

Government Accountability Board

FY17 Agency Strategic Direction

I. Overview of Agency and Key Agency Business Drivers

Agency

The Wisconsin Government Accountability Board (G.A.B.) is charged with oversight of Wisconsin's campaign finance, elections, ethics, and lobbying laws.

The G.A.B. is comprised of six former judges, who are nominated by a panel of four Wisconsin Appeals Court judges, and who are appointed by the Governor and confirmed by the Senate. The six board members serve staggered six-year terms; one member's term expires each year. Wisconsin Statutes require both Board members and staff to be non-partisan.

Most G.A.B. staff is organized into two divisions, Ethics & Accountability and Elections, both of which are led by division administrators who report to the Director and General Counsel. Administrative and financial services staff serve the entire agency under the direction of the Chief Administrative Officer.

Beginning in FY17, the G.A.B. will be dismantled and separated in two separate Commissions, the Elections Commission and the Ethics Commission as required by 2015 WI Act 118. Each new Commission will have new members and will be the responsible entity for making important decisions regarding IT direction. Therefore, at the time of writing this IT Strategic Plan, there is a level of uncertainty for staff regarding the direction of IT priorities for both Commissions. Additionally, the Shared Services Pilot Proposals adopted by the Governor in the current biennial budget which could place all agency IT resources under the direction of the Department of Administration would have a significant impact on IT planning, should the pilot proposal gain traction.

Business Drivers

The Government Accountability Board (G.A.B.) will use technology as a tool to continue to improve efficiencies for local election officials, lobbyists and lobbying organizations, political committees, state public officials, and G.A.B. staff. The G.A.B. is committed to using technology in an effort to reduce costs, automate business processes to make program areas more usable and intuitive, and building confidence and transparency in all G.A.B. business practices.

Technology Vision

The G.A.B.'s top IT goals are:

- 1) Focus on utilizing technology to reduce operating costs
- 2) Integrate related applications to reduce redundancies
- 3) Agency managed IT prioritization

Build Technology Solutions

Many G.A.B. responsibilities exist in a data driven environment. Collecting election statistics and voter participation data, conducting polling place accessibility audits, validating voter data with DOT, DOC, and DHS data sources, and managing reporting requirements of lobbyists, lobbying organizations, candidate and other political committees, and state public officials are all examples of business processes which rely heavily on data management technology. The state voter registration system (WisVote) is a state election management tool that assists in all aspects of the election administration process. The G.A.B. deployed the WisVote high-profile IT project on-time and under budget utilizing Microsoft Dynamics CRM, a proven platform that has enabled the G.A.B. to build a secure and customizable environment for elections management. MS Dynamics CRM has provided G.A.B. the ability to manage user security, communicate with local election officials, mine data, leverage GIS technology, and tailor solutions that meet business needs. MS Dynamics CRM offers an enterprise level tool that is highly configurable and during FY 17 the Elections team will focus efforts on incorporating standalone applications under the WisVote umbrella. The Ethics & Accountability Division anticipates making significant revisions to the Campaign Finance Information System due to 2015 WI Act 117.

Infrastructure Management

It is critical that G.A.B. host all solutions in an environment that provides the greatest value to the agency and its partners and customers. This includes secure access to data, user authentication, software change management, and system performance during critical election, registration, and filing deadlines.

II. Technology Team- Agency IT Budget

The G.A.B. has built a Technology Team with the following business drivers:

- Business Process Automation and Workflow Development
- Business Intelligence – Data Requests, Management Reporting, Dashboard Design, etc.
- Project Management for Technical Initiatives
- Infrastructure Management
- Software Architecture/Development
- Technology Vendor Management and Procurement
- Technology Training
- Service Desk

The scope of the technology team will be to continue the management of all G.A.B. technology assets and projects. That includes support for the Elections and the Ethics & Accountability Divisions.

The IT team will continue to work closely with DOA to facilitate standard software development and technology procurement methods and policies. This team will leverage market pricing to manage overall technology costs in infrastructure and resources.

