



# The University of Texas at Dallas

2006 AGENCY INFORMATION RESOURCES STRATEGIC PLAN

This report was developed by the Texas Department of Information Resources based on information submitted by UTD, as required by the Information Resources Management Act (Ch. 2054, Texas Government Code)

## INTRODUCTION

### BACKGROUND

The biennial information resources strategic plan (IRSP) was established by the Legislature to require agency strategic planning in the deployment of technology. The 2006 IRSP follows the principles laid out in the 2005 state strategic plan for information resources, *Shared Success*, and helps agencies establish a roadmap for implementing technology solutions to advance their unique, mission-critical business objectives.

From DIR's perspective, the IRSP builds a critical understanding of the agencies' technology needs. DIR will use this information to prioritize and refine the statewide objectives as it moves forward. Alignment of efforts between the agency and state levels is essential for the establishment of an effective statewide technology enterprise.

DIR will continue to analyze agency IRSP responses over the course of the biennium to fulfill its commitments to the state and to other agencies, assess agency adoption of the state's technology standards, and determine future agency and statewide technology needs.

### ORGANIZATION

The 2006 IRSP is organized on the principles laid out in the state strategic plan for information resources, *Shared Success: Building a Better Texas through Shared Responsibilities*. The three parts of the IRSP are based on the Texas Model for the Enterprise:

Part 1, Agency Environment, describes how the agency aligns information and communications technology with its business goals and objectives, how it manages its information resources, and how it manages its portfolio of applications and databases.

Part 2, Support of 2005 SSP Goals and Objectives, describes how the agency's technology plans and operations support, and are supported by, the statewide objectives contained within the 2005 state strategic plan.

Part 3, Compliance with State Standards, describes the status of agency compliance with key technology-related statutes and rules.

## PART 1: AGENCY ENVIRONMENT

### ALIGNING TECHNOLOGY WITH AGENCY MISSION, GOALS, AND OBJECTIVES

This part of the 2006 IRSP describes how information and communications technology is deployed in direct support of UTD's legislative appropriations request, including information technology detail information.

- 1.1.1 Describe how technology is deployed in direct support of the agency mission, goals and objectives. Summarize the agency mission, goals and objectives, and address both strategic and tactical perspectives as applicable.

Technology directly supports the mission objectives by helping to provide the physical, personnel, and financial resources for information technologies that support students, faculty, and staff in accomplishing the research, instructional, and public service functions of the University with an emphasis on placing the University in the vanguard of research and technologically-oriented institutions.

Information Resources as an organization embraces a set of core values that are intended to inform and guide the performance of all its staff members. The values include:

Customer Service  
Professionalism  
Courtesy  
Technical Competence  
Teamwork  
Innovation

- 1.1.2 Describe technology deployments that are not directly supporting agency goals and objectives.

n/a

- 1.1.3 Has agency executive leadership from both business and technology divisions/units identified a need for improving alignment (communications and interaction) of business and technology?

Yes

- 1.1.4 If an agency plan is in place for improving the alignment of business and technology in terms of communications an interaction, how is it managed?

Collaborative group or committee (a combination of business and technology)

### INFORMATION AND COMMUNICATIONS TECHNOLOGY MANAGEMENT PRACTICES

#### INFORMATION RESOURCES MANAGER

- 1.2.1 Does the IRM report directly to a person with a title functionally equivalent to executive director or deputy executive director (president, chancellor or vice chancellor for institutions of higher education)?

Yes

- 1.2.2 Describe the IRM's business role, including alignment of business and technology and the development of the Agency Strategic Plan (state agencies only) and/or requests for funding through the legislative appropriations request process (LAR).

The IRM coordinates the development of the IR strategic plan in collaboration with other units within the university. In addition, the IRM works on collaborative efforts to provide effective and appropriate

technologies throughout the campus while providing a fundamental centralized technology infrastructure to fully support all technology efforts of the university.

1.2.3 Does the agency's IRM also serve as IRM for one or more other agencies?

No

#### PROJECT AND PORTFOLIO MANAGEMENT

1.2.4 What is the status of implementing a standard project management methodology for technology projects in the agency?

Planned or Planning In Progress

1.2.5 What is the status of implementing a standard portfolio management methodology for technology projects in the agency?

Not Implemented and Not Planned

1.2.6 Are any Texas Project Delivery Framework tools used as part of the agency's project/portfolio management methodology?

No

1.2.7 Does the project/portfolio management methodology define the sequence of activities (the project life cycle) necessary to complete the project?

Yes

1.2.8 Does the project/portfolio management methodology monitor and control key project activities?

Yes

1.2.9 Does the project/portfolio management methodology document successes and failures and determine how future projects will benefit from these findings?

