

# Ideas in Action

ANNUAL REPORT 2013

OCIO ANNUAL REPORT 2013



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It is the intent of the Legislature that the provisions of sections 86-512 to 86-524 serve to coordinate the state's investments in information technology in an efficient and expeditious manner.

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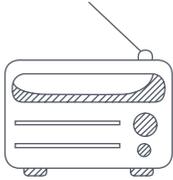
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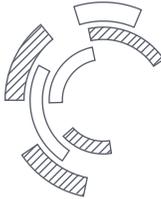
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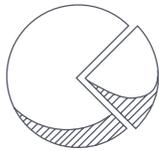
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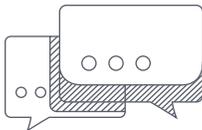
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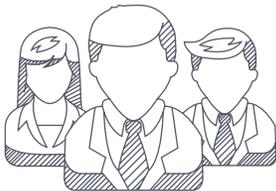
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**Dave Heineman**  
Governor

## STATE OF NEBRASKA

OFFICE OF THE GOVERNOR  
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November, 5, 2012

Dear State IT Professional:

On October 23, 2012 the National Association of State Chief Information Officers (NASCIO) awarded Nebraska the annual State Technology Innovator Award. This award was created to honor outstanding individuals who have made contributions to advance the state's technology policy agenda through the promotion of best practices, adoption of new technologies and advancements in service delivery. Through this award, NASCIO strives to acknowledge state leaders, managers and employees who promote innovation, excellence and good government. As Governor of the State, it was my honor to have my name associated with this state recognition.

Nebraska leads the way in technology innovation and this is truly a **TEAM EFFORT**. Through your hard work as an IT professional in state government, we have made decisions that have laid the foundation for Nebraska to compete in a knowledge-based, technology-driven economy. I want to recognize your efforts to work together to meet the needs of our constituents in an environment of collaboration rather than competition.

It is amazing to reflect back over the past eight years and some of the successes we have had in the deployment of technology. We have implemented a statewide email system, a new statewide public safety system, web streaming of all three branches of government, a single student information system, numerous DMV services, an online liquor license renewal system, tax e-filing, online Game and Parks services, online and mobile 511 services, and many, many other services. Ten years ago we only imagined some of these things. Thanks to all of you these services are now reality.

**The work you do is important to state government and our citizens. I want you to know that this award is recognition of your efforts. Thank you for everything you do for the State of Nebraska.**

Sincerely,

A handwritten signature in blue ink that reads "Dave Heineman".

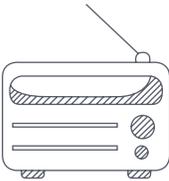
Dave Heineman  
Governor

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“Everyone who’s ever taken a shower has an idea. It’s the person who gets out of the shower, dries off and does something about it who makes a difference.

Nolan Bushnell

# MESSAGE FROM THE CIO



I still like quotes, and this one I really like. I mean – who hasn’t had a great idea in the shower at some time during their life? But it does take those of us that are willing to get out of the shower and turn that idea into action. This year’s annual report is all about the ideas of the State information technology community and how we have turned those ideas into action. And we have some great examples that involve partnerships all across Nebraska.

As I look back on the ideas that we have considered since the Office of the CIO was reorganized in 2005, we have made some significant advancements in technology for Nebraska State Government. As you go through this report, I think you will agree that the State continues to work toward achieving the vision of the Legislative intent that created both the NITC and the Office of the CIO. We have strong partnerships that did not exist previously, we have lowered costs for technology through coordinated and enterprise deployment of networks and technology, and we have provided opportunities for our citizens to access state services on their terms and timeframes. For example, in 2005 you could not get your driver’s license online, file/pay many of your taxes online, or renew several of the professional licenses required for working within Nebraska. All of these services came from ideas that someone had the tenacity to turn into an action. Now we take those services for granted.

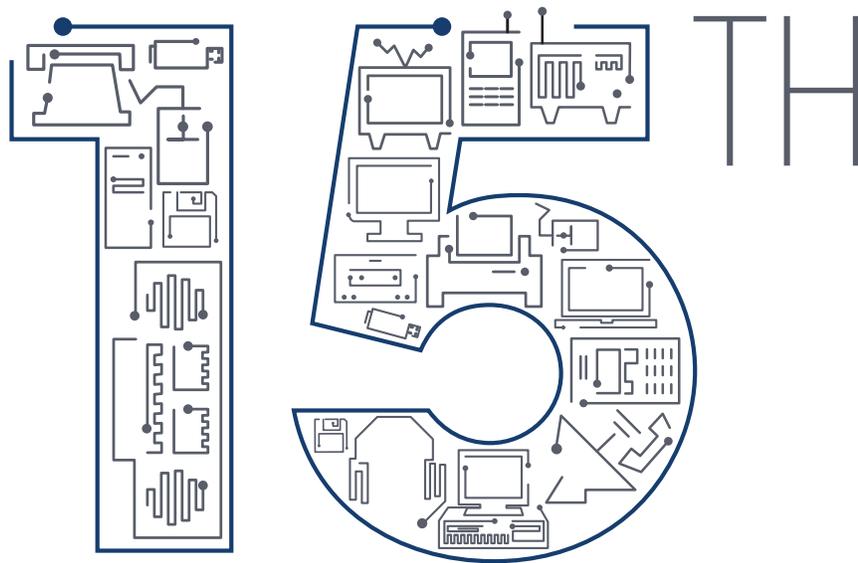
On October 23, 2012 the National Association of State Chief Information Officers (NASCIO) awarded Governor Heineman and Nebraska the annual State Technology Innovator Award. The Governor’s acceptance speech video is on the Office of the CIO’s website. It is through the ideas and the actions to make those ideas reality that we are able to be recognized nationally as a leader in technology. Thank you for all you have done to participate in our success!



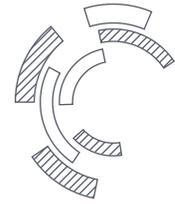
Chief Information Officer  
Brenda Decker



OCIO Leadership Team Members (L/R)  
Tim Cao, Beverlee Bornemeier, Jim Ohmberger, Steve Schafer,  
Jayne Scofield, Brenda Decker (sitting)



# ANNIVERSARY CELEBRATION



Lavon Heidemann Lieutenant Governor & NITC Chair

## Members:

**Lieutenant Governor Lavon Heidemann**, Chair

**Senator Dan Watermeier** (non-voting)

**Pat Flanagan**, Manager-Solution Delivery, PM Managed Services-CoSentry, LLC

**Donna Hammack**, Chief Development Officer, Saint Elizabeth Foundation

**Lance Hedquist**, City Administrator, South Sioux City

**Dr. Dan Hoelsing**, Superintendent, Schuyler Community Schools

**Mike Huggenberger**, Director-Netlink, Great Plains Communications

**Doug Kristensen**, JD, Chancellor, University of Nebraska-Kearney

**Brad Moline**, President and CEO, Allo Communications

**Dan Shundoff**, President and CEO, Intellicom

The Nebraska Information Technology Commission saw its first start under Executive Order 97-7 in November 1997. On December 16, 1997, Governor Ben Nelson and Lt. Governor Kim Robak held the first organizational meeting of this group in Room 1517 of the Nebraska State Capitol. The NITC was codified in State Statute by LB924, which became effective on April 2, 1998. As the NITC celebrates its 15th year of existence, the Commission will take the

opportunity to look back on the accomplishments of the past 15 years to support the mission of “promoting the use of information technology in education, health care, economic development, and all levels of government services to improve the quality of life of all Nebraskans.”

Looking back to the initial days of the NITC, there have been many, many changes. Geographic Information Systems (GIS) and eHEALTH have been added as Councils to the Commission. The types of projects being reviewed/contemplated have changed considerably. And the monitoring of enterprise projects has also changed. For example, one of the first “highly recommended” enterprise projects in 1998 for the biennial budget was to fund linking Metropolitan Community College and the University of Nebraska-Omaha with high speed connectivity. In 1998 Network Nebraska did not exist. In 2000 the State started

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# PROMOTING THE USE OF INFORMATION TECHNOLOGY

IN EDUCATION HEALTH CARE  
ECONOMIC DEVELOPMENT  
& ALL LEVELS OF GOVERNMENT

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the process of gathering information through the Telecommunications Infrastructure Needs Assessment (TINA) Study, building a business case for a new model of leveraging the state's investment in telecommunications services. In 2001, Nebraska was the first state to implement 511 statewide for traveler information since the Federal Communication Commission designated 511 for that purpose. Travelers were able to access the Advanced Traveler Weather Information System (ATWIS) by dialing 511 from any cellular telephone or land line telephone, with the hope to offer the service over the internet in the future. In August of 2007 the State of Nebraska operated with approximately a dozen email systems running on over 30 servers in the State, with every agency using a different naming convention. And the list goes on and on.

