



OITC

"Access Anytime,
Anyplace, and Anywhere"

Technology Times

Office of Information Technology

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Inside this issue:

Transition Initiatives	2
OIT Contract Awardees Examine the State of the Core Areas	
Core Area 1: Mainframe Data Center Operations and Systems Support	3
Core Area 2: Network Management and Technical Support	4
Core Area 3: Applications Maintenance and Development	
OITC's Mission Statement	5
Coming Attractions	
We would like to hear from you!	

Director's Corner



Terri Ware,
OIT Director

I am very pleased to provide this first issue of *Technology Times*. Technology touches every aspect of work that goes on within the County Government, and it is our goal to provide the most reliable, innovative, and cost effective technology solutions to support government operations.

It is also our goal to support

the essential missions of government agencies and organizations to ensure the highest level of service is provided to the citizens and residents of the County.

Even though we conduct bi-monthly status meetings with IT representatives from each department/organization, we felt a Newsletter would also help to disseminate IT updates, changes and other news worthy items.

There has been a lot of changes within OIT over the past year. Many are highlighted in the

Technology Times. We are extremely proud of the accomplishments and achievements since we have become a department.

This month we will be celebrating our 2 year anniversary! We still have a lot of work to do, and we welcome your feedback and ideas of how we might be able to better support the endeavors of the County.

Hope to hear from you!

Terri Ware

OIT's New Technology Solutions

Transition Plan

OIT has a new look, new structure, and new personnel. However, as always the top priority continues to be excellence in customer service. "OIT is striving to exceed our customers' expectations," proclaims OIT's Director, Terri Ware.

After two years of intensive

planning, the Office of Information Technology has transitioned from a single primary vendor environment to a multiple vendor environment.

"We believe that our new organization team and structure will afford us the opportunity to measurably increase our knowledge base, expand our capabilities, and take advantage of new

technologies needed for future innovations," declares OIT's Chief Technology Officer, Kimberly Ellison-Taylor.



Kimberly Ellison-Taylor,
OIT-CTO

(Continued on page 2)

Core Areas Managers and Contractors:

Core Area 1, Mainframe Data Center Operations and Systems Support

- C. Fred Johnson, Government Manager, email: cfjohnson@co.pg.md.us
- LMIT, Contractor

Core Area 2, Network Management and Technical Support

- William (Todd) Addis, Government Manager, email: taddis@co.pg.md.us
- ACS, Enterprise Solutions, Inc., Contractor

Core Area 3, Applications Maintenance and Development

- John Jacobson, Government Manager, email: jjacobson@co.pg.md.us
- Ingenium Corp., Contractor

To speak with any of the Core Area Managers, call (301) 883-7378.

(Continued from page 1)

OIT's new and improved structure is composed of three Core Areas: Core 1—Mainframe Data Center Operations and Systems Support, Core 2—Network Management and Technical Support, and Core 3—Application Maintenance and Development. Each Core Area's leadership consists of a Core Area Government Manager and a vendor Team Lead. The government manager is responsible for the administrative functions and accountability for the Core Area Services. The vendor team lead and staff supports the County's Information Technology (IT) operations and end users. OIT's team

of government and contract personnel are carefully chosen professionals. To name a few, OIT's new internal technology team includes the following: an Asset Manager to provide acquisition, maintenance, and disposition of our computer resources; a Security Analyst to provide guidance for a secure and reliable technical environment; a Training Manager to perform ad hoc training for new initiatives and provide leadership for our on-line training offerings; Quality Assurance Analyst to test, verify; and validate our products and services, and Application Engineers to provide additional resources for mission critical applications. This has

enhanced OIT's capability to be more responsive.