Yes

1.2.10 Does the project/portfolio management methodology verify that project risks are identified?

Yes

1.2.11 Does the project/portfolio management methodology ensure that costs and benefits for the project have been identified?

Not applicable

1.2.12 List any automated tools being used for project/portfolio management.

JIRA  
CONFLUENCE

1.2.13 Describe project-level and portfolio-level governance practices, including change management and issue resolution.

There are weekly meetings of the Change Control Board to monitor project progress and the JIRA tool is used extensively in this regard.

#### SOFTWARE DEVELOPMENT LIFE CYCLE METHODOLOGIES

1.2.14 What is the status of implementing a standard software development life cycle (SDLC) in the agency?

**Not Implemented and Not Planned**

1.2.15 Describe current SDLC practices and status.

n/a

1.2.16 If the agency has implemented an SDLC methodology, does it incorporate the Texas Project Delivery Framework SDLC deliverable templates and guidelines?

**Not Applicable**

PERFORMANCE MANAGEMENT

1.2.17 What is the status of implementing a standard product and/or service performance management process for use by all technology projects in the agency?

**Not Implemented and Not Planned**

1.2.18 Describe any performance management products and/or services the agency has implemented, or is planning. Specify any "best practices" elements, including tools used or developed.

**SMF (IBM) System Utilization for Enterprise Server**

REQUIREMENTS/CHANGE/CONFIGURATION MANAGEMENT

1.2.19 What is the status of implementing a standard requirements management process for the agency?

**Not Implemented and Not Planned**

1.2.20 What is the status of implementing a standard project change control / change management structure and process for the agency?

**Planned or Planning In Progress**

1.2.21 What is the status of implementing a standard configuration management process for the agency?

**Not Implemented and Not Planned**

1.2.22 Describe current requirements management, change control/management and configuration management practices and status, along with future plans in these areas. List any automated tools used.

**Change Control is managed through the Change Control Board or by local units using JIRA.**

TELECOMMUTING

1.2.23 Does the agency have a policy regarding telecommuting or AWA (alternative workplace arrangements) that allows employees to work one or more days per week at home or at alternate locations?

**No**

1.2.24 Does the agency incorporate telecommuting or alternative workplace arrangements in its disaster recovery and/or business continuity plans, related to potential scenarios which could limit the use of central facilities?

**No**

INTRANET

- 1.2.25 List all applications and/or applets that are hosted on an agency intranet, which may be useful to other agencies through reuse.

Luminis Portal

## ENTERPRISE ARCHITECTURE AND GOVERNANCE PRACTICES

- 1.3.1 Describe the agency's practice of Enterprise Governance. Indicate whether strategic direction, impact analysis and issue resolution for technology and business divisions/units are addressed collaboratively.

This is not currently a practice at the enterprise level.

- 1.3.2 Describe the agency's practice of technical architecture modeling, including development, testing and production environments, hardware, software, DBMS, infrastructure, and other technology assets. Indicate if technical architecture modeling is managed or coordinated at an enterprise level (across business and technology units).

Handled on an ad hoc basis and not part of any enterprise level effort.

- 1.3.3 Describe the agency's practice of Business Architecture modeling, including business divisions / organizational structure, business processes and requirements, and business re-engineering efforts. Indicate if business modeling is performed at the enterprise level (across business divisions/units).

Not currently in practice.

- 1.3.4 Describe the agency's practice of information architecture modeling, including data models, taxonomies and databases. Indicate if data modeling is managed or coordinated at an enterprise level (across systems, applications, and/or business divisions/units).

N/A

- 1.3.5 For all new applications being created at the agency, what technology platforms are being used (include hardware, software, programming languages, DBMS, tools, and COTS)?

There are no applications being created and no standards at the enterprise level. COBOL and other more modern languages are utilized for patching or scripting functions. The primary DBMS includes both Oracle and SQL.

## DATABASE PORTFOLIO

The following information is provided for each of the databases that are managed by UTD's CIO or IRM and that hold "of record" information. "Of record" information includes any data or information that is official, may be reported to oversight agencies, or is required to meet the mission, goals, and objectives of UTD. Databases that hold copies or replications of data used for analysis or reporting are not included.