Over these 15 years, literally hundreds of people have been involved in the activities of the NITC. The 9 member commission, with an additional member representing the Legislature, has had five different Lieutenant Governors as chair and twenty-one individuals serving as Commissioners on the NITC. Five senators have served in an ex-officio capacity since 2005. The NITC has five councils. The Community Council membership is capped at 24 members representing rural/ community IT development, local government and libraries, resource providers, and other groups as deemed appropriate by the Community Council and the NITC. The Education Council is a 16-member advisory group comprised of representatives from K-12 and Postsecondary education. The 25 member eHealth Council

was created in February of 2007, and the GIS Steering Committee became the 27-member GIS Council in 2008. The State Government Council is a 25 member advisory group composed of agency directors, state IT professionals, and two representatives of the private sector. Finally, the Technical Panel is established in statute and defined by the NITC as a five member panel to assist in the development of a statewide technical infrastructure that will be scalable, reliable, and efficient. Over the past fifteen years at any given time the NITC has had over 100 people serving on the Commission and Councils each and every month.

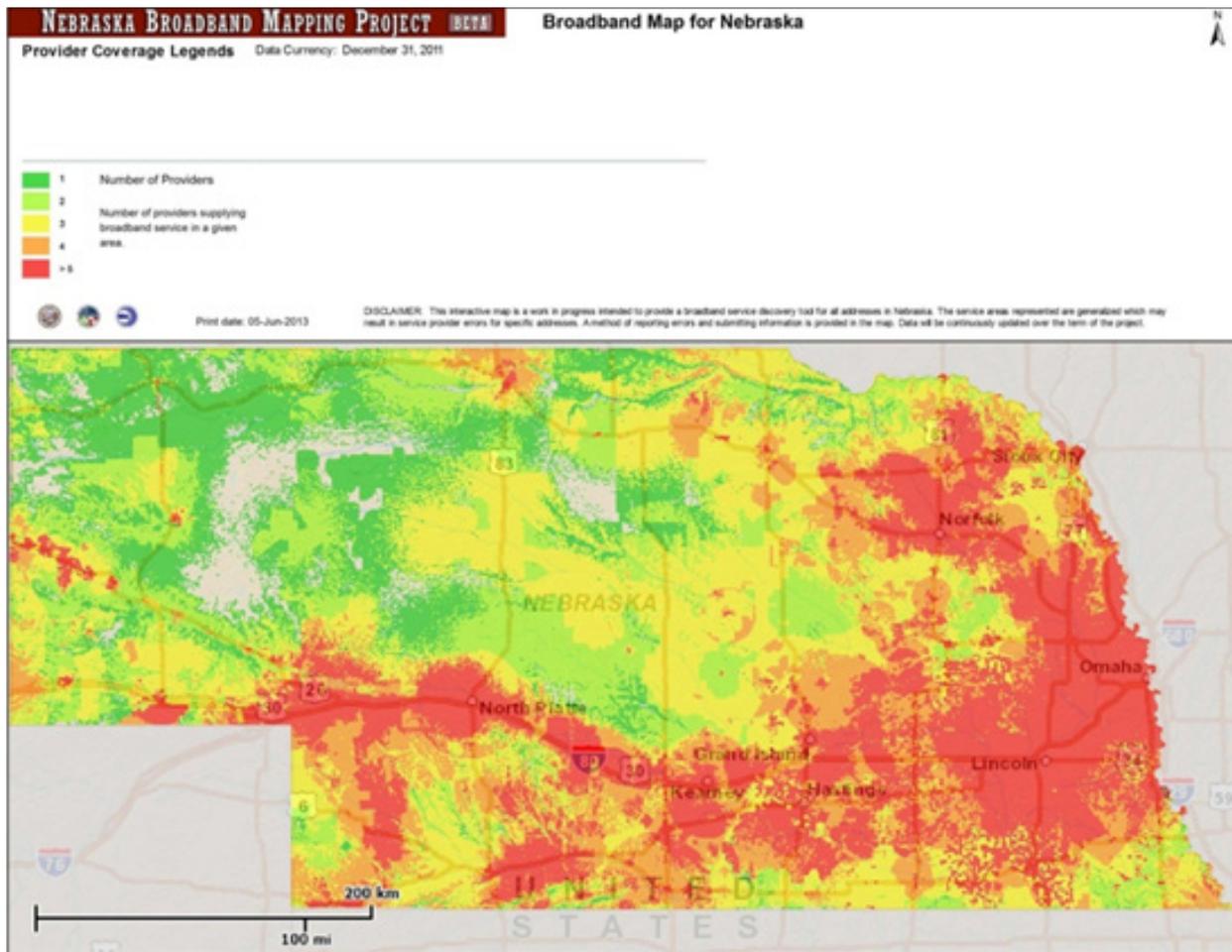
Some of the accomplishments of the NITC this past year include:

### **Broadband Mapping**

In 2010, the National Telecommunications and Information Administration awarded the Nebraska Public Service Commission approximately \$5.6 million for broadband data collection, mapping and planning activities over a five-year period. The NITC Community Council is partnering with the University of Nebraska, the Nebraska Department of Economic Development, and the AIM Institute to implement the planning component of the broadband mapping grant. Project components include:

- **Broadband Map:** A broadband map of Nebraska has been developed with information from telecommunications providers ([broadbandmap.nebraska.gov](http://broadbandmap.nebraska.gov).) The data collected is also used to create a national broadband map ([www.broadbandmap.gov](http://www.broadbandmap.gov)).

- **Broadband Conference:** Nearly 300 people attended the second annual Broadband Connecting Nebraska Conference held October 2, 2012 featuring Internet pioneer, Vint Cerf. Planning for the 2013 conference October 16-17 in Kearney is underway.
- **Webinars:** Up to four webinars are being offered each year of the grant to address broadband adoption and utilization.
- **Regional Planning:** Regional planning teams have been formed to create regional plans. Focus groups have been convened to solicit input on broadband issues.
- **Best Practice Videos:** Nineteen videos highlighting best practices in expanding broadband adoption have been produced and made available on [www.youtube.com](http://www.youtube.com) and [broadband.nebraska.gov](http://broadband.nebraska.gov).



The map above from [broadbandmap.nebraska.gov](http://broadbandmap.nebraska.gov) shows the number of broadband providers in Nebraska using data from December 31, 2012.

## Network Nebraska

Education reached a legislative benchmark on July 1, 2012 as it succeeded in providing “access” (the ability to connect) to 100% of the public school districts, Educational Service Units, and public higher education in the State. Of those entities eligible, 90% have elected to participate in Network Nebraska-Education and connect to this self-funded statewide network.

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NETWORK NEBRASKA SERVICES  
**93** COUNTIES  
STATE  
GOVERNMENT  
& K-20 EDUCATION

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## Health Information Exchange

Health Information exchange through the Nebraska Health Information Initiative (NeHII) Exchange continues to grow. Twenty-three hospitals and over 3,000 health care providers are currently using NeHII. Additional hospital and provider implementations are planned for 2013. Behavioral health providers in Southeast Nebraska and the Omaha area are exchanging patient information with consent through the Electronic Behavioral Health Information Network (eBHIN).

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**23** HOSPITALS &  
**3,000** ↑  
HEALTH CARE PROVIDERS  
USE **NeHII**

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Lt. Governor Heidemann (far right) met with eHealth Council to discuss Nebraska’s health information exchange initiatives, as well as share his personal experience with health information sharing.

## Geographic Information Systems

This year, the GIS Council finalized the statewide GIS/Geospatial Strategic Plan in October. There were four specific strategic goals expressed by the geospatial community during the information and analysis phase of the strategic planning process. These include: 1) Facilitate the creation, maintenance, analysis, and publishing of quality geospatial data; 2) provide widespread access to data, services and encourage data sharing; 3) facilitate technical assistance and education outreach opportunities for furthering the adoption of NESDI data layers and geospatial applications; and 4) achieve sustainable and efficient allocation of resources to support the implementation and wise governance of GIS services and geospatial data.

## Standards & Guidelines

The Technical Panel approved and recommended one new and amended three Standards and Guidelines to the NITC in the past fiscal year. The panel conducted 21 technical reviews on all I.T. Projects submitted for the 2013-15 Biennial year. Project managers for nine Enterprise IT projects provide monthly status reports for these projects which are monitored by the Technical Panel. The panel makes quarterly enterprise project reports to the NITC. In addition to the project technical reviews, the panel is responsible to assure that projects adhere to the state's standards and guidelines.



