of a county government, nominated by the North Carolina Association of County Commissioners.
 - (3) An employee of a municipal government, nominated by the North Carolina League of Municipalities.
 - (4) An employee of the federal government who is stationed in North Carolina.
 - (5) A representative from the Lead Regional Organizations.
 - (6) A member of the general public.
 - (7) Other individuals whom the Governor deems appropriate to enhance the efforts of geographic information coordination.

Members appointed by the Governor shall serve three-year terms. The Governor shall appoint an individual from the membership of the Council to serve as Chair of the Council. The member appointed shall serve as Chair for a term of one year.

- (c) General Assembly Appointments. The President Pro Tempore of the Senate and the Speaker of the House of Representatives shall each appoint three members to the Council. These members shall serve one-year terms.
 - (d) Other Members. Other Council members shall include:
 - (1) The Secretary of State.
 - (2) The Commissioner of Agriculture.
 - (3) The Superintendent of Public Instruction.
 - (4) The Secretary of Environment and Natural Resources.
 - (5) The Secretary of the Department of Transportation.

- (6) The Secretary of the Department of Administration.
- (7) The Secretary of the Department of Commerce.
- (8) The Secretary of the Department of Crime Control and Public Safety.
- (9) The Secretary of the Department of Health and Human Services.
- (10) The Secretary of the Department of Revenue.
- (11) The President of the North Carolina Community Colleges System.
- (12) The President of The University of North Carolina System.
- (13) The Chair of the Public Utilities Commission.
- (14) The State Budget Officer.
- (15) The Executive Director of the North Carolina League of Municipalities.
- (16) The Executive Director of the North Carolina Association of County Commissioners.
- (17) One representative from the State Government GIS User Committee.
- (17a) The Executive Director of the North Carolina 911 Board.
- (18) One representative elected annually from the Local Government Committee established pursuant to subdivision (h)(2) of this section.
- (19) The State Chief Information Officer who shall serve as a nonvoting member.

Council members serving ex officio pursuant to this subsection shall serve terms coinciding with their respective offices. Members serving by virtue of their appointment by a standing committee of the Council shall serve for the duration of their appointment by the standing committee.

- (e) Meetings. The Council shall meet at least quarterly on the call of the Chair. The Management and Operations Committee shall conduct the Council's business between quarterly meetings.
- (f) Administration. The Director of the CGIA shall be secretary of the Council and provide staff support as it requires.
- (g) Reports. The Council shall report at least annually to the Governor and to the Joint Legislative Commission on Governmental Operations.
- (h) Committees. The Council may establish work groups, as needed, and shall oversee the standing committees created in this subsection. Each standing committee shall adopt bylaws, subject to the Council's approval, to govern its proceedings. Except as otherwise provided, the Chair of the Council shall appoint the standing committee chairs from representatives listed in subsections (b), (c), or (d) of this section. The standing committees are as follows:
 - (1) State Government GIS User Committee. Membership shall consist of representatives from all interested State government departments. The Chair of the Council shall appoint the committee chair from one of the State agencies represented in subsection (d) of this section.
 - (2) Local Government Committee. Membership shall consist of representatives from organizations and professional associations that currently serve or represent local government GIS users, the North Carolina League of Municipalities, the North Carolina Association of

- County Commissioners, and Lead Regional Organizations. The committee shall elect one of its members to the Council.
- (3) Federal Interagency Committee. Membership shall consist of representatives from all interested federal agencies and Tribal governments with an office located in North Carolina. The appointed federal representative serving pursuant to subdivision (b)(4) of this section shall serve as the Chair of the Federal Interagency Committee.
- (4) Statewide Mapping Advisory Committee. This committee shall consolidate statewide mapping requirements and attempt to gain statewide support for financing cooperative programs. The committee shall also advise the Council on issues, problems, and opportunities relating to federal, State, and local government geospatial data programs.
- (5) GIS Technical Advisory Committee. This committee shall develop the statewide technical architecture for GIS and anticipate and respond to GIS technical opportunities and issues affecting State, county, and local governments in North Carolina.
- (6) Management and Operations Committee. This committee shall consider management and operational matters related to GIS and other matters that are formally requested by the Council. The committee membership shall consist of the Chair of the Council, the State Budget Officer, the chair of each of the standing committees of the Council, and other members of the Council appointed by the Chair."

