

HOUSE OF REPRESENTATIVES STAFF ANALYSIS

BILL #: HB 1237 w/CS State Technology Office

SPONSOR(S): Poppell

TIED BILLS: **IDEN./SIM. BILLS:** SB 2614

REFERENCE	ACTION	ANALYST	STAFF DIRECTOR
1) <u>State Administration</u>	<u>6 Y, 0 N w/CS</u>	<u>Brazzell</u>	<u>Everhart</u>
2) <u>Business Regulation</u>	_____	_____	_____
3) <u>Sub. on Commerce & Local Affairs App.</u>	_____	_____	_____
4) <u>Appropriations</u>	_____	_____	_____
5) _____	_____	_____	_____

SUMMARY ANALYSIS

This bill clarifies and expands the responsibilities of the State Technology Office (STO) to further centralize technology services for state government.

This bill provides additional definitions. It also clarifies and amends the responsibilities of the STO, requiring it to deploy a multi-agency help desk to support users of computers and other technology when assistance is needed (a new initiative) and to operate the State of Florida's website (an existing responsibility not specifically cited in statute).

This bill renames the STO's Enterprise Project Management Office as the Enterprise Program Management Office and directs this office to be involved in the planning stages of agency projects to promote a comprehensive approach, itself plan and implement projects of multi-agency scope, and develop guidelines and standards for project management and system integration.

It requires each agency to submit its disaster preparedness plan to the STO, which will create a master business continuity and disaster preparedness plan. It also directs the STO to designate a Business Continuity Officer to administer the plan and conduct at least two disaster preparedness mock training sessions annually.

This bill provides for the head of the State Technology Office to be known as the State Chief Information Officer and revises references to conform.

It renames the Technology Resource Center as the Shared Resource Center and allows the STO to outsource the operation and management of the center.

This bill clarifies that the State Technology Office specifically, rather than the Department of Management Services generally, has responsibility for the statewide system of regional emergency medical telecommunications.

This bill requires increased expenditures of \$7.2 million in the 2003-04 FY and will result in savings of \$3.5 million in the 2004-05 FY. This bill does not appear to have a fiscal impact on local governments.

The bill takes effect July 1, 2003.

This document does not reflect the intent or official position of the bill sponsor or House of Representatives.

STORAGE NAME: h1237a.sa.doc

DATE: April 23, 2003

FULL ANALYSIS

I. SUBSTANTIVE ANALYSIS

A. DOES THE BILL:

- | | | | |
|--------------------------------------|---|-----------------------------|---|
| 1. Reduce government? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | N/A <input type="checkbox"/> |
| 2. Lower taxes? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | N/A <input checked="" type="checkbox"/> |
| 3. Expand individual freedom? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | N/A <input checked="" type="checkbox"/> |
| 4. Increase personal responsibility? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | N/A <input checked="" type="checkbox"/> |
| 5. Empower families? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | N/A <input checked="" type="checkbox"/> |

For any principle that received a “no” above, please explain:

B. EFFECT OF PROPOSED CHANGES:

Overview of the State Technology Office

Section 9, Chapter 97-286, Laws of Florida (L.O.F.), created ss. 282.003-282.404, F.S., the Information Resources Management Act of 1997 and established the State Technology Office (STO).

Chapter 2000-164, L.O.F., significantly revised and expanded the powers, duties and responsibilities of the STO and created the position of Chief Information Officer to head the STO, serving at the pleasure of the Governor. The next year, chapter 2001-261, L.O.F., even further increased the responsibility and authority of the STO and provided it greater independence within the Department of Management Services.

Legislative intent for the primary responsibilities of key parties is:

- STO—planning, budgeting, acquisition, implementation, use, and management of information technology.
- Agency heads—setting agency priorities, identifying business needs, and determining agency services and programs.

Through service level agreements, the STO is to supply the information technology needed by the agency. However, in practice the degree to which the STO performs its duties varies among agencies; some agencies continue themselves to perform duties the law envisions being primarily performed by the STO.