The GIS Council hosted a Nebraska Geospatial Strategic Plan Workshop with key stakeholders which included state, local and federal government agencies to develop a statewide plan for geographic information systems.

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Nebraskans, and others throughout the world, have become part of the information age, in which information is a primary element of economic, social, and cultural growth.

State Statute



# POLICY OBJECTIVES

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The Nebraska Information Technology Commission (NITC) and the Office of the Chief Information Officer (OCIO) were statutorily created in 1998. Additionally, in 2004 new legislation was passed to merge the information technology and telecommunication operational divisions of the Department of Administrative Services into the Office of the Chief Information Officer. The Legislative intent of establishing the NITC and Office of the CIO is stated in State Statute as:

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*Nebraskans, and others throughout the world, have become part of the information age, in which information is a primary element of economic, social, and cultural growth. The ability to move information quickly and accurately through electronic means is critical to the success of education, business, agriculture, health care, government, libraries, communities, and other areas of interest in a global society. A statewide vision and strategy is needed to ensure coordinated development of the telecommunications infrastructure necessary for Nebraska to keep pace worldwide and collaboration among entities within the state and with other states.*

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In order to assure that this intent is met, State Statute 84-524 creates a Legislative review process that establishes policy objectives for the NITC and Office of the CIO. These policy objectives are:

**(a) Use information technology** in education, communities, including health care and economic development, and every level of government service to improve economic opportunities and quality of life for all Nebraskans regardless of location or income;

**(b) Stimulate the demand** to encourage and enable long-term infrastructure innovation and improvement; and

**(c) Organize technology planning** in new ways to aggregate demand, reduce costs, and create support networks; encourage collaboration between communities of interest; and encourage competition among technology and service providers.

This year's Annual Report will concentrate on how the ideas in the Legislative intent and policy objectives have been put into action, as well as some of the ideas that will be acted on in the future. Many of these accomplishments would not have occurred without the collaborative efforts of state agencies, local/federal governments, and educational entities. This report is an effort to acknowledge those collaborative actions.

**(a) Use Information Technology in education, communities, including health care and economic development, and every level of government service to improve economic opportunities and quality of life for all Nebraskans regardless of location or income;**

This policy objective ensures that the Legislative intent of our *“ability to move information quickly and accurately through electronic means”* being *“critical to the success of education, business, agriculture, health care, government, libraries, communities, and other areas of interest in a global society”* is acted upon.

The idea was to ensure that as government services are deployed, the planning and implementation process considers the ability to access those services

regardless of location or even time of day. The following are examples of how this idea was put into action and the success of those actions.

The OCIO Web Team designed, developed, and deployed a user friendly and dynamic web-based system called H3 through a partnership with the Nebraska Department of Labor, Nebraska Department of Economic Development, and the Nebraska Department of Education. The H3 system went live on July 2nd, 2012 and was developed to provide free and helpful information to educators, economic developers, students, community leaders, and career seekers pertaining to Nebraska’s High

skill, High wage, and High demand occupations. The H3 system displays “Today’s Hot Jobs”, which are the top 10 jobs found in Nebraska, cross referenced with the H3 definition and the number of job postings within the NEworks system. The H3 system provides the end-user with the ability to search based on job titles or Standard Occupational Classification codes, geographic regions within Nebraska, or search based upon Career Clusters which were created by the United States Departments of Labor and Education to organize thousands of occupations and is

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**The idea was to ensure that as government services are deployed, the planning and implementation process considers the ability to access those services on regardless of location or even time of day.**

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displayed in a graphical/clickable format referred to as the Nebraska Career Field Model. The system also allows the end-user to search by Nebraska’s Economic Industry Clusters, and in addition to providing immediate

reports which can be exported in either PDF format or as spreadsheets, the H3 system also includes a comprehensive Frequently Asked Questions section and links to several helpful websites.

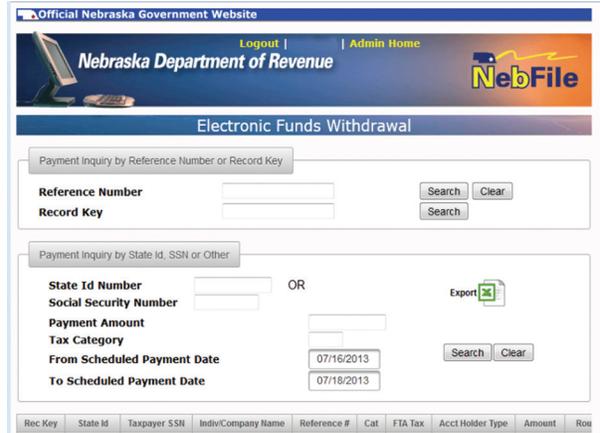
Working with the Nebraska Game and Parks Commission, in January of 2013 the OCIO Web Team developed and implemented the addition of multi-year Small Game Hunting and Fishing permits to the NGPC Electronic Permitting System. These new multi-year permits, now available as three and five year permits, will provide Nebraska outdoorswomen and men yet another option for hunting and fishing in this Nebraska. A new

cash register system was added to the Electronic Permitting System for the District Offices and Service Centers. This new system allows for the sale of merchandise with appropriate tax calculation and eliminates the need for a separate cash register. The entire system now operates from a computer which automatically opens a cash drawer, creates the receipts and reports needed for balancing. A credit card scanner and bar code reader were added to the system to facilitate fast and accurate transactions.

Working with the Department of Revenue, the OCIO Web Team developed and successfully implemented three important new programs. The CigTrac program requires cigarette wholesalers, manufacturers and distributors to e-file a monthly report detailing their cigarette activity in Nebraska each month. This program allows the Department of Revenue to properly enforce the requirements of LB590, the Master Settlement Agreement, and continue to calculate any cigarette tax due from wholesalers correctly. Working with the Federation of Tax Administrators, it appears that Nebraska is the first in a line of states that will be implementing similar programs. The Department of Revenue experienced over 80% compliance by the due date for this new program.

The second Revenue program is the new Electronic Funds Withdrawal (EFW) program, which allows additional taxpayers to pay their individual and business taxes electronically when filing their tax return. This will result in a reduction of processing costs for the Department of Revenue, reduce errors, and increase convenience for the taxpayer. Many

taxpayers used this option while filing their 2012 Individual Income Tax return. Additionally, this new EFW utility allows the Department of Revenue to reuse this program to expand payment options for a number of existing and future applications.



The Nebraska Department of Revenue Electronic Funds Withdrawal System developed in partnership with the OCIO.

Finally, in July 2012, due to the passage of LB1091, Revenue began working with the OCIO Web Team to create a public facing web application for filing the Nebraska Prepaid Wireless Surcharge Return, Form E911N (PWS). Since 80% of the taxpayers are mandated to e-file, it was necessary to create an e-file option for these taxpayers. Many of the processes and structures that exist within the Sales and Use Tax application developed by the OCIO Web Team were used in creating the new PWS application. In the first month of filing, 90% of the returns were e-filed.

As the State continues to look for additional ways to improve the delivery of government services and promote state services, the addition of mobile applications has become an important technology to implement. Working with the Nebraska Game and Parks Commission, the G&P Information

## IT & Citizen Services

- CigTrac Program
- Electronic Funds Withdrawal (EFW)
- Electronic Permitting System for Small Game Hunting & Fishing
- Nebraska State Parks & Trails Mobile App
- Nebraska Prepaid Wireless Surcharge Return
- NeWorks
- Today's Hot Job

Technology Division led an integrated work group and released the first mobile application for Nebraska State Parks and Trails. Features of the application include locating parks by region, by name or by activities offered. The advanced GPS functions search for parks nearby and will record tracks and mark waypoints. The app includes a section on news articles, upcoming events and weather conditions. The free application is available for iPhone and Android devices.

Another mobile application launched by the Game & Parks Commission is the Official Fish, Hunt and Watchable Wildlife Mobile Application. This app is being used to help locate Nebraska's fishing, hunting and wilderness sites. It includes GPS mapping technology to record trails, and use waypoints and photo waypoints to mark traps and keep track of wildlife siting. The app also includes rules and regulations, species guides, the latest news and calendar events.

The goals of both these mobile app projects were to increase recreational potential, as well as to help Nebraskans and visitors to discover and explore what Nebraska has to offer across the state.

