

**GENERAL ASSEMBLY OF NORTH CAROLINA**

**SESSION 1993**

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**HOUSE BILL 322**

Short Title: GPAC-Information Technology.

(Public)

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Sponsors: (by request) Representatives G. Miller, Blue, Barnes, Diamont, Hackney, Hensley, H. Hunter, Nesbitt, Robinson.

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Referred to: Appropriations.

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February 25, 1993

A BILL TO BE ENTITLED

AN ACT TO IMPLEMENT THE RECOMMENDATIONS OF THE GOVERNMENT  
PERFORMANCE AUDIT COMMITTEE REGARDING INFORMATION  
TECHNOLOGY.

The General Assembly of North Carolina enacts:

—INFO. TECHNOLOGY LEADERSHIP.

Section 1. (a) The State Information Processing Services (hereafter referred to as "SIPS" ) shall develop a written plan for a program to provide technical leadership and support in a variety of information technologies to agencies throughout State government. SIPS shall present the written plan to the Information Resource Management Commission (hereafter referred to as "IRMC" ) for approval and implementation not later than December 31, 1993.

(b) SIPS shall prepare a written plan for developing and implementing a training program that will focus its training services in information technologies, software tools, and technical management techniques in which its clients have growing needs. SIPS shall present the written plan to the IRMC for approval and implementation not later than December 31, 1993.

(c) SIPS shall prepare a written plan for setting technical standards for the design, development, and implementation of all new application systems to be run at its data center. SIPS shall present the written plan to the IRMC for approval and implementation not later than December 31, 1993.

(d) SIPS shall prepare a written plan for (i) evaluating the support it provides to Local Area Network (hereafter referred to as "LAN" ) clients and users in State

1 agencies, (ii) determining the most appropriate levels of LAN support it can provide to  
2 State agencies, and (iii) deploying LANs in State agencies where LANs are determined  
3 to be needed and useful. SIPS shall present the written plan to the IRMC for approval  
4 and implementation not later than December 31, 1993.

5 (e) SIPS shall prepare a written plan for updating its LAN guidelines and  
6 standards in such a manner that will support alternative approaches to designing and  
7 implementing LANs in State agencies. SIPS shall present the written plan to the IRMC  
8 for approval and implementation not later than December 31, 1993.

9 (f) SIPS shall prepare a written plan for providing training for its staff and  
10 for preparing standards and procedures to be used in computer-aided software  
11 engineering applications development at SIPS. SIPS shall present the written plan to  
12 the IRMC for approval not later than December 31, 1993, and shall implement the plan  
13 upon this approval.

14 (g) This section is effective upon ratification.

15 —IRMC MANAGEMENT OVERSIGHT.

16 Sec. 2. (a) The Information Resources Management Commission (hereafter  
17 "IRMC" ) shall develop a written plan not later than December 31, 1993, for  
18 encouraging all State agencies to establish oversight of the information resource  
19 management function within the top management levels of each agency. The IRMC  
20 shall present the plan to the Joint Legislative Commission on Governmental Operations  
21 not later than December 31, 1993.

22 (b) This section is effective upon ratification.

23 —INFO. TECH. BRIEFINGS.

24 Sec. 3. (a) The Information Resources Management Commission (hereafter  
25 referred to as "IRMC" ) shall prepare and adopt a plan for sponsoring periodic briefings  
26 for senior executive agency officials, senior judicial branch officials, and members of  
27 the General Assembly on major topics, issues, trends, and developments in information  
28 technology.

29 (b) The IRMC shall present the plan for the briefings to the Joint Legislative  
30 Commission on Governmental Operations not later than July 1, 1993, and shall  
31 implement the plan, incorporating where possible and practicable any revisions  
32 suggested by the Joint Legislative Commission on Governmental Operations,  
33 immediately after the presentation.