### 1 DB2

#### 1.4.1 Database Name

DB2

#### 1.4.2 DBMS and Version

DB2 v7

#### 1.4.3 Database Purpose

primary database system serving enterprise applications

#### 1.4.4 Data Models, Data Dictionaries, and Taxonomies

data dictionaries

#### 1.4.5 Associated Application(s)

financial records, human resources, student information system, budgeting, report generation

#### 1.4.6 Analysis and Reporting Tools/Versions

FOCUS 8, SAS 9, SQL

#### 1.4.7 Data Sharing and Data Exchange

yes, all applications are integrated

#### 1.4.8 Age of Database

15 years

### 2 SQL Server

#### 1.4.1 Database Name

SQL Server

#### 1.4.2 DBMS and Version

SQL Server 2005

#### 1.4.3 Database Purpose

secondary database environment for enterprise and departmental applications

#### 1.4.4 Data Models, Data Dictionaries, and Taxonomies

data dictionaries

#### 1.4.5 Associated Application(s)

imaging, door access, SEVIS (tracking international students)

#### 1.4.6 Analysis and Reporting Tools/Versions

Crystal Reports, SQL, Access

#### 1.4.7 Data Sharing and Data Exchange

integration of most systems

#### 1.4.8 Age of Database

4 years

### 3 Oracle

1.4.1 Database Name

Oracle

1.4.2 DBMS and Version

Oracle 9

1.4.3 Database Purpose

secondary database environment for enterprise and departmental applications

1.4.4 Data Models, Data Dictionaries, and Taxonomies

data dictionaries

1.4.5 Associated Application(s)

Luminis portal

1.4.6 Analysis and Reporting Tools/Versions

PL/SQL

1.4.7 Data Sharing and Data Exchange

1.4.8 Age of Database

1.5 years



## **APPLICATION PORTFOLIO**

As a state institution of higher education, UTD has recently provided DIR detailed information about its enterprise applications. In the interest of reducing duplicative reporting, DIR instructed IHEs to skip this section of the 2006 IRSP.

## PART 2: SUPPORT OF 2005 SSP GOALS AND OBJECTIVES

### OBJECTIVE 1. REDUCE COST, ELIMINATE DUPLICATION, AND IMPROVE PERFORMANCE OF DATA CENTER SERVICES

#### SERVICE LEVEL AGREEMENTS/REQUIREMENTS

- 2.1.1 Is the agency one of the 27 agencies prioritized to participate in the data center consolidation, or an Institution of higher education?

Yes (skip to question 2.1.9)

#### DISASTER RECOVERY

- 2.1.9 Does the agency maintain a written disaster recovery plan for information resources?

Yes

- 2.1.10 If the agency maintains a written disaster recovery plan, describe its scope and status. OR, if the agency does not maintain a written disaster recovery plan, describe the strategy and timeline for developing and implementing one.

The plan essentially details the operational recovery and/or continuity of the primary administrative systems including email in the event that some or all of those systems are disabled for a period of time.

It has been tested multiple times and gets tested at least once per year.

### OBJECTIVE 2. SAFEGUARD INFORMATION AND COMMUNICATIONS TECHNOLOGY ASSETS

#### SECURITY RESPONSIBILITIES

- 2.2.1 Does the Information Security Officer (ISO) have additional job titles/responsibilities (e.g., IRM, technology director)?

No

- 2.2.2 To whom does the ISO report in the agency?

Executive Director (or equivalent)

- 2.2.3 Who in the agency is primarily responsible for setting security policy?

Information Security Officer (ISO)

- 2.2.4 Who in the agency is primarily responsible for reviewing/approving projects for security features?

Information Security Officer (ISO)

- 2.2.5 Who in the agency is primarily responsible for analyzing agency security risks?

Information Security Officer (ISO)

- 2.2.6 Who in the agency is primarily responsible for determining budget requirements to address security risks?

Information Security Officer (ISO)

- 2.2.7 Who in the agency is primarily responsible for identifying cyber security violations?

### Information Security Officer (ISO)

#### SECURITY FUNDING

2.2.8 Is security funding set by analyzing risks and determining the appropriate investment needed to address the risks?

No

2.2.9 Does the agency budget include security-specific funding levels as an overall percentage of the agency budget, or as a percentage of the technology budget?

No

2.2.10 Does the agency budget include line item(s) for security training and/or education?

No

2.2.11 Does the agency fund some security functions and/or initiatives for which there are no security-specific cost categories or line items in the agency budget?

No

2.2.12 Describe the process the agency utilizes to determine security funding requirements. Include the level of funding and/or the percentage of security funding compared to overall budget (for FY 2008-09) if this information is available.

Duplicate existing budget into next fiscal year with no increases.

#### SECURITY CAPABILITIES

2.2.13 What is the status of the agency's capabilities in the area of automated security tools, including patch management, risk assessment, and incident reporting?

Currently in place

2.2.14 What is the status of the agency's capabilities in the area of computer incident response mechanisms and related training?