### **(b) Stimulate the Demand to encourage and enable long-term infrastructure innovation and improvement;**

This policy objective ensures that the Legislative intent of having a "coordinated development of the telecommunications infrastructure necessary for Nebraska to keep pace worldwide" is acted upon. The idea was that as government services are deployed, the planning and implementation process considers the intent of the State to create innovation and improvements to both State infrastructure and private infrastructure, with the State serving as an anchor tenant in the communities. The following are examples of how this idea was put into action and the success of those actions.

The OCIO Network Services team worked with the Nebraska Game and Parks Commission to replace their wireless access at Mahoney State Park with a more reliable system that will ensure Internet service for point of sale devices and customers through the park. The new system includes a fiber optic ring around the entire park that will ensure reliable network connectivity park-wide for the foreseeable future. The reliable and stable wireless technology that has been deployed in this park is truly innovative and has become more and more popular with visitors.

As the State set about the process of site evaluation and selection for the proposed Central Nebraska Veterans Home (CNVH), the OCIO Web Development team developed and began hosting a website to be utilized in the process. The site hosted important information about the process, dates of interest, and several helpful links all to assist in obtaining the appropriate information from potential host communities.

For over 20 years, the State of Nebraska has operated a System to allow for the transfer of data, automation of multijurisdictional functions and integration of entities for statewide applications in all 93 Nebraska counties under the title of Intergovernmental Data Services Program (IDSP). The System comprises of the IBM AS/400 servers and an extensive infrastructure connecting all the county courthouses to the State network. The IDSP network infrastructure and services serve a critical role in the daily operation in the counties of several key state agencies, including the Department of Motor Vehicles (DMV) and the Nebraska Supreme Court.

In partnership with the state agencies and the counties that own and operate the various applications being hosted on the System, the OCIO Intergovernmental Data Services team continues to deploy services and technologies that increase the efficiencies and enable new capabilities in all counties across Nebraska. Recently the Court's desktop video conferencing project has been completed. This project enables the staff in 50 different county courts and district courts to use the OCIO offered service for desktop technology

for cost-efficient remote video interpreter services. The team installed video conferencing applications on over 600 PC's. These PC's are used by the Nebraska Court system to conduct training and educational webinars to their staff and county personnel. The IDS team worked with the Nebraska Supreme Court IT staffs and developed an all new and more user-friendly public kiosk using thin client technology, where the public can walk up to these kiosk located at the county courthouses and gain access to several State of Nebraska popular online service suites, including the State of Nebraska Judicial Branch Internet Payment System and the Department of Motor Vehicle Online services. The public can also conduct court case searches as well as court



A Merrick county court staff demonstrating a newly developed public kiosk.

calendar lookups using these kiosks. Bandwidth evaluations continue to be made with continuing upgrades to the Wide Area Network (WAN) serving the counties to ensure sufficient bandwidth for the new applications such as video conferencing.

The OCIO Intergovernmental Data Services team also has continued to consolidate the individual IBM AS/400 servers across the state into a more efficient and cost effective model. The second phase of the consolidation project has started with Box Butte, Dawes, Grant and Hooker counties becoming consolidated service, and additional consolidation being planned for the 2013-2014 fiscal year.

A project was completed this past year to move campus telephone, data, and cable TV services from a building that was being demolished on the

Beatrice State Development

Center campus to the BSDC Hospital building.

The project required new pathways be installed to serve the entire west half of the campus. An RFP was released for new fiber, copper, and coax cabling to be installed in the new pathways to serve voice, data, and TV service needs.

Telephone, data, and TV service had to then be

moved from the old wiring to the new wiring. The project was managed and completed in cooperation with the Department of Health and Human Services.

In October of 2012, all OCIO hosted websites were successfully migrated with no downtime or disruptions from an old outdated hosting environment to a new and improved, more stable server farm. This collaborative project between the

OCIO Open Systems and Web Teams, established a new server farm with faster response time of websites, improved stability and availability. The new environment also eases access for content providers as now the credentials they use to log into their workstations are the same as their credentials to maintain their respective websites.

This collaborative project involved several agencies including; the Governor's Office, the Lt. Governor's Office, the Governor's Residence, the Department of Administrative Services, the Nebraska Information Technology Commission, the Latino American

Commission, the Nebraska Energy Office, the

Nebraska Real Property

Appraiser Board, the Nebraska State Surveyor's Office, and the Central Nebraska Veterans Home.

For many years the State of Nebraska, as well as the nation, has struggled with finding a way to upgrade the state agency radio systems while establishing a path for interoperability with other governmental

entities. In 2007, the Governor and the Nebraska Legislature approved funding for a statewide public safety communications system, commonly referred

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**The idea was that as government services are deployed, the planning and implementation process considers the intent of the State to create innovation and improvements to both State infrastructure and private infrastructure, with the State serving as an anchor tenant in the communities.**

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to as the Statewide Radio System (SRS). The funding was based on a partnership with Nebraska Public Power District (NPPD) and Nebraska state law enforcement agencies. The system was bid and designed to provide the ability to communicate with local and federal public safety, as well as other public power utility districts. The system installed for this project provided a modern, all-digital trunked radio system (trunked IP based VHF P25 statewide land mobile radio system) with superior audio quality and features, in addition to complying with narrowbanding requirements established by the Federal Communications Commission.

Prior to taking system acceptance from the vendor, the State of Nebraska required verification of the required 95% coverage of the state for the new system. Twelve retired public safety officers were employed as temporary employees to drive approximately 114,400 miles throughout the State to test coverage. After compiling the data, it was concluded that the system met the 95% coverage requirements statewide.

The system currently supports approximately 1,500 individual users and carried over five million push-to-talks in 2012 which is an increase over the approximately one million reported in last year's annual report. In order to make sure that the system meets the needs of the users, the team continues to work

with end users on training and standardization. Interoperability with other entities continues as a work in progress. The Office of the CIO has implemented interoperability with 37 counties on the SRS Regional Operations Common Communications (ROC) plan. These ROC talk groups are set aside to be used specifically for interoperable communications between non-SRS users and SRS users.

While the State has been busy finalizing the implementation of the Statewide Radio System (SRS), the local governments within the State of Nebraska have been working on a regional point to point microwave network to meet their needs. Although this project is not being managed by the Office of the CIO, the local entities have reached out to the Office of the CIO's Wide Area Network (WAN) Team to assist them with managing and monitoring this network. An agreement was entered into with Keith County to assist



Twelve retired public safety officers assisted with verification of the Statewide Radio System coverage.



This is one of the 91 towers that are strategically placed across the State of Nebraska to provide the coverage needed for the Public Safety Statewide Radio System.

them with the installation of some of their network equipment to prepare them for interoperability just within their County. To provide the appropriate governance for the coordination of public safety communications issues in the State of Nebraska, Governor Heineman rescinded the two previous Executive Orders creating N-WIN and NCOR, and in December of 2012 issued Executive Order 12-01 to establish the Nebraska Public Safety Communications Council (NPSCC). Membership of the NPSCC is comprised of the state agencies on the statewide radio system, NPPD, one representative from each of the regions, a representative from the Nebraska League of Municipalities and a representative from the Nebraska Association of County Officials. This group has started the process to establish workgroups to deal with very specific issues related to resolving statewide interoperability.

In February of 2013, the National Telecommunications and Information Administration (NTIA) issued a Federal Funding Opportunity describing the requirements for the State and Local Implementation Grant Program to assist state, local and tribal governments with planning for a nationwide interoperable Public Safety Broadband Network. This grant process allocated \$1,888,438 to the State of Nebraska, which includes a \$377,688 in-kind match from the State. Once funded, this grant will be used to expand the NPSCC with a working group that will ensure participation by local, federal, state, tribal and other state public safety entities in a discussion and plan for resolving interoperability within Nebraska and nationwide. The grant will be administered through the Office of the CIO.

Finally, long-term infrastructure innovation and improvement of the internal resources of the Office of the CIO for use by State agencies has been an on-going process. OCIO Operations team continues to provide the reliable 24x7x365 support for the State of Nebraska Data Center. The multisystem configuration of the present mainframes provides for rolling IPLs, which means that system upgrades can be made while avoiding application outages. Because of the redundancies

built into the hardware and the stability of the operating system (z/OS), there are few unplanned outages – three in 2012 – and none occurring during core hours. The speed at which data can be accessed and processed is dependent on the responsiveness of the devices storing the data. The time it takes for the mainframe to access a record from the Direct Access Storage Device (DASD) environment averages 1.2 milliseconds (.0012 seconds), enabling the processing of millions of transactions daily. At the same time all of this routine processing is taking place, the local data - 128 terabytes (trillions), is mirrored to a like DASD subsystem at a disaster recovery site outside of Lincoln ensuring the integrity and availability of current data should a catastrophic event occur locally. In addition to the DASD mirroring, data stored on tapes are also copied to the recovery site - 192 terabytes in 2012. The OCIO will be upgrading the DASD subsystems - both local and remote - in 2013. While the primary purpose of the upgrade will be to increase storage capacity, the newer technology will provide our customers with the side benefit of even faster response times.