34 (c) The IRMC shall prepare and deliver a written report to the Joint Legislative  
35 Commission on Governmental Operations not later than December 31, 1993, listing (i)  
36 the number of such briefings held during 1993, (ii) a brief description of the contents of  
37 the briefings, (iii) a list of persons from the three branches of government who attended  
38 the meetings, (iv) an evaluation of the effectiveness of the meetings, and (v) plans for  
39 future meetings.

40 (d) This section is effective upon ratification.

41 —SIPS INTERNAL MANAGEMENT.

42 Sec. 4. (a) The State Information Processing Services (hereafter referred to as  
43 "SIPS" ) shall develop a written plan to strengthen its problem reporting operations.  
44 SIPS shall present the written plan to the Information Resource Management

1 Commission (hereafter referred to as "IRMC" ) for approval and implementation not  
2 later than December 31, 1993.

3 (b) SIPS shall develop a plan for a quality assurance operation inside its  
4 organizational structure. SIPS shall present the written plan to the IRMC for approval  
5 and implementation not later than December 31, 1993.

6 (c) SIPS shall develop a plan to combine the two sides of its mainframe  
7 computer into a single image system. SIPS shall present the written plan to the IRMC  
8 for approval and implementation not later than December 31, 1993.

9 (d) SIPS shall develop a plan to make operational a fully functional change  
10 management system concerning its computer resources, telecommunications resources,  
11 and consulting services. SIPS shall present the written plan to the IRMC for approval  
12 and implementation not later than December 31, 1993.

13 (e) SIPS shall prepare a written plan for a version/release approach to  
14 maintaining all production systems on SIPS' mainframe computers. The plan shall  
15 cover production systems maintained either by SIPS or by the agencies using the SIPS  
16 mainframe computers. SIPS shall present the written plan to the IRMC for approval  
17 and implementation not later than December 31, 1993.

18 (f) SIPS shall prepare a documented plan for a training program to cross-  
19 train its system programmers to provide more backup staff resources for critical systems  
20 products and applications. SIPS shall present the written plan concerning the training  
21 program to the IRMC for approval and implementation not later than December 31,  
22 1993.

23 (g) SIPS shall update all job title classifications for its employees, in  
24 conjunction with the Office of State Personnel, not later than December 31, 1993.

25 (h) This section is effective upon ratification.

26 ~~PERSONAL COMPUTER PLANNING.~~

27 Sec. 5. (a) The Information Resources Management Commission (hereafter  
28 referred to as "IRMC" ) shall develop procedures for requiring agencies to submit plans  
29 for purchasing and using personal computers and workstations before authorizing the  
30 agencies to purchase these devices. The IRMC shall present its draft procedures,  
31 including drafts of any legislation that would be required to prohibit agency purchases  
32 of personal computers and workstations without plans approved by the IRMC, to the  
33 Joint Legislative Commission on Government Operations not later than December 31,  
34 1993.

35 (b) This section is effective upon ratification.

36 ~~SIPS RATES AND FINANCES.~~

37 Sec. 6. (a) The State Information Processing Services (hereafter referred to as  
38 "SIPS" ) shall evaluate and simplify its procedures and processes for billing customers  
39 for use of its services. SIPS shall submit a plan for implementing the new billing  
40 procedures and processes to the Information Resource Management Commission  
41 (hereafter referred to as "IRMC" ) for approval and implementation not later than July 1,  
42 1993.

43 (b) SIPS shall evaluate and redesign the billing report format that it provides to  
44 its customers in order to meet their information needs. SIPS shall submit a plan for

1 implementing the new billing report format to the IRMC for approval and  
2 implementation not later than July 1, 1993.

3 (c) The IRMC shall adopt not later than July 1, 1993, written procedures for  
4 setting rates charged to customers of the SIPS computing, consulting,  
5 telecommunications, and related services.

6 (d) The Office of State Controller (hereafter referred to "OSC" ) shall prepare a  
7 written plan for assisting State agencies in preparation for the impact of Revision to the  
8 United States Office of Management and Budget Circular A-87, "Cost Principles for  
9 State and Local Government" as revised. OSC shall submit the plan to the IRMC for  
10 approval and implementation not later than July 1, 1993.