Currently in place

2.2.15 What is the status of the agency's capabilities in the area of cyber vulnerability detection and remediation methods?

Currently in place

2.2.16 Are security staffing levels sufficient to meet statutory requirements and agency needs?

No

2.2.17 What is the status of the agency's capabilities in the area of security training and awareness programs for all levels of the organization (users, management, technology professionals, and security professionals)?

Planned within the next 1 to 3 years

2.2.18 Provide a general description of the agency's overall security capabilities, and describe any plans for expanding or improving these capabilities over the next five fiscal years.

Currently satisfactory with industry standards for intrusion detection, and prevention, and threat management. In the next 5 years, will replace freeware with commercial solutions.

## SECURITY ASSISTANCE SURVEY

2.2.19 Rank the following security services and functions based on which would provide the greatest benefit to the agency (1 = greatest benefit, 7 = least benefit).

- 1 Comprehensive cyber security training program requirements development to ensure IT security professionals, agency leadership, and network users at all levels are able to perform cyber security responsibilities
- 2 Identification, development, and maintenance of best practice rules, standards, and guidelines to help reduce agency workload while providing more timely, complete, and accurate data for internal and external monitoring and management
- 3 Periodic external IT security assessments to help identify information resource strengths and weaknesses
- 4 Improved cyber security information sharing and enhanced security communication and collaboration throughout the state by leveraging new technologies
- 5 Cyber security integration into state homeland security exercises and promotion of tailored exercises to help reduce network vulnerabilities and minimize the severity of cyber attacks
- 6 Shared network security services and solutions provided by a network security and operations center (NSOC)
- 7 State Cyber Security Response System that rapidly identifies, contains, and recovers from any attack or attempt to disrupt critical information and communications technology infrastructure

2.2.20 Provide additional detail if needed, and describe how DIR could help improve the security capabilities of the agency.

unknown due to the significant differences in operational aspects of state agencies and educational institutions

**OBJECTIVE 3. LEVERAGE SHARED NETWORK OPERATIONS AND RESOURCES**

## VOICE NETWORK UPGRADES

2.3.1 What is the agency's Voice Network Infrastructure upgrade status, or plans to upgrade?

Plan to upgrade within one year

2.3.2 In the agency's Voice Network Infrastructure upgrade plan, has the agency considered (or will it consider) a shared service arrangement through DIR to support agency efforts in this area?

Yes

## DATA NETWORK UPGRADES

2.3.3 What is the agency's Data Network Infrastructure upgrade status, or plans to upgrade?

Plan to upgrade within one year

2.3.4 In the agency's Data Network Infrastructure upgrade plan, has the agency considered (or will it consider) a shared service arrangement through DIR to support agency efforts in this area?

Yes

## VOICE OVER INTERNET PROTOCOL (VOIP)

2.3.5 What is status of any Voice Over Internet Protocol (VoIP) initiative in the agency?

Have an operational VoIP installation

2.3.6 Has the agency considered, or will it consider, a shared service arrangement through DIR to support agency VoIP efforts?

Yes

#### INTERACTIVE VOICE RESPONSE (IVR)

2.3.7 What are the agency's plans for Interactive Voice Response (IVR)?

Evaluating IVR

2.3.8 Has the agency considered, or will it consider, a shared service arrangement through DIR to support agency IVR efforts?

Yes

#### CALL CENTERS

2.3.9 What is the status of any telephone call center in the agency?

Have an operational call center

2.3.10 Has the agency considered, or will it consider, a shared service arrangement through DIR to support agency call center efforts?

Yes

#### VIDEO CONFERENCING

2.3.11 What is the status of any video conferencing system in the agency?

Evaluating video conferencing systems and technologies

2.3.12 Has the agency considered, or will it consider, a shared service arrangement through DIR to support agency video conferencing efforts?

Yes

#### WIRELESS DATA SERVICES AND INFRASTRUCTURE

2.3.13 What is the status of any wireless data service initiative in the agency?

Have an operational wireless data service

2.3.14 Has the agency considered, or will it consider, a shared service arrangement through DIR to support agency wireless data service efforts?

Yes

#### TEX-AN CONTRACTS

2.3.15 Does the agency use TEX-AN contracts for purchasing telecommunications services?

Sometimes

2.3.16 What is the agency's rationale for purchasing these services through other sources?

UTD Telecommunications evaluates telecom needs and acquisitions on a "best value basis. TEX-AN is our preferred acquisition mechanism.

#### SHARED NETWORK OPERATIONS SURVEY

2.3.17 Rank the following network operations/services based on which would provide the greatest benefit to the agency, whether or not the agency provides or plans to provide these operations or services (1 = greatest benefit, 7 = least benefit).

