



**Wisconsin Department of Justice**

**Information Technology Plan**

**Fiscal Year 2017**

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## I. Top Five IT Goals

The Department's key IT objectives for the year include providing adequate support for the following department initiatives:

- Continue efforts toward refinement and implementation of an IT Governance Model that promotes accountability, communication and collaboration within DOJ.
- Continue to modernize both production and development infrastructure supporting key business applications to provide the DOJ with scalable, reliable, and secure information technology that is managed to defined service levels. Continue to position the DOJ to shop the marketplace for future service needs.
- Criminal History Repository Redesign to provide scalability, optimize performance, simplify maintenance to reduce impact of changes to customers, provide the ability to accommodate new functionality such as the Electronic Biometric Transmission Standard for fingerprints and Rap-Back.
- Enhance the e-discovery and document management capabilities of the Division of Criminal Investigation and their partners, as well as the Division of Legal Services to ensure compliance with discovery obligations are met.
- Focus on information and data security, establishing and ensuring agency compliance with the highest practical security standards including all CJIS requirements for criminal justice applications and data.

## II. Agency Projects

The DOJ's current active project portfolio consists of 20 active business unit initiatives that are scheduled for completion prior to June 30, 2017. The project that meets the stated criteria is listed below.

### A. Data Center Modernization

B. Project Name: Data Center Modernization			
C. Project Type: <input type="checkbox"/> New FY17 <input checked="" type="checkbox"/> Ongoing (This project is the continuation of the FY16 Data Center Modernization effort).			
D. Project Description: As part of a comprehensive technology infrastructure architecture effort, the Wisconsin Department of Justice (DOJ) is deploying two new data centers and corresponding technology infrastructure via data center collocation providers to leverage professionally delivered data center services as a replacement for the ongoing operation of an internal data center.			
E. Project Schedule	Start: 07/15/2014	Expected Completion: 6/30/17	
F. Application Platform:	<input type="checkbox"/> Mainframe	<input checked="" type="checkbox"/> Windows Multi-Tier	<input checked="" type="checkbox"/> Client-Server
	<input checked="" type="checkbox"/> Web Internet	<input checked="" type="checkbox"/> Web Intranet	<input checked="" type="checkbox"/> Physical
	<input checked="" type="checkbox"/> Consolidated	<input checked="" type="checkbox"/> Co-located	<input checked="" type="checkbox"/> Virtual
G. Application Type:	<input checked="" type="checkbox"/> State Developed	<input checked="" type="checkbox"/> SaaS	<input type="checkbox"/> Transfer
	<input checked="" type="checkbox"/> COTS	<input checked="" type="checkbox"/> Vendor Managed/hosted	<input type="checkbox"/> Other (specify) _____
H. Technical Architecture Components: RDBMS, Compute, Storage, Telecommunications, Network			
I. Estimated Total Project Hours:		8a.) Estimated Total Project Cost: \$8.95 million + labor	
J. Related Projects and Dependencies: None			
K. Project Sponsorship and Funding <i>(please complete the information below)</i>			
Executive Sponsor: Bonnie Cyganek		Division: Division of Management Services	
Business Sponsor: Brad Schimel		Division: Office of Attorney General	
Senior Project Manager:		IT Authority: Igor Steinberg	
Is Full Funding for Project Approved/Secured? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
Funding Source for the Project: <input type="checkbox"/> GPR \$1,000,000+ <input checked="" type="checkbox"/> PR + AG Discretionary			
\$_8.95 million_ <input type="checkbox"/> SEG \$ _____			
<input type="checkbox"/> FED \$ _____			
L. Issues that may influence successful execution of the project:			

### III. Potential Agency Projects

IT Infrastructure Projects or Expenditures – Describe any projects or anticipated expenditures over \$100,000 related to augmenting IT infrastructure (e.g., hardware, servers, storage, networking components, security, backup and disaster recovery), if these projects have not already been described in sections IV or V above. Use the same abbreviated format as in section V.

#### A. eDiscovery

Potential Project Name:	eDiscovery
Description:	Address e-discovery and document management necessary to ensure legal compliance with discovery obligations, to enable the efficient and productive use of legal staff time, and to allow Wisconsin to take a more active role in multi-state legislation.
Anticipated Total Cost:	TBD
Resourcing:	TBD

#### B. Automated Fingerprint Identification System (AFIS) Upgrade

Potential Project Name:	Automated Fingerprint Identification System (AFIS) Upgrade
Description:	AFIS is a critical component of the Wisconsin criminal history repository. Major upgrades to AFIS occurred in 2003 and 2010, and DOJ is currently facing a need to upgrade once again. In addition to increasing storage size, an upgrade will offer additional functionality, support the latest Next Generation Identification (NGI) specifications and the latest FBI Electronic Biometric Standards (EBTS), and will allow local law enforcement to search the FBI's Repository of Individuals of Special Concern (RISC).
Anticipated Total Cost:	TBD
Resourcing:	TBD