11 (e) SIPS shall prepare an evaluation of costs and benefits of implementing  
12 leasing as a financing strategy for purchasing its mainframe computers. This evaluation  
13 shall include an analysis of the requirements for annual reserve fund accumulations at  
14 SIPS and the effect on total billing rates for SIPS' client agencies. This evaluation shall  
15 include an analysis of any statutory changes or constitutional changes that would be  
16 required to permit such leasing procedures for mainframe computers. SIPS shall submit  
17 the report to the Office of State Budget and Management, the Office of State Controller,  
18 the IRMC, and the Joint Legislative Commission on Governmental Operations not later  
19 than July 1, 1993.

20 (f) This section is effective upon ratification.

21 —SIPS CAPACITY PLANNING.

22 Sec. 7. (a) The State Information Processing Services (hereafter referred to as  
23 "SIPS" ) shall prepare and document a plan for developing and implementing a  
24 technically competent and adequately staffed performance analysis and capacity  
25 planning operation for its information systems and telecommunications networks. As  
26 part of its plan, SIPS shall propose to the Information Resource Management  
27 Commission (hereafter referred to as "IRMC" ) the implementation of the computer  
28 programs necessary to support performance analysis and capacity planning operations.  
29 SIPS shall present the written plan to the IRMC for approval and implementation not  
30 later than December 31, 1993.

31 (b) This section is effective upon ratification.

32 —SIPS CUSTOMER SERVICES.

33 Sec. 8. (a) The State Information Processing Services (hereafter referred to as  
34 "SIPS" ) shall develop a written plan for providing service to its customers that  
35 incorporates SIPS needs to be competitive in the total costs of such services to SIPS  
36 customers. The plan shall compare SIPS service plans and capabilities with services  
37 from alternative sources of technology, such as purchase of service from commercial  
38 vendors and purchase of agency computers and networks that are smaller than  
39 mainframes. SIPS shall present the written plan to the Information Resource  
40 Management Commission (hereafter referred to as "IRMC" ) for approval not later than  
41 September 1, 1993.

42 (b) The State Information Processing Service shall develop a written plan (i) for  
43 instituting a client service management program and (ii) for instituting procedures for  
44 improving its relations with all of its customers. SIPS shall submit the written plan to

1 the IRMC for approval not later than September 1, 1993, and shall implement the plan  
2 upon this approval.

3 (c) The State Information Processing Service shall develop specific measures of  
4 service performance that are oriented to meeting the needs of its clients and shall  
5 develop written service level agreements for committing to meet these performance  
6 standards when requested to do so by a user of SIPS services. SIPS shall submit the  
7 measures of service performance and its plans for instituting service level agreements  
8 with clients to the IRMC for approval not later than September 1, 1993, and shall begin  
9 the service level agreement process upon approval of its plan by the IRMC.

10 (d) This section is effective upon ratification.

11 ---AGENCY INFO. TECH. OPERATIONS.

12 Sec. 9. (a) The Information Resources Management Commission (hereafter  
13 referred to as "IRMC" ) shall develop a written plan and guidelines for agencies to adopt  
14 a uniform set of policies, procedures, and standards relating to the procurement,  
15 management, and use of information and telecommunications technology. The IRMC  
16 shall present the written plan and guidelines to the Joint Legislative Commission on  
17 Governmental Operations not later than September 30, 1993.

18 (b) The IRMC shall develop a written plan for encouraging and assisting  
19 agencies to link their information technology plans to their program objectives  
20 throughout the agency. The IRMC shall deliver its written plan to the Joint Legislative  
21 Commission on Governmental Operations not later than September 30, 1993.

