

Information & Media Services Review

March 2023

Shane Walker



Information & Media Services



Customer Engagement

- Technology advice
- Technology support
- User training
- Project management



Operations & Security

- System Security
- Systems administration
- Help desk
- Technology support



Media

- Streaming services
- Productions
- Special events
- Technology support



Design & Development

- Systems architecture
- Application development
- Lifecycle management
- Technology support

End to End Technology Services & Support



Current State - Operations

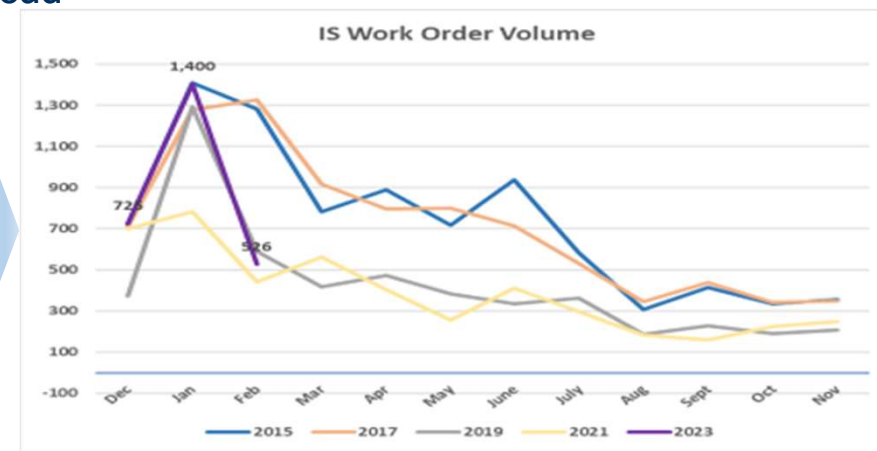
Operational Workload

Ticket volume

- Session volume typical to pre-pandemic sessions
- Majority of tickets involved onboarding, account management, office moves, and trouble shooting
- Emphasis on Video streaming, custom application updates, Member moves, and Hybrid meetings

Trends

- Ticket volume is up as we are back in the building.
- Media staffing increase to fulfill requests and hybrid meetings
- CAMS design and workload



Implemented Changes Since July 2022

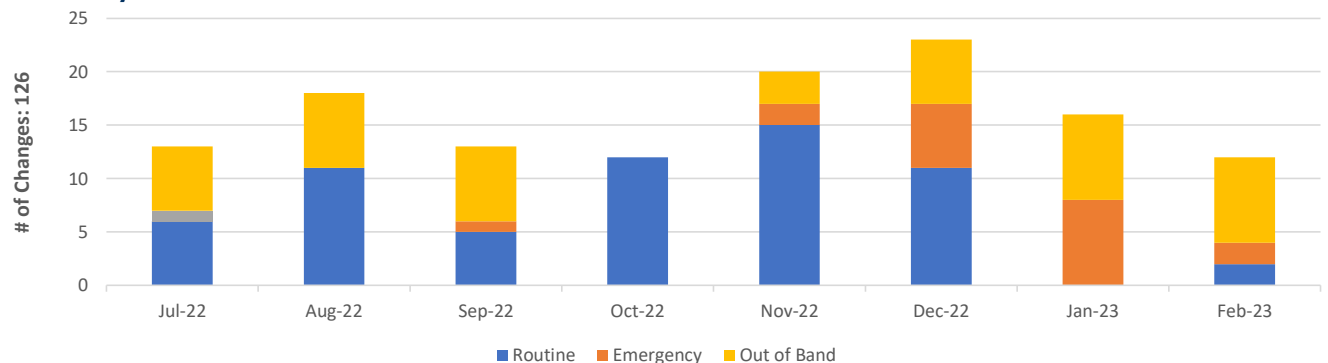
Total number of changes

62 Routine

19 Emergency

45 Out of Band

First Time Right: 95%



Current POP Project Status

POPs Update

PRJ025 Chamber Display Project

- Status: Complete
- Total Budget: \$800,000
- Budget remaining: **\$0**
- Expenditure Breakdown:
 - Secretary of the Senate: \$353,092.00
 - Chief Clerk of the House: \$453,088.00
 - Leg Admin: \$69,678.80
- Replaced outdated, unsupported system
- Greatly enhanced display quality
- Increased functionality
- Full-color images and video
- House names now fit when voting