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**C. Portal XL Upgrade**

Potential Project Name:	Portal XL Upgrade
Description:	PSPortal Inc.'s Portal 100 software provides law enforcement agencies with fully functional TIME system workstations, but does not and will not support Windows 10 or other new computer operating systems. An upgrade to PSPortal's latest software will replace the Portal 100 software with Portal XL.
Anticipated Total Cost:	TBD
Resourcing:	TBD

**D. Law Enforcement User Center**

Potential Project Name:	Law Enforcement User Center
Description:	The Wisconsin DOJ provides a large number of services to state law enforcement, through an array of systems and interfaces including TIME and eTIME, Portal 100, TRAIN, WIJIS, WILENET and more. These systems require authentication as law enforcement and provide different but sometimes overlapping information. The Law Enforcement User Center effort is intended to create a portal that delivers to individual authenticated law enforcement users the specific information they need, when they need it, on whatever device might be available.
Anticipated Total Cost:	TBD
Resourcing:	TBD

**IV. IT Infrastructure Projects or Expenditures**

**A. End User Compute Refresh Project**

Potential Project Name:	End User Computing Refresh
Description:	Refresh/replace DOJ's aging client computing equipment (PCs, laptops, etc.). While we expect that the virtual desktop (VDI) project (see below) will significantly reduce the need for desktop refresh, laptop refresh will still be necessary—although many will be displaced by new iPad Pro tablets. This project will also include purchase and implementation of the appropriate software licensing and support for products not already covered by DOJ's Office 365 Subscription and Microsoft Enterprise Agreement.
Anticipated Total Cost:	TBD
Resourcing:	TBD

**B. VDI**

Potential Project Name:	Virtual Desktop Infrastructure
Description:	<p>The virtual desktop infrastructure is a planned component of the DOJ's IT modernization program</p> <p>The current remote access tool (Citrix) is both slow and functionally limited. Applications available on Citrix do not behave consistently with the same application on a PC. In addition individuals moving between workstations or devices on DOJ business must maintain multiple desktops, resulting in redundant efforts, applications and software licenses. Virtual desktops will be made available to all DOJ employees, and the same desktop will be available externally from any device. This will enable DOJ personnel to work from anywhere with a suitable internet connection as if they were actually in the office.</p>
Anticipated Total Cost:	\$515,000

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Resourcing:	TBD
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**C. O365**

Potential Project Name:	<b>Office 365 Rollout</b>
Description:	DOJ is migrating staff mailboxes to Exchange online and Skype for Business for Office 365 in conjunction with the virtual desktop deployment. Additionally, DOJ is investing the potential use of OneDrive.
Anticipated Total Cost:	TBD
Resourcing:	TBD

**V. IT Infrastructure Projects or Expenditures**

See above.

**VI. Office 365 Migration Plan**

The Department of Justice is migrating to Exchange Online and Skype for Business for Office 365 in conjunction with our virtual desktop rollout. Office 365 email spam filtration was deployed last year. Remote access to virtual desktops leverages multi-factor authentication service included in the Office 365 Enterprise Mobility Suite. Evaluation of the deployment of other Office 365 services will be performed in FY17 in anticipation of potential rollout.

**VII. Voice over Internet Protocol (VoIP) Plan**

The Department of Justice plans to pilot Office 365 voice service when it becomes available in Microsoft’s Government Cloud prior to making a VOIP commitment. AT&T’s voice conferencing service—with integration to Office 365 Skype for Business—is included with the DOJ virtual desktop.

**VIII. Response removed for Web publishing purposes.**

**IX. Portfolio Assessment**

The Department of Justice plans to conduct a portfolio assessment as part of the data center application migration strategy.

## **X. Additional Issues/Activities**

Legislative changes that require completion of additional projects in fiscal 2017 may result in shifting project priorities and resources.

DOJ BCS's talented workforce remains its greatest resource. There are a number of skills that are critical to the agency's ability to operate effectively and efficiently and to execute the agency's business functions and fulfill its legislative mandates. These critical skills include those in the areas of customer service, contract management, negotiations, government accounting, vendor management, data center operations management and consolidation, and business operations.

DOJ BCS has been fortunate to attract a workforce that possesses the skills necessary to fulfill the agency's mission, a dedication to serving the citizens of Wisconsin, and the knowledge and creativity to push the boundaries to find solutions that work.

### **A. Expected Workforce Changes**

Changing needs in the workforce include:

- training of staff to integrate new technologies into current processes
- inclusion of contract management and negotiations skills in professional and management staff
- cross-training of employees in critical functions
- need for mobile workforce

### **B. Future Workforce Skills Needed**

To meet the agency's goals and objectives over the next few years, the following competencies, in addition to the critical skills listed previously, are essential:

- advanced technical skill sets (programming, database administration, data design)
- advanced contract management and negotiation skills
- advanced data center operations management and consolidation skills
- advanced business analysis skills

### **C. Workforce Retention**

The increased complexity of supporting the "current state" while we move forward with modernization efforts has stretched resources at DOJ to the point that even small reductions or delays can have a significant negative impact. The additional budget constraints will further exacerbate this problem and significantly impact staff retention challenges.