Currently, some of the powers and duties of the STO include:

- Adopting rules for agencies to follow in acquiring, using, modifying, or replacing information technology.
- Delegating to state agencies the authority to acquire and use information technology, or controlling and approving itself the acquisition and use of all information technology.
- Using and acquiring, with agency concurrence, information technology owned or operated by that agency.
- Performing the enterprise resource planning and management for an agency, in consultation with that agency.
- Integrating the information systems of state agencies and adopting technical standards to assure that agencies’ information systems interconnect.
- Assuming management responsibility for any integrated information technology system or service when determined economically efficient or performance-effective.
- Purchasing from or contracting with providers for information technology.

The STO is sited within the Department of Management Services but functions independently of it. The program provides services in three broad areas:

- Telecommunications Services, including the SUNCOM Network that provides state agencies and local governments with local and long distance telephone communications at discounted prices. The service also provides data, voice, video, Internet, and image technology services. In addition, the service provides statewide coordination of communications for 911 emergency services and the State's Emergency Operations Center.
- Information Services, including operating the program's Technology Resource Center in Tallahassee. The center's services include communications access, information processing, Internet services, custom application development support and maintenance for Internet and mainframe applications, electronic commerce services, and legacy system operations and maintenance.
- Radio Communications Engineering Services, including providing engineering and consulting services to state agencies and local governments on systems and methods required to meet their radio communications needs. The service also coordinates and maintains statewide telecommunications plans for emergency management services, emergency medical services, and law enforcement agencies to ensure reliability and interoperability. In addition, the program is responsible for building the Statewide 800 Megahertz Law Enforcement Radio System.

Proposed Changes

This bill makes a number of changes which clarify and expand the responsibilities of the State Technology Office to further centralize technology services for the state.

This bill creates definitions for the terms "enterprise", "enterprise cost recovery", "enterprise program management office", "enterprise technology services desk", "portal", "service level agreements", and "state chief information officer".

This bill clarifies and expands the powers of the STO, requiring it to:

- Deploy an enterprise technology services desk: this supports users of computers and other technology when problems arise or assistance is needed. Currently, individual agencies support their users. This model would centralize help desk services so that one help desk serves many agencies, though limited staff would still be physically located in agencies to assist in-person when necessary. According to the STO, this is a more efficient model for providing help desk services.
- Develop and operate a centralized enterprise portal: the STO currently operates the *Myflorida.com* website, which is the State of Florida's website. Individual agencies' websites may be accessed through the *Myflorida.com* site.
- Establish, develop and own or sponsor any enterprise-level systems, tools, or services.
- Establish open architecture standards.
- Adopt minimum information technology security standards and to provide for security audits.
- Provide enterprise business continuity and disaster preparedness planning services.
- Develop policies and procedures for agency information technology budget requests and establishing an information technology advisory team to assist in assessing requests.
- Participate in the planning of and assist, oversee, and manage agency information technology projects.

This bill renames the STO's Enterprise Project Management Office as the Enterprise Program Management Office. Currently, the Enterprise Project Management Office of the STO is tasked with monitoring and reporting on information technology projects designated as high-risk. The bill directs this office to be involved in the planning stages of agency projects to promote a comprehensive

approach; itself plan and implement projects of multi-agency scope; and develop guidelines and standards for project management and system integration.

This bill provides for the head of the State Technology Office to be known as the *State Chief Information Officer* rather than the Chief Information Officer and revises references to conform. It also provides for the State Chief Information Officer or designee to chair the Agency Chief Information Officers' Council; it further requires council members to focus on acquiring technology that can be used across state agencies.

It requires each agency to submit its disaster preparedness plan to the STO, which will create a master business continuity and disaster preparedness plan. It also directs the STO to designate a Business Continuity Officer to administer the plan and conduct at least two disaster preparedness mock training sessions annually.

This bill deletes the STO's responsibility to study the feasibility of online voting.

It requires libraries to pay installation costs and recurring costs for SUNCOM services, as they are currently doing.

It renames the Technology Resource Center as the Shared Resource Center and allows the STO to outsource the operation and management of the center.

This bill eliminates the responsibility for the Auditor General to conduct annually an audit of the Wireless Emergency Telephone System Trust Fund, as this fund is already subject to review by other entities.

This bill clarifies that the State Technology Office specifically, rather than the Department of Management Services generally, has responsibility for the statewide system of regional emergency medical telecommunications.

The bill takes effect July 1, 2003.