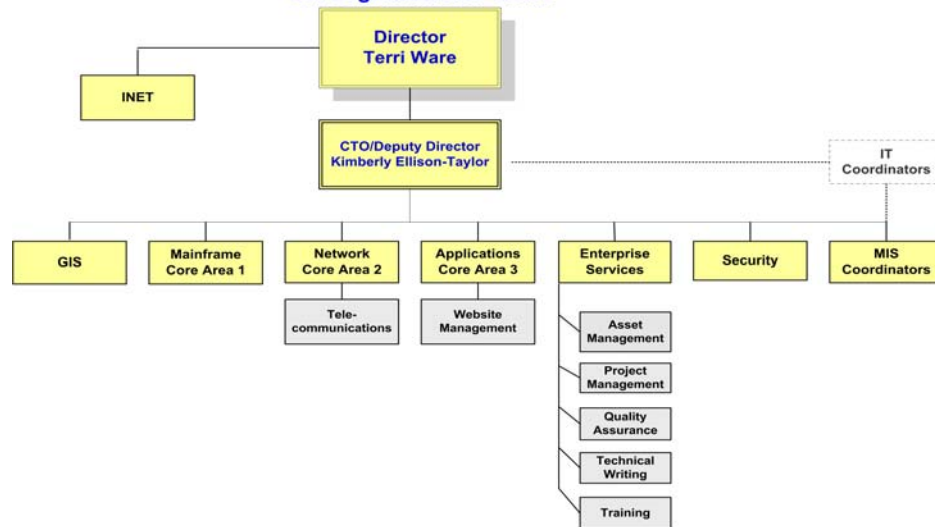
Core Area Contractors

Lockheed Martin Information Technology **LMIT** (Core Area 1) is responsible for operations and support of the *Mainframe Data Center Operations and Systems Support*.

ACS, Enterprise Solutions, Inc. (Core Area 2) is responsible for operations and support of *Network Operations and Technical Support*.

Ingenium Corporation (Core Area 3) is responsible for operations and support of *Applications Maintenance and Development*.

OIT Organizational Chart



OIT Contract Awardees Examine the State of the Core Areas

During the transition process, each vendor performed a due diligence assessment of the Mainframe, Network and Application Core Areas, respectively. Each vendor worked very closely with the outgoing vendor team to study the

work processes and procedures.

The formal transition from the single vendor to multiple vendor environment was completed in November, 2002. Discovery Phase activities were also completed. This phase required each vendor to thoroughly review their

Core Area responsibilities, objectives, and baselines. The Discovery Phase concluded with each vendor providing a comprehensive report of its findings along with performance improvement recommendations.

Current Status

The Mainframe Data Center Operations and Systems Support team is aggressively working on upgrading our current version of OS390, enabling users to print mainframe reports to their own printer and changing print job submissions from SNA transmission to the Internet Protocol used by our Network. This will allow users to print selected pages of reports that are needed and will reduce the wasted paper in printing the entire report that is the current practice.

The Network Operations and Technical Support team is actively working on deploying LANDESK, a software application that will greatly streamline our Windows upgrade and increase response time. OIT hopes virtually to eliminate the backlog of hardware repairs experienced in the past.

The 24 x 7 Customer Services Center is adding increasing functionality in receiving and responding to end user concerns in a reasonable timeframe. To call the Customer Services Center for any computer or telephone issue, use this number, 301-883-5322.

The Applications Maintenance and Development team has completed a review of outstanding application tasks and identified applications in use. The

team is in the process of gathering user requirements to begin new software development activities that will provide new functionality and enhancements.

Transition Initiatives

With the new technology solutions and in house technical staff, OIT hopes to fulfill its commitment to customers, enhance operations as well as provide new innovations and initiatives. OIT's strategy for meeting these challenges are principally focused on the following areas:



"Match our commitment to Excellence with effective/efficient use of our resources."

- Seamless continuity of support to OIT's customers.
- Concentration of efforts and daily meetings with key personnel to immediately address availability, performance, upgrade, security, and cross-functional concerns.
- Development and management of proactive communication among Core area vendors, internal technology team members, and end users for expedient problem resolution.
- Implementation of well-defined policies, procedures and standards that will promote configuration consistency, reduce maintenance cost, and help to resolve problems faster.
- Expansion of the MIS Coordinator staff who serve as liaisons to each department/agency's IT Coordinator.

Performing as a one stop shop, MIS Coordinators trouble shoot, track tasks/problems, serve as technical advisors, and gather requirements as needed.

- Development, design, and implementation of methodologies that will improve our service to our customers by providing consistency, standards, and a disciplined approach for configuration management, systems development life cycle, problem/task/project management, training, security, quality assurance, inventory management, technical writing, and the Intranet.

"Exciting work is underway!"

There are many exciting process improvements underway in each of the Core Areas. The Office of Information Technology looks forward to sharing our new paradigms that will spawn the development and improvement of the services offered to valued customers.

The Office of Information Technology is also interested in hearing about your experiences with the new and proven technology service models.

Excellence in customer service is our top priority. OIT staff and vendors look forward to fulfilling our commitment to our customer and exceeding customer expectations.

Call 301 883-5322 for Assistance

Core Area 1 Mainframe Data Center Operations and Systems Support Frederick (Fred) Johnson, OIT Core Area 1 Government

Core Area 1 is responsible for the daily operation of the Prince George's County Data Center. Core Area 1 comprises both Mainframe System Support and Mainframe Operations Support.