The Customer Information Control System (CICS) support provides a large scale processing environment for 24-hour, 7-day a week business applications that allow our customers to process high-volumes of transactions in an extremely secure and reliable environment with sub-second response times. This team provides processing for many critical applications for Health and Human Services, Revenue, Motor Vehicles, Roads, State Patrol, Corrections, and others. Transaction execution is projected to increase around 3% for FY13.

The Database Management (DBM) group has been vigorously involved in the DB2 V10 migration project. For this team, the project encompasses migrating twenty (20) DB2 Subsystems on the mainframe. The process entails making several migration passes to get the DB2 subsystems to their final destination (i.e. DB2 V10 New Function Mode) with minimal disruption to our clients.

The OCIO Production Scheduling team continues to support the tools obtained in the mainframe migration project. Now that the tools are in place, the team has focused on fine tuning them to improve performance. Over the past year several



The IBM z196 is a combination of mainframe and distributed computing designed into one system.

agencies made changes to their printed forms. The Production Scheduling team was able to accommodate all of the requests by the required deadlines.

## Projects

- County Automation
- Customer Information Control Center
- Public Safety Statewide Radio System
- Database Management & Production Scheduling
- Mainframe Multi System Configuration
- Virtual Infrastructure
- Website Hosting
- Wireless Access

The Office of the CIO's virtual infrastructure continues to grow to support over 500 virtual servers at our two production sites. RAM was doubled in our existing host servers to increase capacity, and new hosts are being provisioned with 384 GB of RAM. Additionally Storage Area Network (SAN) storage continues to grow at a fast pace. We have over 250 TB of allocated block storage and about 30 TB of NAS file server. We are moving to our third generation of block SAN storage and second generation of NAS file server. The upgrades are important to keep up with growth and new technologies introduced. Conservative estimates for the next year are, block storage will grow to over 300 TB and NAS will grow to over 100 TB. As a result of shared services, our rate has gone from \$205/VM/month to \$85/VM/month over the past five years.

Supporting these technologies, the State's network backbone is comprised of two core switches, five core Routers and two Internet circuits that are located in diverse locations across the State. With the configuration changes that have been made, we continue to reduce the amount of time a customer will be out of service (down) if there is an issue. This outage time may also be dependent upon how quickly a provider can get their service restored based on the damage.



OCIO staff regularly meet with the Department of Agriculture to continue development of their ECM project.

**(c) Organize Technology Planning in new ways to aggregate demand, reduce costs, and create support networks; encourage collaboration between communities of interest; and encourage competition among technology and service providers.**

This policy objective ensures that the Legislative intent of having a “statewide vision and strategy is needed to ensure” that there is “collaboration

among entities within the state and with other states” is acted upon.

The idea was that as government services are deployed, the planning and implementation process considers the intent of the State to reduce costs, encourage collaboration and

encourage competition among providers. The following are examples of how this idea was put into action and the success of those actions.

Many of our Request for Proposal (RFP) processes are an effort to encourage competition while reducing costs to the State. An example is our RFP for statewide wireless services. Many of the State cellular telephone users were on a “grandfathered” Alltel Flat Rate plan where charges were incurred only if there was usage on the device. Since this plan was no longer offered, the process established a new plan for these users. Approximately 4,000 users were moved to a variety of new plans that best fit their needs.

Many of our efforts to collaborate between communities of interest are set up as shared services with various partners. The concept of shared services is based on the concept of “create once, use many times”, thereby reducing costs and creating strong support networks. One example of this shared service concept is the State’s Enterprise Content Management (ECM) system. This growing service currently has clients from the Department of Health and Human Services, the Department of

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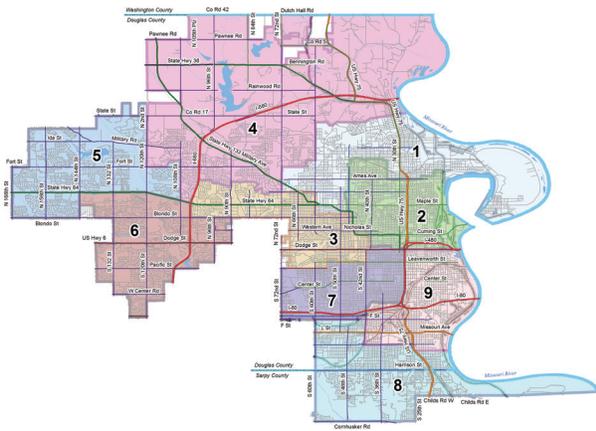
**The idea was that as government services are deployed, the planning and implementation process considers the intent of the State to reduce costs, encourage collaboration and encourage competition among providers.**

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Environmental Quality, the Department of Labor, the Department of Roads, the Department of Revenue, the Department of Agriculture, the Department of Education, the Department of Natural Resources, the Secretary of State, the Coordinating Commission

for Postsecondary Education, the City of Lincoln, the Department of Administrative Services; and the Foster Care Review Board. All participating agencies are a part of a monthly user group which approves upgrades, new processes, new procedures, standards and guidelines. The platform has allowed participating agencies to improve their business practices and enhance manageability of various documents. The State negotiated an unlimited licensing agreement for Nebraska which allows the State to provide services in a cost effective manner to State agencies and the constituents they serve. Through ECM, agencies can manage the status

of each workflow in their business processes by using dashboards, notifications of pending information, timers and email notifications. Cost savings are being gained through the reduction and elimination of printing charges, copying charges, postage charges, envelope charges, physical storage space, other software charges, staff efficiencies, and paper destruction charges.



GIS was used to redistrict the 2013 Omaha Public School Board Districts. (LB 125)

Another shared service is the statewide email system. This shared service serves every State agency with the exception of the Nebraska Legislature, Oil and Gas Commission, and the State Commission on Public Advocacy. This past year the State of Nebraska began the process of moving our State email accounts into an outsourced public Cloud while upgrading to Exchange 2010. We went through a pilot phase where we moved approximately 200 users into the public Cloud. After testing this service for approximately 60 days, a decision was made to upgrade the OCIO on-premise solution and move all State email accounts to the OCIO private cloud as opposed to being in a public cloud. We started this migration

in October 2012 and finished it 75 days later. In addition to upgrading our environment, the system recently passed a State Patrol FBI audit assuring that the system is Criminal Justice Information System (CJIS) compliant.

Work continues to move forward to create a shared service for GIS applications across state agencies. During the 2012 fires in north Central Nebraska, a request was made to the Office of the CIO to identify pertinent GIS files that could be used in emergency planning and response. Within 24 hours of the request, our federal partner for the NITC GIS Council was able to request federal assistance to capture satellite imagery of the affected area. Combining imagery and other data through GIS mapping, the emergency responders were able to assess the extent of damage from a visual perspective. The data provided included geographic coordinates and information about structures, such as schools, hospitals, communication towers, chemical storage and emergency services. The data and tools further assist emergency managers, law enforcement, and other service entities for planning, response, and public safety requirements even after the fires were extinguished. Another example of how this shared service has been used occurred this year when the Office of the CIO GIS Shared Services group collaborated with the Legislative Research office to verify data and produce several data summaries and maps for use in legislative decision making and Legislative bills. A statewide public schools map was updated and created for use in planning purposes for the legislative

education committee. Data and maps were created for redistricting of the Omaha Public Schools, and to support the Douglas and Sarpy county learning communities and public power districts.

As the State has implemented the statewide time reporting system, several agencies have needed a supplemental service to provide project management and billing by project. The system needed to integrate with the statewide structure. The Project Management team of the Office of the CIO supports a project management system as a shared service to several agencies. Over the past year, the upgrades to this system have improved the reporting process, more tightly integrated the ability to manage multiple projects together, and allows for varying backup processes. The Project Management team continues to work with the Nebraska Information Technology Commission (NITC) and the NITC Technical Panel to provide regularly scheduled reporting on Enterprise Projects, as well as the annual report to the Governor and Legislature. The reporting process was also revised with new reporting forms and other process improvements.

The State operates an Interactive Voice Response (IVR) system as a shared service. The IVR is a 24 hour, 7 day a week accessible customer service system that routes callers to either live representatives or databases to generate answers to their questions. We have worked this past year to add more features to the offering for the entities using the system. Currently between the Department of Health and Human Services and Department of Revenue, there are approximately 440 licensed agents on this platform.