22 (c) The IRMC shall develop a written plan and procedure by which every agency  
23 under its jurisdiction shall submit its information technology plans for review and  
24 comment by either IRMC staff or information resource managers selected by the IRMC  
25 from at least two other agencies. The purpose of these reviews shall be to:

- 26 (1) Familiarize agencies with other agencies' information technology  
27 operations, and  
28 (2) Provide constructive reviews and suggestions for agencies' information  
29 technology operations.

30 The plan and procedure developed by the IRMC shall result in every agency under its  
31 jurisdiction having its information technology plans reviewed at least once every three  
32 years. The IRMC shall deliver the written plan for this review procedure to the Joint  
33 Legislative Commission on Governmental Operations not later than December 31,  
34 1993.

35 (d) The State Information Processing Services (hereafter referred to as "SIPS" )  
36 shall prepare a written plan for linking its strategic and operational plans to the  
37 information technology plans and policies of its customers and client agencies. SIPS  
38 shall deliver this plan to the Information Resources Management Commission not later  
39 than December 31, 1993, and shall implement the plan upon receiving approval of the  
40 plan.

41 (e) This section is effective upon ratification.

42 ---INFO. TECH. JOB DESCRIPTIONS.

43 Sec. 10. (a) The Information Resources Management Commission (hereafter  
44 referred to as "IRMC" ), working in coordination with the Office of State Personnel and

1 the personnel officers in the executive agencies, shall develop a written plan for  
2 continuously updating information technology position descriptions at the State  
3 Information Processing Services and all executive agencies to reflect current  
4 qualifications requirements for those positions. The IRMC shall present the results of  
5 the initial updating efforts and the plan for continuously revising and updating the  
6 position descriptions to the Joint Legislative Commission on Governmental Operations  
7 not later than December 31, 1993.

8 (b) This section is effective upon ratification.

9 —INFO. TECH. DISASTER RECOV.

10 Sec. 11. (a) The Information Resources Management Commission (hereafter  
11 referred to as "IRMC" ) shall establish policies and guidelines for disaster recovery  
12 plans and operations at the State Information Processing Services (hereafter referred to  
13 as "SIPS" ). These policies and guidelines shall be established not later than June 30,  
14 1993.

15 (b) The IRMC shall establish policies and guidelines for State agencies to follow  
16 in developing disaster recovery plans and operations. The IRMC shall present these  
17 policies and guidelines to the Joint Legislative Commission on Governmental  
18 Operations not later than June 30, 1993.

19 (c) SIPS shall prepare a report on steps it has taken to develop a contract for full-  
20 facility disaster recovery services, commonly referred to as a "hot site" facility, that will  
21 provide disaster recovery coverage for critical applications on the State computer  
22 center's mainframe computer and network as well as disaster recovery coverage for  
23 critical applications on other State mainframe computers. SIPS shall deliver the report  
24 to the IRMC not later than July 31, 1993.

25 (d) All State departments under the jurisdiction of the IRMC shall submit to the  
26 IRMC their plans for participating in and using the SIPS contract for hot site disaster  
27 recovery services to recover any of their applications that are determined by the IRMC  
28 or the SIPS hot site contract to be critical to the operations of State government. The  
29 State departments shall submit these plans to the IRMC not later than July 31, 1993.

30 (e) This section is effective upon ratification.

31 —AGENCY AUDIT RESPONSE.

32 Sec. 12. (a) Not later than July 1, 1993, the Department of Environment,  
33 Health, and Natural Resources, the Department of Human Resources, the Department of  
34 Public Instruction, the Department of Revenue, the Department of State Treasurer, the  
35 Department of Transportation, the Employment Security Commission, and the  
36 Administrative Office of the Courts shall deliver written reports to the Information  
37 Resource Management Commission on actions they have taken to address each of the  
38 findings and recommendations concerning the management and operation of their  
39 respective information systems, as published in the North Carolina General Assembly's  
40 Government Performance Audit Committee's Performance Audit of Information  
41 Technology and Telecommunications, Volume II, December 1992.