Current POP Project Status

POPs Update

PRJ022 Capitol Wi-Fi Replacement

- Status: Galleria, Wings, Chambers Complete
- Total Budgeted: \$700,821.00
- Budget Remaining: **\$352,435 / 50%**
- Pending CAMS 3:
 - 1938 Building infrastructure
 - WiFi6

PRJ023 Chamber Camera Replacement

- Status: Complete
- Total Budgeted: \$300,000
- Budget Remaining: **\$37,863 / 13%**
- Modernized cameras & support infrastructure
- High Definition
- Additional camera in Senate Chamber
- New character generator
- Now shows who is speaking

PRJ024 ADA Accommodation Technology & Service Improvements

- Status: Implemented; improvements continues
- Total Budgeted: \$300,000
- Budget Remaining: **\$59,276 / 20%**
- Listen Everywhere for assistive listening & language translation
- Dedicated cameras for in-person ASL
- Hybrid Committee Rooms for remote ASL
- Pending:
 - AI proof of concept



Current State – 2022 Interim Focus

Technology Introductions & Enhancements

- Hearing Rooms
 - Accommodate Hybrid Meetings
 - Multimedia equipment in Hearing Rooms & Chambers
- ADA - Technology Enhancements
 - Dedicated camera in Hearing Rooms for ASL interpreter
 - Assistive Listening for Committee Hearings & Chamber Sessions
 - Spoken Language Interpretation for Committee Meetings
- OLIS
 - Feature to Co-Sponsor Bills
 - Public Testimony Updates
 - Public Testimony Registration/Sign-up
- LCIS Website Modernization
- DEI Website Creation
- Enhanced Cybersecurity



Current State – Video Streaming

Media Team Update

Since January 1st



Impressions

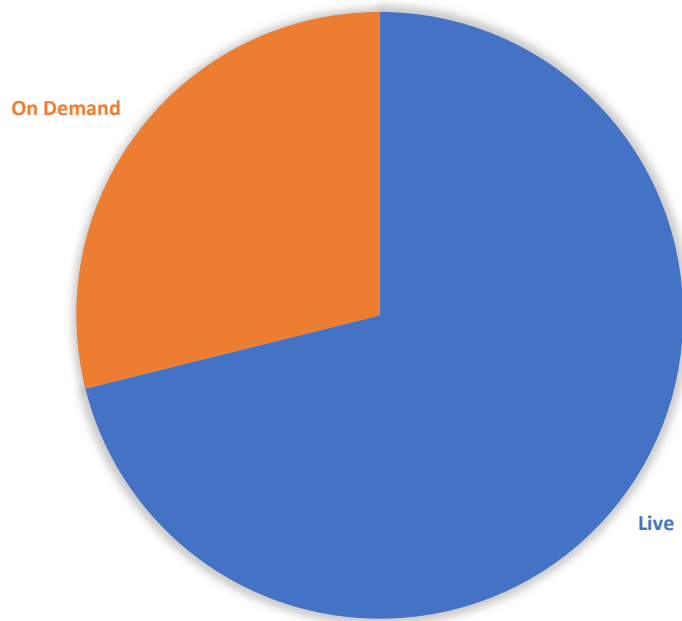
United States	345,446
Canada	613
Ireland	53
Germany	19
Mexico	11
China	7
Bahamas	6
Bermuda	4
Singapore	4
United Kingdom	3