Mainframe Systems Support is responsible for the mainframe operating software that includes: software installation, maintenance, and enhancements for the OS/390 mainframe systems and subsystems; security admini-

stration; database administration; resource management; and disaster recovery.

LMIT is the vendor for Core Area 1

(Continued on page 4)

(Continued from page 3)

with staff consisting of Systems Programmers, Security Administrator, DataComm/DB Database Administrator, Operations Analyst, Quality Assurance Analyst, Data Entry Specialists, and Production Control Special-

ists.

Mainframe Operations Support operates the 24/7 Data Center and is responsible for functions that include data entry; the scheduling, running, and monitor-

ing of batch and online jobs ; processing /distributing reports, checks and forms; performing tape library functions; implementing disaster recovery; and performing backup activities.

Core Area 2 Network Management and Technical Support Todd Addis, OIT Core Area 2 Government Manager

"Prince George's County Office of Information Technology has made remarkable strides during the past 6 months," says OIT Core Area 2 Network Government Manager, Todd Addis. "The County has adopted a new business model with multiple companies contributing to the success of our IT objectives and goals. This allows the County to draw on the different levels of expertise needed to move forward. Complexity is the watchword in wedding new Web and Client-Server technology to the mainframe. Core Area 2 stands ready to provide a highly available network. The core infrastructure of Compaq Servers and Cisco Communications equipment has served the County well. Our system's uptime hovers in the high 99



"Grateful for the cooperation of all County Agencies during the transition period."

percentile on a continuous basis.

Core Area 2 will be focusing on documentation and integration of the Intel LANDesk technology solution. Please, be mindful that with any new technology there will be bumps in the road. However, we will strive to deliver better service and information to our County customers.

Presently, ACS Enterprise Solutions, Inc., our Core Area 2 vendor, has provided invaluable support in examining our current environment and stands ready to help bring improvements where needed. "Our goals for Core Area 2 range from providing a new and improved Customer Service Center (CSC) to building an engineering staff dedicated to providing a reliable

network. OIT's new Core Area 2 vendors are a great addition to our County's IT environment.

The County's IT environment has changed since 9/11, thereby, elevating security issues to a greater level of awareness. Our staffing priorities have reflected a concern that all Network and Server administration policies and processes be examined for deficiencies. Given this emphasis on heightened security, OIT is faced with decisions of security versus convenience as a compromise.

Core Area 2 is grateful for the cooperation of all the County Agencies during the transition period."

Core Area 3 Applications Maintenance and Development John (Jake) Jacobson, OIT Core Area 3 Government Manager

Core Area 3 is responsible for the maintenance and new development of applications throughout Prince George's County Government. Core Area 3 is divided into three functional areas: Mainframe applications, Client/Server and Web Applications, and Database Administration. Ingenium Corporation is our new Core Area 3 vendor. Key individuals from the

functional areas were retained by Ingenium upon winning the contract, thereby, strengthening the overall core area together with new individuals that have strong programming and analytical backgrounds.

"One of our primary goals is to become a more task-oriented organization. We need to cross-train our staff, so that we can assign experi-

enced developers to work on application issues as they occur," says Jake Jacobson, Core Area 3 Government Manager.

"We feel confident that Ingenium Corporation will provided the support needed as they has proven on several critical County projects over the last two years."

Office of Information Technology Mission Statement

To provide timely, accurate, secure and reliable technology solutions and services to enable agency missions through 10 core initiatives:

- Customer Relationship Management
- Strategic Partnerships
- Efficient Resource/Task Management
- Knowledge Management
- High Availability/Performance
- Effective Security/Data Integrity
- Proactive Strategic Planning
- Continuous Process Measurement
- Business Continuity Planning
- Staff Development

Coming Attractions

- Inside Core Area 2 Network Management and Technical Support
- GIS Project : Police Crime Statistics Viewable on the Internet
- Windows NT/2000 Migration Project
- MIS Coordinator Roles and Responsibilities
- Security Issues and Solutions
- Web Site Initiatives and Support
- On-line and Instructor-Led Training
- Cabling

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OIT

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What topics would you like to see addressed in the Technology Times?

Let us know how you prefer to receive you next issue of Technology Times. Indicate your preference:

hardcopy email distribution

Are there others who should receive this newsletter?

Name: _____

Let us know, send your feedback and comments by email to OITNewsletter@co.pg.md.us or by inter-office mail to: Norma Braveboy, OIT, LGC—Room 250.

Thank You!