The Office of the CIO offers SharePoint sites as a shared service for multiple entities. One example of how this service is used is the Public Employee Retirement Board (PERB). The IT staff of the Public Employees Retirement System implemented a SharePoint site to provide an electronic board for documents used by board members. Electronic tablets were also implemented to facilitate access to the board documents at PERB meetings.

## Collaborative Projects

- Enterprise Content Management (ECM)
- Family & Children Support Services
- GIS Application
- Homeland Security
- Inmate Mugshot
- Interactive Voice Response (IVR) Systems
- SharePoint
- Statwide Email System
- Statewide Time Reporting System

## Collaboration Partners

- Coordinating Commission for Postsecondary Education
- County & City Government
- Crime Commission
- Dept. of Administrative Services
- Dept. of Agriculture
- Dept. of Corrections
- Dept. of Education
- Dept. of Economic Development
- Dept. of Environmental Quality

While not a statewide shared service, this year the Department of Correctional Services and the OCIO implemented a new “Inmate Mugshot” web-based application as a component of their current inmate case management system with current and future data sharing in mind. This new system unified process components that previously ran on a variety of disparate platforms. In addition, the new Inmate Mugshot system increased not only the type and amount of data available to NDCS users, but also added a new layer of security around inmate images. The new Inmate Mugshot system also provides the inmate photos used by the Nebraska Criminal Justice Information System (NCJIS), as well as photos used by the Nebraska State Patrol systems. The new platform was developed to be both more secure and more accessible for future data sharing projects with entities such as the FBI and the Nebraska DMV for facial recognition initiatives.

Several federal initiatives and state projects involved the Department of Health and Human Services (DHHS) and the Office of the CIO team. Some of these projects used the State shared services offerings and others were designed again with current and future data sharing in mind. One of those federal projects initiated the Nebraska Family On-line Client User System (N-FOCUS) component of the Affordable Care Act (ACA) Medicaid Eligibility Project (MEP). A redesign of the N-FOCUS Earned Income Verification was completed this year, and the Low Income Home Energy Assistance Program (LIHEAP) was implemented in N-FOCUS. The Office of the CIO worked with Managed Long Term Care (MLTC) Management to reduce the number of claims suspended within MMIS from 386,140 to 181,488. Several other changes were made to N-FOCUS such as a Program Case/Participant Summary Window was implemented, E-mail & E-fax documents from clients are now going directly into Document Imaging, SDM (Structured Decision Making) for Protection and Safety was implemented, Automated Child Care claims & Authorizations were added, and Automatic

Able-Bodied Adults Without Dependents (ABAWDs) Alerts to check status at 3 months. ABAWD are SNAP recipients who are subject to time-limited benefits if they fail to meet special requirements after 90 days. In the AccessNebraska application, a new electronic application for assistance was implemented and the Master Case number was added on every page of forms for scanning purposes. In the Children Have a Right to Services (CHARTS) area, the Self-Assessment case review process was converted to an online function. Reconciliation against the Federal Case Registry (FCR) data was completed to help locate persons across state lines. Data in the FCR are matched daily against employment data in the National Directory of New Hires (NDNH) and sent to states to facilitate case processing and increase collections, especially through automated income withholding.

Finally, in the DHHS Medicaid Management Information System (MMIS), the nightly core cycle processing time was reduced which provided assurance that the cycle run will not interfere with system on-line availability. Changes were made to allow resolution in one cycle of Overpayment and Underpayment adjustments on the same MMIS claim. The Health Insurance Portability and Accountability Act (HIPAA) 5010 changes were implemented on-time and under budget, this was a massive 18 month project that expanded the electronic data interchange claims processing functionality. The team also completed the rewrite of Home Health and Private Duty Nursing claims processing, implemented changes for LB599 Children's Health Insurance Program (CHIP) claims processing for new client eligibility category, implemented the Statewide Physical Health Managed Care which expanded Physical Health Managed Care into an additional 83 counties, and implemented Pregnant Woman MED program & Alert at 60 Days Postpartum. The team has also started the International Classification of Diseases (ICD) 10 Project which updates the procedure codes used to submit and pay claims to be current with Federal requirements.

## Collaboration Partners Continued

- Dept. of Health & Human Services
- Dept. of Motor Vehicles
- Dept. of Natural Resources
- Dept. of Revenue
- Dept. of Roads
- Nebraska State Patrol
- Public Employee Retirement Board
- Secretary of State
- State College System
- University of Nebraska

These DHHS programs are important to the overall structure of Nebraska technology for several reasons. As these programs are implemented, several of them interface with and create data exchanges with numerous other state implemented



## Nebraska Department of Health and Human Services

It's about people...  
helping people live better lives.

programs. Many times these programs must interface and/or exchange data with entities such as the courts, the tax system, the criminal justice systems, the educational systems, and others. Secondly, as these programs implement new technologies, many of the technologies can be reused to modernize other technical solutions. Finally, as these large programs participate in more and more of our shared services, the sharing of the costs for these services lowers the costs to ALL agencies.

As we continue to look for additional shared services, we also look to additional political subdivisions to share these services. For example, the Office of the CIO has partnered with the City of Lincoln on several projects that we already offer to state agencies. The Database Management team constructed a new DB2 Subsystem for the City of Lincoln. The next step is to configure and connect the City application databases. In addition, the Production Scheduling team is working with the City of Lincoln to include them into the State's workload scheduler. This will incorporate the cities schedule into the State's schedule once the City migrates to the State mainframe.

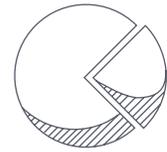
The Office of the CIO offers Virtual Machine (VM) services and server hosting services as a shared service to state agencies. As agencies move into the 1526 Building (the old Assurity Building), server rooms/closets will not be established. The State agencies moving into that building will be moving their IT environments to the OCIO enterprise environment.

In order to ensure that we have created strong support systems, we continue to work in areas related to keeping our systems up to date. The Network Support team has been working with other agency IT teams to develop guidelines, policies, and best practice procedures related to deploying Internet Protocol version 6 (IPv6). A good deal of information has been gathered but there is a large amount of work to be done before the network will be ready for IPv6. The State of Nebraska has been assigned a block of IPv6 address space by the American Registry for Internet Numbers (ARIN). A test environment has been setup and will be extended to agencies that are also interested in setting up an IPv6 network.

As a member of the Homeland Security Policy Group, the Office of the CIO provided support to the Nebraska Emergency Management Agency (NEMA) during the 2012 wildfires. The OCIO deployed a temporary cellular tower as well as a Cellular on Light Truck (COLT). Additional landlines and DSL were installed to ensure that the NEMA incident command center had service and coordinated interoperability efforts with state agencies. We were also able to identify pertinent GIS files that included geographic coordinates and information about roads, water resources and structures.

The support system provided by the Help Desk assists OCIO customers and state agencies by providing IT support. The Help Desk helps our many customers on a daily basis by answering questions, completing service requests, and getting problems resolved. Customers receive notices of scheduled downtimes and service availability from the Help Desk. It also offers the service desk system to other agencies as a shared service to aid them with customer service support.

# STATISTICAL INFORMATION



## OCIO Services Stats

Every year the Office of CIO provides annual statistical information for several of our services. The tables below and to the left displays actual numbers for this year, as well as estimated numbers for the upcoming fiscal year.