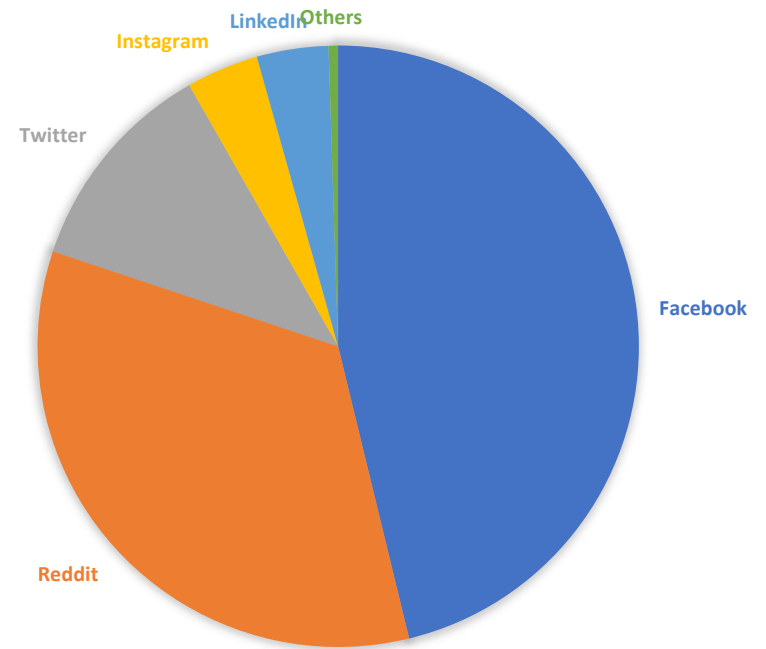
Current State – Video Streaming

Media Team Update

Live Vs On Demand



Social Referrers



Challenges & Focus

Existing Challenges

Supporting Platforms for Custom Applications

The platforms and languages on which our custom applications reside are either outpacing our ability to upgrade our code to maintain support, or the technologies are being sunset in favor of new solutions. COVID forced us to create new applications. Now we are enhancing the new applications.

Custom applications include: Fiscal & Revenue Impact Statements (FIS/RIS), DESKS, Staff Measure Summary (SMS), CASS, Bill Drafting System, Public uploads, & OLIS

Completed Large Projects

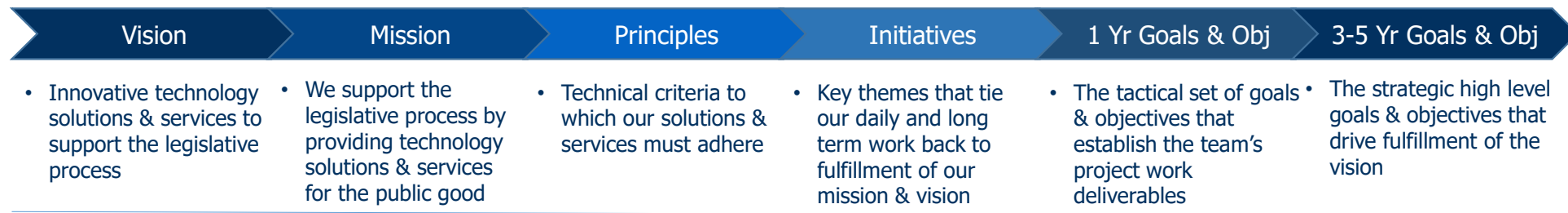
- ✓ Document Publishing & Management System (DPMS)
 - ✓ Build Phase 75% Complete with EY (Tallan) Inc. & Xcential Corp.
 - ✓ Test Phase begins in June 2023
 - ✓ Scope, schedule, budget, quality, all "green" per Hittner QA reports
- ✓ Public Testimony: Registration & Written Testimony Submission
- ✓ Chamber Updates: Displays & Camera System
- ✓ Wi-Fi System Replacement for the Wings