- 1 Upgrades to data network
- 2 Wireless data services and infrastructure
- 3 Voice over Internet Protocol (VoIP)
- 4 Upgrades to voice network
- 5 Video conferencing
- 6 Interactive Voice Response (IVR)
- 7 Call centers

2.3.18 Please provide additional detail if needed, and describe how DIR could help improve the network capabilities of the agency.

UTD participates in the UT System initiatives for network enhancements to many of these areas.

#### OBJECTIVE 4. SOLVE COMMON BUSINESS PROBLEMS THROUGH SHARED APPLICATIONS

##### RECEIVING PAYMENTS OVER THE INTERNET

2.4.1 Does the agency currently take, or would it be interested in taking payments for services over the Internet?

Agency currently offers this service

2.4.2 What payment services vendor does the agency use? What is the agency plan for receiving payments, including any provisions for security and performance measures?

TouchNet is the product.

Policies regarding the use and helpful information on "how to" are found on a website.

<http://www.utdallas.edu/websvcs/marketplace/>

##### COLLECTING FEES OR FINES OVER THE INTERNET

2.4.4 Does the agency currently collect, or would it be interested in collecting fees or fines over the Internet?

Agency currently provides this service

##### FORMS OVER THE INTERNET

2.4.5 Does the agency currently offer or accept online applications or forms that can be filled in and transferred to the agency over the Internet?

Yes

2.4.6 Describe the agency's policies for offering or accepting applications or forms over the Internet, including any provisions for security and performance measures.

There are a number of specific policies and guidelines governing the publishing of web pages. These are all outlined at <http://www.utdallas.edu/websvcs/webpubpolicy/laws.html>

Local policies as well as laws and policies of other agencies are all posted here. In addition, secure, encrypted links (https:) are required for all activities.

2.4.7 Does the agency require a mailed copy of the application or form with a signature?

No

#### TAKING APPLICATIONS THROUGH INTERACTIVE VOICE RECOGNITION (IVR)

2.4.8 Does the agency currently take, or would it be interested in taking, applications through IVR via the telephone?

Agency is interested in offering this service

#### E-MAIL ENVIRONMENT

2.4.9 What is the approximate number of e-mail mailboxes currently in use within the agency?

5,001 +

2.4.10 What e-mail rich client type is used on the majority of desktops within the agency?

Microsoft Outlook

2.4.11 What is the status of the agency's participation in DIR's Messaging and Collaboration initiatives?

Not planned, but will be considered

2.4.12 Is the agency planning an upgrade of its current e-mail/messaging system in FY2008-09 (maintenance renewal, upgrade, or replacement of an existing messaging system) at a cost of \$50,000 or more?

No

#### E-MAIL COSTS (OPTIONAL)

2.4.13 (Optional) What is the agency's estimated Total Cost of Ownership for messaging /e-mail services, expressed in dollars per mailbox per month?

\$.25

2.4.14 (Optional) Describe the agency's costs for messaging/e-mail, how they were calculated, and any comparative analysis completed by the agency.

TCO (5 year) = (annual equipment and operational costs and salaries) / #mailboxes in use

#### EVENT REGISTRATION

2.4.15 Does the agency currently offer, or is it interested in offering, event registration over the Internet?

Agency currently offers this service

2.4.16 Describe the types of events for which the agency offers, or is interested in offering registration over the Internet.

class registration

## GRANTS SYSTEMS

2.4.17 Does the agency currently manage, authorize, and/or issue grant monies over the Internet to other governmental entities, public service organizations, or citizens?

No

## SHARED SERVICES SURVEY

2.4.18 Rank the following shared services based on which would provide the greatest benefit to the agency, whether or not the agency provides or plans to provide these services (1 = greatest benefit, 6 = least benefit).

- 1 Providing e-mail/messaging and collaboration services
- 2 Offering or accepting forms over the Internet
- 3 Receiving payments over the Internet
- 4 Collecting fees or fines over the Internet
- 5 Offering event registrations
- 6 Managing, authorizing and/or issuing grant monies

## OBJECTIVE 5. MAXIMIZE BUYING POWER ON COMMODITY TECHNOLOGIES AND SERVICES

### DIR COOPERATIVE CONTRACTS PROGRAM

2.5.1 How does the agency benefit from the Cooperative Contracts Program? (The following answers were selected)

Agency does not find the Cooperative Contracts Program beneficial

2.5.2 Describe the agency's experience with the Cooperative Contracts Program.

n/a

2.5.3 What future improvements (2-5 years) to the Cooperative Contracts Program would benefit the agency and the state? Include areas where DIR could provide additional services/support to improve the program.

n/a

## BEST PRACTICES FOR ACQUISITION OF GOODS AND SERVICES

2.5.4 Describe any strategies used by the agency for acquiring technology and/or non-technology goods and services that could provide a best practices model for the state's information and communications technology procurement processes and practices, such as reverse auctions and external contracting.

n/a

## OBJECTIVE 6. ENSURE MAXIMUM RESULTS FROM STATE PROJECTS

### TEXAS PROJECT DELIVERY FRAMEWORK



- 2.6.1 Does the agency use the Texas Project Delivery Framework (deliverable templates and instructions)?