<b>Network Services</b>	<b>Actual 2012-13</b>	<b>Estimated 2013-14</b>
Data Circuits (Statewide)	1068	1070
Wireless Minutes of Usage (monthly)	1,208,000	1,240,000
Toll Minutes of Usage (monthly)	1,320,000	1,320,000
Toll Free Minutes of Usage (monthly)	2,000,000	3,500,000
SAN (Storage Area Network) Storage (GB)(monthly)	150,000	175,0000
Backup (GB)(monthly)	85,000	125,000
Data Center (Rack Units)	775	800
Citrix and VPN (Virtual Private Network) Remote Access	350	4000
Managed Antivirus	325	350
Managed Domain Service	1055	1200
Distance Education Participants	252	260
Exchange Email Accounts	17,585	17,585
Secure Email Accounts (average/month)	7,450	7,500
Office Communications Service (OCS) Users	6,700	7,000
Internet Fax Transaction	32,000	35,000

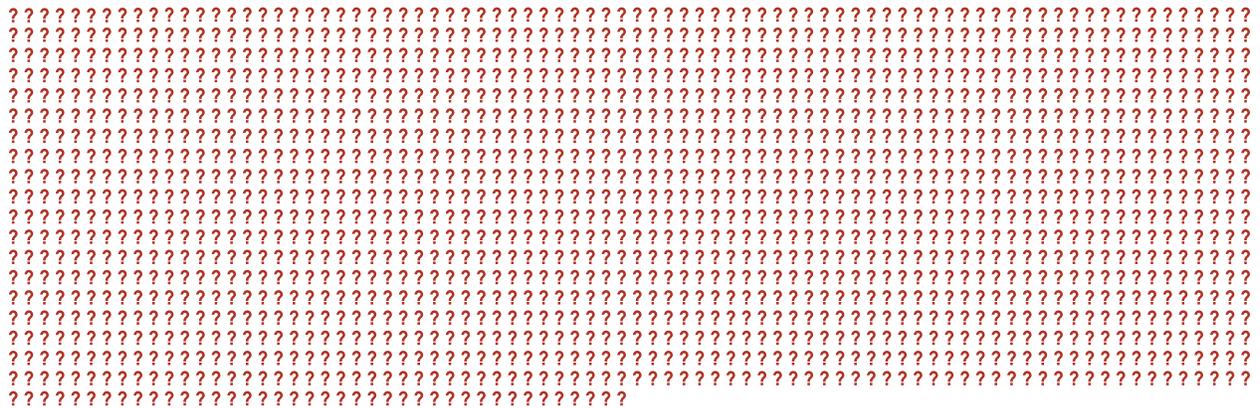
<b>Intergovernmental Data Equipment &amp; Services</b>	<b>Actual 2012-13</b>	<b>Estimated 2013-14</b>
AS/400 Servers	75	45
Dot matrix printers	187	35
Laser printers	697	700
Laptops	188	200
Desktops	562	580
Thin Clients	388	400
Number of counties utilizing State AS/400 to host own applications	58	60
Number of different county owned applications installed on State AS/400	16	15
Third party applications-total installs	308	320

<b>Enterprise Computing &amp; Technology Support Services</b>	<b>Actual 2012-13</b>	<b>Estimated 2013-14</b>
Monthly CICS (Client Information Control Systems) transactions	122,310,846	124,087,619
Monthly web hosting transactions	44,273,149	46,486,806
Monthly Help Desk tickets	6,500	6,700
Web Applications Hosted ( as of 6/30)	61	65
Applications Development – Total Hours Expended	261,818	265,000

<b>Public Safety Communications</b>	<b>Actual 2012-13</b>	<b>Estimated 2013-14</b>
State Agencies Participating (6/30)	12	14
Total Users (6/30)	1,734	1,796
Interoperability County User Agencies	37	74

# MORE THAN 78,000 REQUESTS

PROCESSED THROUGH THE HELP DESK'S SYSTEM



AVERAGING OVER 6,500 REQUESTS

A MONTH & ABOUT 246 REQUESTS A DAY

# 78%

Approximately 61,000 of the tickets were requests for OCIO action, while the remainder consisted of service requests for other areas of state government.

# 57%

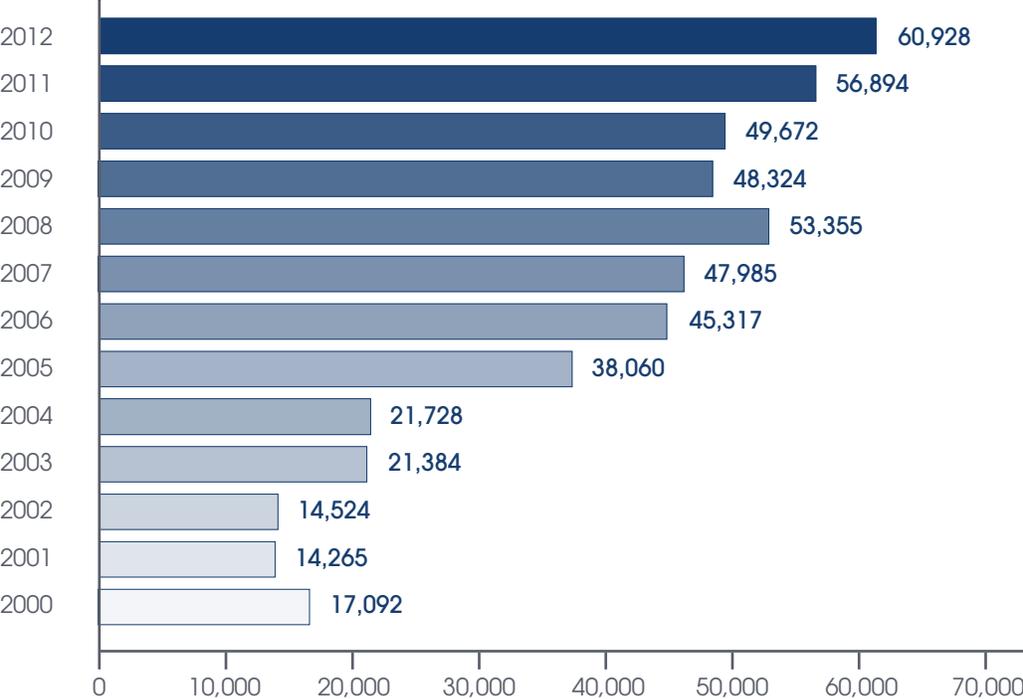
Approximately 35,000 of the OCIO requests came to the Help Desk via e-mail.

# 43%

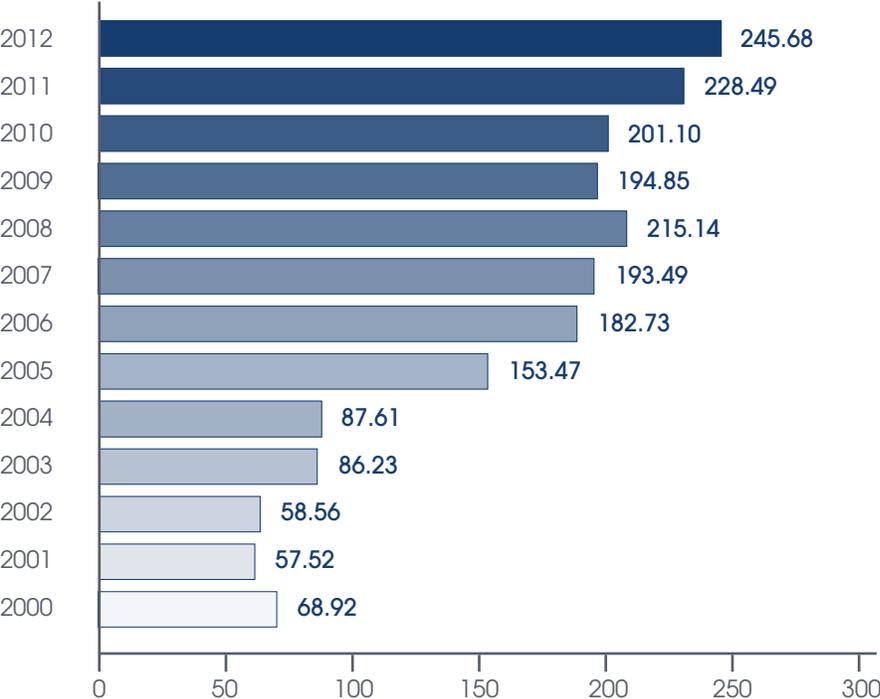
Approximately 26,000 of the OCIO requests were by phone or from the Help Desk website.

THERE WERE 27,546 CUSTOMER REQUESTS TO HAVE PASSWORDS RESET.

## OCIO Help Desk Service Request Tickets

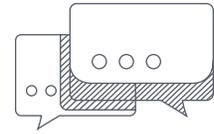


## Average Service Requests Per Day



# FUN FACTS

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## OCIO Enterprise Content Management

- 19,004,063 documents stored using 7.4 terabytes of storage;
- The ECM system serves 16,955 users (Internal and External).
- 38 solutions are deployed in production;
- 42 solutions are currently being developed;
- There are 1767 unique keywords/search fields;
- Scanned 1,752,279 documents, consisting of 14,497,020 pages in 2012 to be stored in ECM
- 9868 registered workstations connected in 2012
- 1,526,663 electronic forms stored in 2012

## OCIO Mainframe

The mainframe has experienced incredible growth since the State's first mainframe was installed in 1966. That IBM/360 boasted a .047 MIPS (Millions of Instructions per Second) processing capacity, impressive at the time but pretty insignificant when compared to today's 2,920 MIPS. Growth has remained constant over the decades, with the most recent upgrade taking place in 2012. A 1980 organization chart verifies there were six Systems Programmers supporting the mainframe operating system, and in spite of the phenomenal growth in processing power and storage capacity over the following 30 plus years, it is currently supported by a staff of seven.