2023-2024 Project Focus

- Maintain current custom applications
 - Remediate break/fix issues
 - Collect enhancement requests
- Replace aging infrastructure
 - Server equipment
 - Network equipment
 - Enterprise Backup software update/refresh
- Document Publishing & Management System (DPMS)
 - Complete Build Phase (June 2023)
 - Complete the Test Phase (2024)
 - Implement (2024)
 - Run Parallel with Legacy System for the 2024 Short Session
- Wi-Fi
 - Complete installation of Access points in the 1938 building
- CAMS3
 - Plan and implement technology relocation to the Concourse level
 - New datacenter
 - New Media control room



Strategy



Vision Imperatives	Principles	Initiatives
<p>Technology solutions that are:</p> <ul style="list-style-type: none"> <u>Resilient</u> – secure solutions that are disaster recovery enabled <u>Integrated</u> – technologies that operate in a seamless manner <u>Scalable</u> – grow or contract based upon demand <u>Enabling</u> – solutions that enhance productivity, efficiency, and flexible <u>Supportable</u> – all technologies remain within 2 major releases (n-2) 	<ul style="list-style-type: none"> <u>Fit for purpose</u> – the right tool for the job <u>Simplicity</u> – Solutions that are elegant <u>Reuse > buy > build</u> – custom built solutions should be the last option <u>Controlled technical diversity</u> – less is more <u>Customer centricity</u> – partnership with the community to deliver the best solution <u>Compliance with laws & regulations</u> 	<ul style="list-style-type: none"> Improve IS' capability for the deployment of significant application changes Provide enhanced organizational services Modernize the infrastructure, addressing unsupported components Improve processes essential for the effective modernization of the application portfolio Increase accessibility



Appendix



Chief Information Officer



Document Publishing and Management System (DPMS) Project



DPMS – Overview

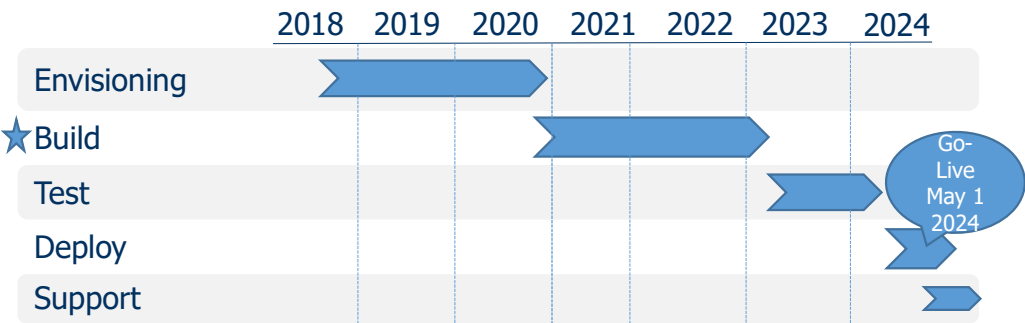
Problem Statement

- Legislative Counsel needs an integrated modern solution to replace the Oracle LC Docket and Mainframe systems they use today
- The legacy systems have served LC well for many years but are out-of-support life and need to be replaced
- The new system will need to be supportable, resilient, and integrated with the rest of the technology stack

Current State

Need	Challenge
Supportability	<ul style="list-style-type: none">• Diminished pool of knowledgeable Oracle forms and IBM mainframe resources
Integration	<ul style="list-style-type: none">• Bolt-on software reaching end of support with no upgrade path• Lack of seamless integration between systems that support the legislative process
Resiliency	<ul style="list-style-type: none">• Current silo legacy systems lack a robust disaster recovery solution

High-Level Timeline



Project Goals

- 1 Replace LC's legacy mainframe and Oracle systems with a single integrated system.
- 2 Exceed the overall performance of the legacy systems, reduce paper in LC processes, and interface more effectively with other legislative systems within project scope, schedule, and budget (\$14.3 m)
- 3 Create an extension of DPMS, the Request Portal, for submission and management of all work requests to LC
- 4 DPMS is the first of a series of I.T. projects to modernize our systems (OLIS Transformation Program)