No, Framework is not being used

- 2.6.2 Describe the benefits and/or any recommendations or challenges associated with use of the Framework templates and instructions.

n/a

#### FRAMEWORK TRAINING

- 2.6.3 DIR is establishing a Texas Project Delivery Framework Training Program. Does the agency have a training need within any of the following areas? (The following answers were selected)

Portfolio and project management practices

- 2.6.4 Describe details of agency Framework training needs and interests.

interest in project management, especially in the context of diverse autonomous units cooperating on shared projects.

#### OBJECTIVE 7. ENCOURAGE BUSINESS AND TECHNOLOGY ARCHITECTURES THAT DRIVE IMPROVED PLANNING AND COORDINATION

##### REUSE

- 2.7.1 Describe current or planned reuse or adaptation of existing business assets (requirements, models) and/or technology assets (designs, code) from other projects, within or outside the agency.

none current or planned

- 2.7.2 Describe the factors that reflect success in reuse of business and technology assets, and indicate which of those success factors are currently met at the agency.

n/a

- 2.7.3 Describe any plans to produce reusable business or technology assets that may be valuable to other state agencies or institutions of higher education.

(Not Answered)

- 2.7.4 Which resource(s) would help the agency to identify and/or evaluate reuse opportunities, or to produce more reusable assets? (The following answers were selected)

Information asset reuse guidelines and training

- 2.7.5 Describe the types of services, systems and applications that the agency would like to find and reuse that may have already been developed by other governmental entities.

n/a

- 2.7.6 Describe any other ideas or suggestions for improving agency capabilities for reuse.

n/a

##### COLLABORATION

- 2.7.7 Describe current collaborations with other agencies, institutions of higher education and/or local governments.

purchasing contracts with other institutions of higher education utilizing deep education discounts

- 2.7.8 Describe any planned collaboration initiatives with other agencies, institutions of higher education and/or local governments.

shared data center project with two other universities, including shared student information system

- 2.7.9 Which resource(s) would help the agency to identify and/or evaluate collaboration opportunities with other agencies, institutions of higher education, local governments and/or private entities? (The following answers were selected)

List describing agency projects and applications

- 2.7.10 Describe any other ideas or suggestions the agency has for improving capabilities for collaboration on technology projects.

n/a

#### INTEROPERABILITY

- 2.7.11 Describe significant interoperability constraints and requirements that exist with other agencies, local or federal government, and institutions of higher education, stakeholder groups or private sector entities. These include systems and/or applications outside the agency with which data must be integrated and/or shared.

identity management security, especially in the area of required insecure data transmissions

- 2.7.12 Describe any potential interoperability opportunities which could add value within the agency or outside the agency. Indicate the value associated with each opportunity.

shared data centers with similar edu institutions

#### INFORMATION ARCHITECTURE PRACTICES

- 2.7.13 Has the agency developed and implemented standards for information (data) architecture, including standards for data modeling, database design, and taxonomies?

No

- 2.7.14 Describe the key areas of focus on any existing data modeling, database and/or taxonomy standards. Indicate if the agency's data-focused standards may be valuable to other agencies.

n/a

- 2.7.15 Has the agency undertaken an enterprise data modeling effort?

No

- 2.7.17 How many agency data models (enterprise and/or application-specific) include data dictionaries or taxonomies?

Not applicable

- 2.7.18 Describe the agency's policy and practice of keeping data models, database designs and/or data dictionaries/taxonomies (enterprise or application-specific) up-to-date or current.

n/a

- 2.7.19 What could DIR do to support the agency's information architecture practices?

n/a

#### TECHNICAL ARCHITECTURE PRACTICES

- 2.7.20 Has the agency developed and implemented coding and design standards for technical architecture?

No

- 2.7.21 Describe the key areas of focus on any existing coding and design standards (security, interfaces, etc). Indicate if the agency's coding and design standards may be valuable to other agencies.

n/a

- 2.7.22 How much of the agency's technical architecture has been modeled (development, testing and production environments, hardware, software DBMS, infrastructure, and other technology assets)?