## OCIO Email System in Nebraska

The system is truly an enterprise system with all agencies participating – with the exception of the Legislature and the Commission on Public Advocacy.

- On a typical business day with Exchange 2010, roughly 10,000 users log in
- 500,000 messages are sent and received daily.
- As of May 28, 2013, 74 million e-mails have been sent or received with Exchange 2010 and over 8TB of data is currently being held

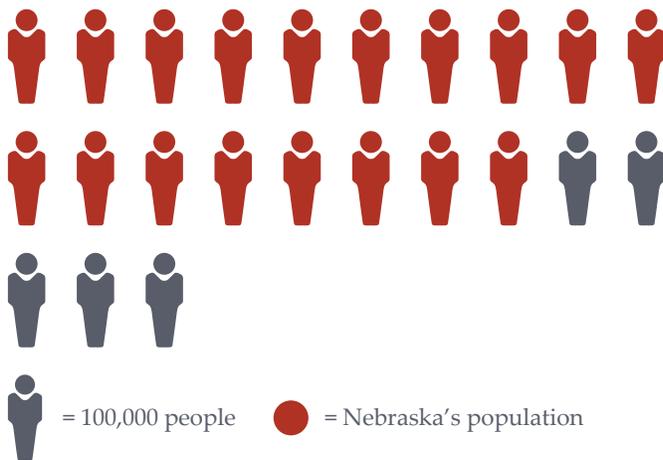
## Security is provided by our IronPort environment

- It has stopped 123 million connection attempts from poor reputation e-mail servers on the Internet this last year
- It has delivered 75 million (avg. is 38k a day) e-mails to @nebraska.gov recipients total, 22 million this last year
- Anti-SPAM has detected 4 million e-mails as SPAM, SUSPECTED SPAM, or Marketing for @nebraska.gov
- Securemail e-mail encryption went live in November of 2008, currently is storing keys for 1.4million e-mails total
- SPAM quarantine went live in September of 2010, currently has 246 users and has blocked 250,000 e-mails from getting to user's mailboxes

# OCIO STORAGE AREA NETWORK CURRENTLY HAS **280 TB**



The **OCIO Storage Area Network (SAN)** Storage is currently at 280 TB. That is enough storage to hold the printed copy for three Libraries of Congress!



The **Nebraska Health Information Initiative (NeHII)** has information on 2.3 million patients, half a million more patients than Nebraska's population of 1.8 million. Nebraska was recently ranked 17th in e-prescribing by Surescripts.



The **Public Safety Communications system** has 408 frequencies licensed for the system. That is 8 frequencies per tower x 51 towers. By comparison, the former radio system used 40 frequencies. One frequency per tower x 40 towers.

The Office of the **CIO's Logistics Team** receives new incoming equipment as well as process outdated equipment for surplus and destruct: **4,485** IT equipment items were received & **1,528** IT equipment items were processed for surplus or destruct.

For fiscal year 2013, the **Office of the CIO** supported:

**3.6 million**  
CICS TRANSACTIONS DAILY

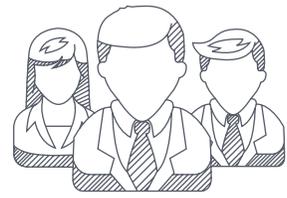
or

**1.312 billion**  
CICS TRANSACTIONS ANNUALLY

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The Office of the CIO staff participates in fundraising events organized by the State, as well as the OCIO, to provide for those less fortunate.

# COMMUNITY INVOLVEMENT



## 2013 Hunger Drive Campaign State of Hunger

Our 2013 Campaign collected over 11,539 pounds of food and raised \$42,595.64. This year's theme for the Annual Hunger Drive was "State of Hunger". The Department of Administrative Services divided up into three teams, with the total points earned divided to a 'per employee' point score so that it was a fair battle.

Team NSOB won days 1, 2, 3 and 6. Team OCIO won day 4. Team Capitol won day 5. In overall points for the competition event, Team NSOB won with 1,399.6 points per employee and earned bragging rights as the overall winner for this year's event. A total of \$7,238.60 in cash was raised and 1,870.75 pounds of food and goods were collected.

Teams were allowed to create their own events to bring in donations. Some of the other popular events were a Chili Cook-off and Penny Wars. Team OCIO continued our ever-popular "Jean Days" over the two weeks of the event and earned \$2,075 total from all three buildings.

In addition, the 3rd floor of the 501 Building organized the *Annual Food Drive Breakfast* on Thursday, April 18th, charging employees \$3 to participate. This event was very successful with 100+ employees attending and \$501 earned (an interesting number for the 501 building to raise).

Food donated by OCIO employees on the six 'theme days' equaled 254.4 pounds (3 full barrels). Each day the items had to be counted, categorized and reported on our Official Team Tally Sheet to get the highest points. In cash donations, OCIO employees generously gave \$542. Added to the Jean Day Sales and the Food Drive Breakfast total, that equals \$3,118 total collected from OCIO employees.



Gloria Esquivel and Tami Rupe holding the Day 4 Champion Award that Team 501 received.



Gloria Esquivel working to keep food stocked for the Annual Food Drive Breakfast.

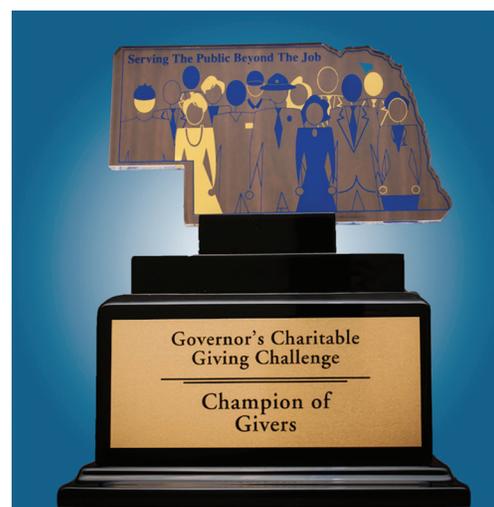
## Nebraska State Employee Charitable Giving Campaign

The State Advisory Board responsible for the Nebraska State Employee Charitable Giving Campaign had once again created a little friendly competition through the combination of various state agencies for employee pledges. The Governor's Challenge created five teams statewide. The Office of the CIO was on Team 5. Our goal was to increase the number of Team Five employee participation in the program by 10%.

The Campaign ran August 6th through 31st in 2012 with the theme of "Why I Give!" Each agency was in charge of creating their own unique fundraising events. Competition categories include: dollars, participants, new dollars, new participants and creativity. For 2012, OCIO created a new contest to increase our contribution: The 501 Building Coin War. The goal with the Coin War was for each team to have the most points at the end. A penny was worth 1 point, a nickel was worth 5 points, a dime was worth 10 points, a quarter was worth 25 points... but a dollar bill subtracted 100 points. This was the crux of the coin war! Each floor was a team, with the exception of 1st and 2nd, who joined forces. Cans for all three teams were placed in all floor's break rooms to collect coins. Players caused havoc for the other teams by placing dollar bills in their opponent's jars causing negative amounts to their total points. Third floor was the winner with 2,452 points. Fourth floor had 839 and 2nd floor had -2,418 points. Overall Coin War efforts earned \$448.73.

In addition, OCIO held their ever-successful "Jean Days" which cleared \$2,264. The total amount earned by OCIO for the "General Fund" of the Charitable Giving Campaign was \$2,712.73.

Team Five won the Champion of Givers, and the Champion of Dollars Categories.



## Holiday Giving Project

Each year the Office of the CIO organizes a holiday giving project. This year's Holiday season efforts included an "Angel" tree. The tree consisted of Angel tags of children's ages and their holiday wish list. Employees were given an opportunity to select as many "Angel" tags as they wished. There were 51 Angel wishes filled with one to three toys/clothing items. Twelve extra stuffed animals/toys were collected. A total of \$167.47 was donated in the red donation buckets. The OCIO Jean-Day sales for the Holiday Giving Project totaled \$1828.00 from all of the OCIO office locations. In addition, the following extra items were donated for the WinterWatch program for the Homeless: 10 coats, 9 blankets, 1 duffel bag, 2 miscellaneous items, 13 caps, 10 scarves and 17 pairs of gloves.



The Christmas Tree in the lobby with the Angel tags.



The decorated tree on 3rd floor with stuffed animals, coats, blankets, scarves and gloves.



**Office of the Chief Information Officer**

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