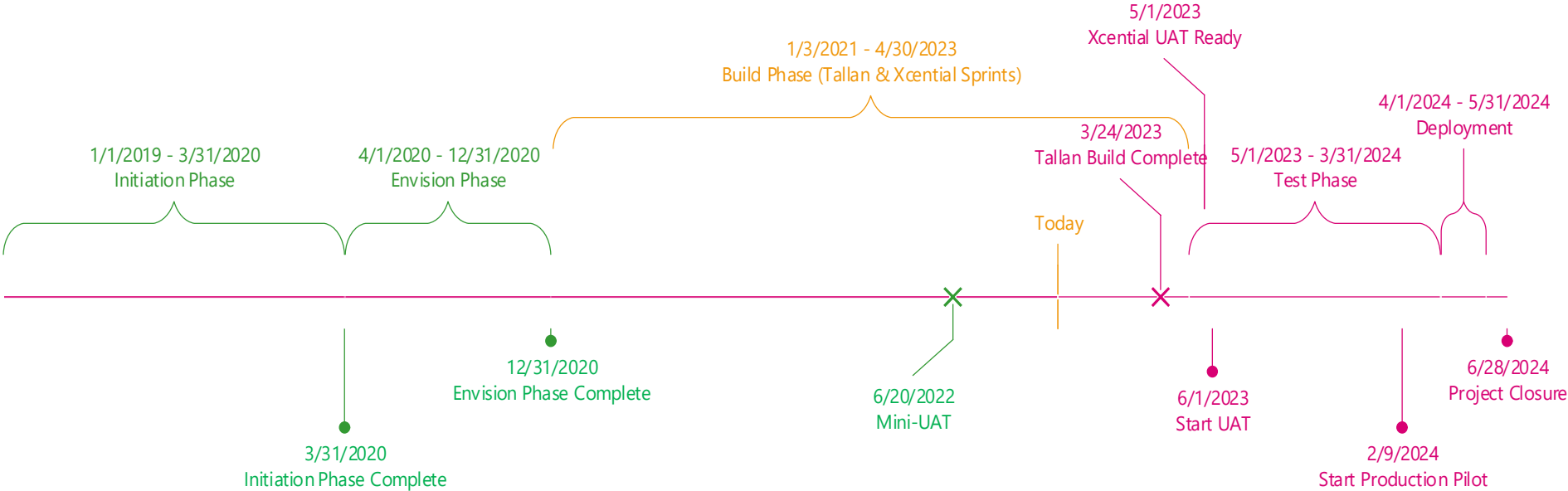


DPMS Project – Current State

- LC staff have participated in two “Mini-User Acceptance Tests” of system functionality:
 - LC testers provided very positive feedback on the system’s usability/ease of use, functional performance, and functional scope (e.g., the system contains all the required functionality).
- Project recently completed its tenth quarterly quality assurance review with our independent Quality Assurance consultant Hittner & Associates:
 - Project continues to operate within scope, schedule, and budget, and is meeting quality expectations
 - As with the previous ten quarterly reports, overall project health continues to be rated by Hittner as “green”, with low overall risk and a risk trend that is stable or decreasing
- Build Phase is progressing on schedule with our prime vendors and should be completed by close of June 2023:
 - Tallan has completed 28 build sprints and 5 QA sprints.
 - Xcential has completed 22 build sprints including QA reviews
- The project Test phase will start in June 2023 and run through the 2024 session
 - User Acceptance Testing: June – November 2023
 - Deploy to production environment: December 2023 – January 2024
 - Production Parallel Testing: 2024 Session (LC will run a subset of its 2024 session work through DPMS for testing purposes. DPMS will not be LC’s production system for the 2024 session, but will be by Spring 2024)



DPMS – Milestone Timeline



Green = Completed Work
Yellow = Work In Progress
Red = Future Work