Not applicable

- 2.7.23 Describe the agency's policy and practice of keeping technical architecture models and/or system requirements and designs up-to-date or current.

Annual review of local assets and awareness of broader market

- 2.7.24 What could DIR do to support the agency's technical architecture practices?

n/a

#### BUSINESS ARCHITECTURE PRACTICES

- 2.7.25 Does the agency gather business requirements separately and in advance of gathering system requirements?

Yes

- 2.7.26 Has the agency developed and implemented business modeling and business requirements gathering methodology and standards?

No

- 2.7.27 Describe the key areas of focus on any existing business modeling/requirements standards and/or methodology. Indicate if the agency's business modeling/requirements standards and/or methodology may be valuable to other agencies.

(Not Answered)

- 2.7.28 How much of the agency's business architecture (across all business divisions) has been modeled (enterprise service delivery and/or business process models)?

Not applicable

- 2.7.29 Describe the agency's policy and practice of keeping business models and/or business requirements up-to-date or current.

n/a

- 2.7.30 If the agency currently practices business architecture/modeling/requirements separate from system requirement efforts, which group(s) are responsible for producing the business models/requirements? (Note: "business analysts" and "system analysts" are generic role names, not job titles.) (The following answers were selected)

Not applicable

- 2.7.31 What could DIR do to support the agency's business architecture process?

n/a

#### NEW OPPORTUNITIES FOR STATEWIDE MANAGEMENT OR SUPPORT

2.7.32 In which technology areas could shared or consolidated management and/or support help the agency better accomplish its mission? (The following answers were selected)

Other (specify)  
student information systems

2.7.33 Describe the agency's interest in the technology area(s) indicated above (question 2.7.32).

there are potential advantages to sharing an SIS that could benefit all participants, but also significant risks and limitations. UTD is ready to explore and even test the concept.

## OBJECTIVE 8. ENHANCE THE VALUE OF STATE REVIEWS

### STREAMLINED REPORTING

2.8.1 Describe the extent to which the agency experiences redundancies in technology reporting to oversight agencies and groups, including LBB, Comptroller of Public Accounts, Contract Advisory Team, DIR, Quality Assurance Team, and/or the Texas Building and Procurement Commission.

In the past, LBB and DIR have requested similar reports but have specified different data sources. In addition, both agencies do not have a full appreciation of the uniqueness of the higher education environment, as contrasted with regular state agencies.

2.8.2 Describe the extent to which the agency experiences inconsistent technology terminology and definitions among different oversight agencies.

as noted above, many reports and/or surveys ask questions that have little or no relevance to operational aspects of technology within the higher education environment

2.8.3 Describe challenges in technology reporting to oversight agencies, including manual reporting requirements and/or the inability to directly export existing datasets.

inordinate amounts of time are taken up by various reports, which rarely generate any feedback or notable changes in practices or services relevant to the higher education environment.

2.8.4 Describe any other challenges the agency faces in reporting technology information to oversight agencies.

(Not Answered)

### MANAGEMENT OF TECHNOLOGY ASSETS

2.8.5 Describe the agency's strategy and approach to technology asset management. Indicate if automated tools are used to discover, track and/or manage asset usage and status information. Technology assets include hardware, software, licenses, and service contracts.

there is a physical asset tracking system for university assets. this is largely a manual input system, but does allow for some electronic editing of data

## OBJECTIVE 9. INCREASE THE VALUE OF ELECTRONIC DATA AND INFORMATION

### DATA AND INFORMATION MANAGEMENT

2.9.1 What types of automated tools does the agency currently use to manage data and information? (The following answers were selected)

Document management  
Records management  
Imaging systems  
E-mail archiving

- 2.9.2 Which of the data and information management tools listed above is the agency considering or planning to purchase during the 2008-09 biennium?

workflow

- 2.9.3 Would the agency benefit from DIR support or shared services in the data and information management areas cited in question 2.9.1?

No

#### ELECTRONIC RECORDS MANAGEMENT

- 2.9.4 Describe the agency's strategy and approach for creating, retaining, and disposing of electronic records as detailed in the Electronic Records Standards and Procedures.

all units within the university are advised and audited for compliance

- 2.9.5 Describe the agency's strategy and approach for protecting the citizens' personal data in content that is published on the agency's Web site or on publicly available information systems.

Security office provides training and information in this regard to the campus at large. Security also monitors systems and processes to detect potential problems and responds appropriately when problems are either identified or reported to them.