C. SECTION DIRECTORY:

Sections 1 and 7 amend ss. 20.22 and 282.20, F.S., changing the name of the Technology Resource Center and providing that the STO may oversee its operation and management rather than operate and manage the Center itself.

Section 2 amends s. 282.0041, F.S., adding new definitions.

Sections 3, 6, 7, 8, 12, 13, 14, and 15 amend s. 282.005, 282.102, 282.111, 282.20, 282.3055, 110.205, and 216.235 F.S., revising references to the State Chief Information Officer.

Section 3 amends s. 282.102, F.S., revising powers and duties.

Section 4 amends s. 282.106, F.S., regarding libraries' use of the SUNCOM network.

Sections 5 and 16 amend ss. 282.1095 and 216.292 F.S., revising references to the Department of Insurance.

Section 9 amends 282.315, F.S., regarding the Agency Chief Information Officers Council.

Section 10 amends 282.322, F.S., changing the name of the Enterprise Project Management Office and increase its responsibilities.

Section 11 creates 282.323, F.S., regarding disaster preparedness plans and their administration.

Sections 12 and 13 amend 11.45 and delete 365.173, F.S., respectively, deleting the requirement for the Auditor General to conduct annually an audit of the Wireless Emergency Telephone System Fund.

Sections 17, 18, 19, 20, 21, 22, 23, and 24 amend ss. 216.292, 395.1031, 401.013, 401.015, 401.018, 401.021, 401.024, 401.027, and 401.245, F.S., revising references to the Department of Management Services and its role in the statewide system of regional emergency medical telecommunications.

Section 25 provides an effective date of July 1, 2003.

II. FISCAL ANALYSIS & ECONOMIC IMPACT STATEMENT

A. FISCAL IMPACT ON STATE GOVERNMENT:

1. Revenues:

	FY 2003-04	FY 2004-05
Revenue from Portal business subscriptions	\$ 0	\$ 0.5 M

2. Expenditures:

	FY 2003-04	FY 2004-05
State Technology Office		
Enterprise Technology Services Desk		
General Revenue		
Nonrecurring:	\$.63 M	\$ 0
Recurring expenses:	\$.67 M	\$ 0
Trust Fund		
Nonrecurring:	\$ 1.1 M	\$ 0.4
Recurring expenses:	\$ 1.1 M	\$ 3.3 M
Reduced agency expenditures on help desk services		
Trust Fund	\$ 0	\$ (4.9 M)
(-24 FTE)		
Enterprise Portal		
General Revenue		
Nonrecurring:	\$ 2.5 M	\$ 0
Recurring:	\$ 1.2 M	\$ 0
Trust Fund		
Nonrecurring:	\$ 0	\$ 0.1
Recurring:	\$ 0	\$ 2.9 M
Reduced agency expenditures for websites		
Trust Fund	\$ 0	\$ (5.3 M)
Net expenditure	\$ 7.2 M	\$ (3.5 M)

B. FISCAL IMPACT ON LOCAL GOVERNMENTS:

1. Revenues: None.

2. Expenditures: None.

C. DIRECT ECONOMIC IMPACT ON PRIVATE SECTOR: None.

D. FISCAL COMMENTS: According to the STO, additional savings of \$3.9 million are also possible for the 2005-06 FY.

III. COMMENTS

A. CONSTITUTIONAL ISSUES:

1. Applicability of Municipality/County Mandates Provision: Not applicable.

2. Other: None.

B. RULE-MAKING AUTHORITY: None.

C. DRAFTING ISSUES OR OTHER COMMENTS: None.

IV. AMENDMENTS/COMMITTEE SUBSTITUTE CHANGES

The Committee on State Administration approved a strike-all amendment on April 23, 2003. This amendment:

- Adds new duties of establishing open architecture standards, adopting minimum information technology security standards and to provide for security audits, providing enterprise business continuity and disaster preparedness planning services, developing policies and procedures for agency information technology budget requests and establishing an information technology advisory team to assist in assessing requests, and assisting with agency information technology projects.
- Requires each agency to submit its disaster preparedness plan to the STO, which will create a master business continuity and disaster preparedness plan.
- Requires the STO to designate a Business Continuity Officer to administer the plan and conduct at least two disaster preparedness mock training sessions annually.