SECTION 3. G.S. 147-33.72H reads as rewritten:

"§ 147-33.72H. Information Technology Fund.

- (a) There is established a special revenue fund to be known as the Information Technology Fund, which may receive transfers or other credits as authorized by the General Assembly. Money may be appropriated from the Information Technology Fund to meet statewide requirements, including planning, project management, security, electronic mail, State portal operations, and the administration of systemwide procurement procedures. Expenditures involving funds appropriated to the Office of Information Technology Services from the Information Technology Fund shall be made by the State CIO in consultation with the Information Technology Advisory Board. By October 1 of each year, the State CIO shall submit to the Joint Legislative Oversight Committee on Information Technology a report on all expenditures involving funds appropriated to the Office of Information Technology Services from the Information Technology Fund for the preceding fiscal year. Interest earnings on the Information Technology Fund balance shall be credited to the Information Technology Fund.
- (b) In addition to the purposes listed in subsection (a) of this section, the Information Technology Fund shall be used (i) to fund the Center for Geographic Information and Analysis (CGIA) in its legislatively mandated duties under G.S. 143-725(b); (ii) to fund acquiring and managing, at the lowest cost, data layers useful to multiple State and local organizations, according to the priorities set by the North Carolina Geographic Information Coordinating Council; and, (iii) to fund the

development, operation, and maintenance of NC OneMap, the statewide GIS data clearinghouse and warehouse and provider of Internet access to State geographic information. The Information Technology Fund may receive private grants and gifts and may include State, federal, local, and matching funds for this purpose."

SECTION 4. This act is effective when it becomes law.

APPENDIX B

North Carolina General Statutes Chapter 120

Article 26.

Joint Legislative Oversight Committee on Information Technology.

§ 120-230. Creation and purpose of the Joint Legislative Oversight Committee on Information Technology.

There is established the Joint Legislative Oversight Committee on Information Technology. The Committee shall review current information technology that impacts public policy, including electronic data processing and telecommunications, software technology, and information processing. The goals and objectives of the Committee shall be to develop electronic commerce in the State and to coordinate the use of information technology by State agencies in a manner that assures that the citizens of the State receive quality services from all State agencies and that the needs of the citizens are met in an efficient and effective manner. The Committee shall examine, on a continuing basis, systemwide issues affecting State government information technology, including, but not limited to, State information technology operations, infrastructure, development, financing, administration, and service delivery. The Committee may examine State agency or enterprise-specific information technology issues. The Committee shall make ongoing recommendations to the General Assembly on ways to improve the effectiveness, efficiency, and quality of State government information technology. (1999-237, s. 22(a); 2004-129, s. 7A(b).)

§ 120-231. Committee duties; reports.

- (a) The Joint Legislative Oversight Committee on Information Technology may:
 - (1) Evaluate the current technological infrastructure of State government and information systems use and needs in State government and determine potential demands for additional information staff, equipment, software, data communications, and consulting services in State government during the next 10 years. The evaluation may include an assessment of ways technological infrastructure and information systems use may be leveraged to improve State efficiency and services to the citizens of the State, including an enterprise-wide infrastructure and data architecture.
 - (2) Evaluate information technology governance, policy, and management practices, including policies and practices related to personnel and acquisition issues, on both a statewide and project level.
 - (3) Study, evaluate, and recommend changes to the North Carolina General Statutes relating to electronic commerce.
 - (4) Study, evaluate, and recommend action regarding reports received by the Committee.
 - (5) Study, evaluate, and recommend any changes proposed for future development of the information highway system of the State.
- (b) The Committee may consult with the State Chief Information Officer on statewide technology strategies and initiatives and review all legislative proposals and other recommendations of the State Chief Information Officer.
- (c) The Committee shall submit annual reports to the General Assembly on or before the convening of the regular session of the General Assembly each year. The Committee may submit

§ 120-232. Committee membership; terms; organization; vacancies.