42 (b) Not later than July 1, 1993, the Legislative Automated Systems Division in  
43 the Legislative Services Office shall deliver a written report to the Legislative Services  
44 Commission on actions that staff division has taken to address each of the findings and

1 recommendations concerning the management and operation of the North Carolina  
2 General Assembly's information systems, as published in the North Carolina General  
3 Assembly's Government Performance Audit Committee's Performance Audit of  
4 Information Technology and Telecommunications, Volume II, December 1992. This  
5 report shall contain any written response to the audit prepared by the Legislative  
6 Automated Systems Division, but not included in the North Carolina General  
7 Assembly's Government Performance Audit Committee's Performance Audit of  
8 Information Technology and Telecommunications, Volume II, December 1992.

9 (c) Not later than December 31, 1993, the Department of Environment, Health,  
10 and Natural Resources, the Department of Human Resources, the Department of Public  
11 Instruction, the Department of Revenue, the Department of State Treasurer, the  
12 Department of Transportation, the Employment Security Commission, and the  
13 Administrative Office of the Courts shall deliver written, updated reports to the  
14 Information Resource Management Commission on actions they have taken to address  
15 each of the findings and recommendations concerning the management and operation  
16 of their respective information systems, as published in the North Carolina General  
17 Assembly's Government Performance Audit Committee's Performance Audit of  
18 Information Technology and Telecommunications, Volume II, December 1992.

19 (d) Not later than December 31, 1993, the Legislative Automated Systems  
20 Division in the Legislative Services Office shall deliver a written, updated report to the  
21 Legislative Services Commission on actions that staff division has taken to address each  
22 of the findings and recommendations concerning the management and operation of the  
23 North Carolina General Assembly's information systems, as published in the North  
24 Carolina General Assembly's Government Performance Audit Committee's Performance  
25 Audit of Information Technology and Telecommunications, Volume II, December  
26 1992.

27 (e) This section is effective upon ratification.

28 ---INFO. STAFF RELOCATION.

29 Sec. 13. (a) The Information Resources Management Commission (hereafter  
30 referred to as "IRMC" ) shall develop a plan for relocating information systems  
31 technical staff positions, including but not limited to computer programmers, systems  
32 analysts, database administrators, and other data processing specialists, from the  
33 agencies in which they now work to the State Information Processing Services wherever  
34 feasible.

35 (b) The plan shall detail (i) the financial savings of each proposed relocation and  
36 (ii) other benefits of the proposed centralization, and (iii) projected direct and indirect  
37 costs to the State of the proposed centralization.

38 (c) The IRMC shall present this plan to the Joint Legislative Commission on  
39 Governmental Operations not later than December 31, 1993.

40 (d) This section is effective upon ratification.

41 ---INFO. TECH. MULTIYEAR FUNDS.

42 Sec. 14. (a) The Fiscal Research Division of the Legislative Services Office  
43 shall develop a procedure for funding information technology and telecommunications  
44 projects that extend more than two years. The procedure shall include

1 recommendations for any needed changes in the rules of the Senate and House of  
2 Representatives, changes in the operation and procedures of budget, appropriations, and  
3 finance committees, and changes in the statutes that would be necessary to encourage or  
4 permit funding information systems and telecommunications projects that extend more  
5 than two years.

6 (b) The Fiscal Research Division shall deliver its draft procedure for approval to  
7 the Legislative Services Commission not later than December 31, 1993.

8 (c) This section is effective upon ratification.

9 ---ALTERNATIVE INFO. RESOURCES.

10 Sec. 15. (a) The Information Resources Management Commission (hereafter  
11 referred to as "IRMC" ) shall develop a written policy that specifies the conditions  
12 under which an agency may purchase, implement, and use mainframe computer  
13 resources and telecommunications resources other than those provided by the State  
14 Information Processing Services. The IRMC shall deliver the written policy to the Joint  
15 Legislative Commission on Government Operations not later than December 31, 1993.

16 (b) This section is effective upon ratification.