#### ACCESSIBILITY OF AGENCY WEB SITES

- 2.9.6 How often are agency Web sites (Internet and intranet) and public-facing Web-based applications checked/tested for accessibility compliance? (The following answers were selected)

When a problem is identified

- 2.9.7 Who performs accessibility compliance testing? (The following answers were selected)

Agency Web/application design staff using test and evaluation tools

## PART 3: COMPLIANCE WITH STATE STANDARDS

For each requirement, the possible answers are "implemented", "in progress", "planned", "not planned", or "not applicable". In addition, the estimated month/year of full implementation is included when the status is "in progress" or "planned".

### SECURITY REQUIREMENTS

	Compliance Status	Planned Implementation Date, if "Planned" or "In Progress"
3.1.1 The agency head or his or her designated representative must review and approve ownership of information resources and their associated responsibilities.	Not Applicable	
3.1.2 Each agency must designate a full time Information Security Officer.	Implemented	
3.1.3 Each agency must have annual reviews of their security program for compliance with the TAC 202 Security Standards.	In Progress	09/2007
3.1.4 Each agency must perform a security risk analysis of information resources.	Implemented	
3.1.5 Each agency must have documented Physical Security measures in place.	Implemented	
3.1.6 Each agency must have a Business Continuity Plan.	In Progress	09/2007
3.1.7 Each agency must take measures to ensure that designated confidential information is accessible to only authorized users.	Implemented	
3.1.8 Each agency must utilize the DIR monthly incident reporting system.	Implemented	
3.1.9 Each agency must have controls in place to ensure that test functions for systems development, acquisition and testing are either physically or logically separated from production functions.	Implemented	
3.1.10 Each agency must establish a perimeter protection strategy.	Implemented	
3.1.11 All System Identification/Logon Banners must have the appropriate warning statements.	Implemented	
3.1.12 All authorized users of agency information resources must be required to formally acknowledge that they will comply with security policies and procedures before they are granted access to information systems.	Implemented	
3.1.13 Each agency must create, distribute and implement information security policies.	Implemented	

**GEOGRAPHIC INFORMATION SYSTEMS STANDARDS**

Compliance Status	Planned Implementation Date, if "Planned" or "In Progress"
3.2.1 During the current and past biennium has the agency coordinated in advance with the Texas Geographic Information Council on expenditures of over \$100,000 to acquire, enhance, or develop a GIS base map dataset?	Not Applicable
3.2.2 If the agency originates or adds content to a digital geospatial dataset and distributes it to other agencies or the public, does it offer the dataset in at least one format which is readily usable by a variety of GIS software packages?	Implemented
3.2.3 If the agency acquires a federal or other public domain geospatial dataset, does it make it available to other agencies and the public via the agency's Web site and/or the Texas Natural Resources Information System?	Implemented
3.2.4 If the agency originates or adds content to a digital geospatial dataset and distributes it to other agencies or the public, does it prepare standardized metadata documentation for each dataset, and distribute this metadata with the dataset?	Implemented
3.2.5 If the agency generates or contracts for positional data using field measurement techniques, does it utilize the North American Datum of 1983 (NAD83) for horizontal positional data and the North American Vertical Datum of 1988 (NAVD88) for vertical elevation data?	Implemented

**ADDITIONAL RULES AND REQUIREMENTS**

Compliance Status	Planned Implementation Date, if "Planned" or "In Progress"
Not Applicable	
Implemented	
Not Applicable	
Implemented	
Implemented	
Implemented	
Implemented	
In Progress	
Implemented	12/2006

- 3.3.1 The agency must adhere to the published standards when wiring or rewiring state-owned or state-leased space.
- 3.3.2 If the agency holds an open or closed meeting by video conference call, the systems used must comply with the approved standards.
- 3.3.3 The agency must purchase commodity software in accordance with contracts developed by the department, or obtain an approved waiver.
- 3.3.4 If the agency receives information resources technologies under a contract from another state entity, it must solicit bids or proposals for the procurement of such technologies by giving public notice of a request for proposals or a request for bids.
- 3.3.5 Each agency must manage electronic records according to the Electronic Records Standards and Procedures adopted by the Texas State Library and Archives Commission.
- 3.3.6 Each agency must ensure that electronic records in its custody that have historical value to the state are properly preserved.
- 3.3.7 Each agency must remove restricted personal information from any associated storage device prior to the sale or transfer of data processing equipment, to other than another Texas state agency or agent of the state.
- 3.3.8 Each agency's IRM should at a minimum have a four-year degree from a fully-accredited post secondary institution (if appointed after September 1, 1992).
- 3.3.9 Each agency's IRM should meet or exceed the IRM continuing education requirements for FY2005.