- (a) The Committee shall consist of 16 members as follows:
- (1) Eight members of the Senate at the time of their appointment, appointed by the President Pro Tempore of the Senate. At least two appointees shall be members of the Senate Appropriations Committee.
- (2) Eight members of the House of Representatives at the time of their appointment, appointed by the Speaker of the House of Representatives. At least two appointees shall be members of the House of Representatives Appropriations Committee.
 - (3), (4) Repealed by Session Laws 2004-129, s. 7A(d), effective July 1,2004.
- (b) Members of the Committee shall serve terms of two years beginning at the convening of the General Assembly in each odd-numbered year, with no prohibition against being reappointed, except initial appointments shall begin on appointment and end on the day of convening of the 2005 General Assembly.
- (c) Members may complete a term of service on the Committee even if they do not seek reelection or are not reelected, but resignation or removal from service constitutes resignation or removal from service on the Committee.
- (d) The President Pro Tempore of the Senate and the Speaker of the House of Representatives shall each select a legislative member from their appointees to serve as cochair of the Committee.
- (e) The Committee shall meet at least once a quarter and may meet at other times upon the call of the cochairs. A majority of the members of the Committee shall constitute a quorum for the transaction of business. The affirmative vote of a majority of the members present at meetings of the Committee shall be necessary for action to be taken by the Committee.
- (f) All members shall serve at the will of their appointing officer. A member continues to serve until the member's successor is appointed. A vacancy shall be filled within 30 days by the officer who made the original appointment. (1999-237, s. 22(a); 2001-486, s. 2.7; 2004-119, s. 7A(d).)

§ 120-233. Assistance; per diem; subsistence; and travel allowances.

- (a) The Committee may contract for consulting services as provided by G.S. 120-32.02. Upon approval of the Legislative Services Commission, the Legislative Services Officer shall assign professional and clerical staff to assist in the work of the Committee. The professional staff shall include the appropriate staff from the Fiscal Research, Research, Legislative Drafting, and Information Systems Divisions of the Legislative Services Office of the General Assembly. Clerical staff shall be furnished to the Committee through the offices of the Senate and the House of Representatives Supervisors of Clerks. The expenses of employment of the clerical staff shall be borne by the Committee. The Committee may meet in the Legislative Building or the Legislative Office Building upon the approval of the Legislative Services Commission.
- (b) Members of the Committee shall receive per diem, subsistence, and travel allowances as follows:
- (1) Committee members who are members of the General Assembly, at the rate established in G.S. 120-3.1.
- (2) Committee members who are officials or employees of the State or of local government agencies, at the rate established in G.S. 138-6.

(3) All other Committee members, at the rate established in G.S. 138-5. (1999-237, s. 22(a).)

§ 120-234. Committee authority.

The Committee may obtain information and data from all State officers, agents, agencies, and departments, while in discharge of its duties, under G.S. 120-19, as if it were a committee of the General Assembly. The provisions of G.S. 120-19.1 through G.S. 120-19.4 shall apply to the proceedings of the Committee as if it were a committee of the General Assembly. Any cost of providing information to the Committee not covered by G.S. 120-19.3 may be reimbursed by the Committee from funds appropriated to it for its continuing study. (1999-237, s. 22(a).)

§ 120-235. Committee subcommittees; noncommittee membership.

The Committee cochairs may establish subcommittees for the purpose of making special studies pursuant to its duties, and may appoint noncommittee members to serve on each subcommittee as resource persons. Resource persons shall be voting members of the subcommittee and shall receive subsistence and travel expenses in accordance with G.S. 138-5 and G.S. 138-6. (1999-237, s. 22(a).)

§§ 120-236 through 120-239. Reserved for future codification purposes.

APPENDIX C

JOINT LEGISLATIVE OVERSIGHT COMMITTEE ON INFORMATION TECHNOLOGY Committee Members

Co-Chairs

Rep. Joe P. Tolson (Co-Chair)

Sen. Katie G. Dorsett (Co-Chair)

Members

Rep. James Monroe Gulley

Rep. Mark K Hilton

Rep. Grier Martin

Rep. Garland E. Pierce

Rep. Raymond C. Rapp

Rep. Thomas R. Tillis

Rep. Russell E. Tucker

Sen. Austin Murphy Allran

Sen. Robert C. Atwater

Sen. Anthony E. Foriest

Sen. Malcolm Graham

Sen. Jim Jacumin

Sen. Joe Sam Queen

Sen. Richard Yates Stevens

APPENDIX D

JOINT LEGISLATIVE OVERSIGHT COMMITTEE ON INFORMATION TECHNOLOGY Committee Staff

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