The G.A.B.'s IT efforts for the Elections Division are funded primarily through federal funds received through the Help America Vote Act (2002) and Federal Voting Assistance Program EASE grant, while the Ethics & Accountability Division is funded by General Purpose Revenue funds and revenue generated through the Division's Lobbying program. The G.A.B. has dedicated \$1,312,743 for FY17 IT program and contractor staff, with \$1,026,743 dedicated for Elections Division IT program staff and contractors. The Ethics & Accountability Division anticipates expending \$286,000 on IT contractors.

III. Agency Projects

1) Project Name: Elections Results (CRS) and Data (WEDCS) Incorporation into WisVote			
2) Project Type: <input checked="" type="checkbox"/> New FY17 <input type="checkbox"/> Ongoing			
3) Project Description: The G.A.B.'s elections division recently completed the modernization of the Statewide Voter Registration System, a high-profile IT project using Microsoft Dynamics CRM as the platform. In order to provide for more effective and efficient statutory required official election results certification and official election participation data, these currently stand-alone applications will be integrated into WisVote. Official election results for federal and state candidates are currently reported at the G.A.B. managed application called the Canvass Reporting System (CRS), and election data and statistics are currently reported at the G.A.B. managed application called the WI Election Data Collection System (WEDCS).			
4) Project Schedule	Start: 3 rd Qtr FY 17	Completion: December 31, 2017	
5) Application Platform:	<input type="checkbox"/> Mainframe	<input type="checkbox"/> Windows Multi-Tier	<input type="checkbox"/> Client-Server
	<input checked="" type="checkbox"/> Web Internet	<input type="checkbox"/> Web Intranet	<input type="checkbox"/> Physical
	<input type="checkbox"/> Consolidated	<input type="checkbox"/> Co-located	<input checked="" type="checkbox"/> Virtual
6) Application Type:	<input checked="" type="checkbox"/> State Developed	<input type="checkbox"/> SaaS	<input type="checkbox"/> Transfer
	<input type="checkbox"/> COTS	<input type="checkbox"/> Vendor Managed/hosted	<input type="checkbox"/> Other (specify) _____
7) Technical Architecture Components: Microsoft Dynamics CRM, Microsoft SQL Server, Microsoft SQL Server Reporting Services, Bing/Google Maps.			
8) Estimated Total Project Hours:		8a.) Estimated Total Project Cost:	
9) Related Projects and Dependencies: None.			
10) Is this a High-Profile Project? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes (If Yes, complete information below.)			
Executive Sponsor:		Division:	
Business Sponsor:		Division:	
Senior Project Manager:		IT Authority:	
Is Full Funding for Project Approved/Secured? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Funding Source for the Project: <input type="checkbox"/> GPR \$ _____ <input type="checkbox"/> PR \$ _____ <input type="checkbox"/> SEG \$ _____			
<input type="checkbox"/> FED \$ _H251_			
11) Issues that may influence successful execution of the project: Successful execution of the Modernization project relies on continuing participation by the individual contractors on the Technology Team as well as program staff. Maintaining continuity of the Technology Team is an ongoing challenge that impacts all agency IT projects. In addition the agency is subject to circumstances and events outside of its control which may require re-prioritization of agency resources and assignments.			

1) Project Name: Act 261 Implementation: Online Voter Registration / ERIC			
2) Project Type: <input checked="" type="checkbox"/> New FY17 <input type="checkbox"/> Ongoing			
3) Project Description: 2015 WI Act 261 requires the G.A.B.'s elections division to facilitate online voter registration for eligible WI voters. This Act requires the G.A.B. to integrate with the WI Department of Transportation to validate in real time, name, personal identifiable information and address. Elections Division Staff plans on modifying the existing MyVote.wi.gov voter geared website to allow voters to update voter information completely online and interface directly with WisVote for election management. Cost projections below are taken from the fiscal estimate for online voter registration. Additionally, Act 261 requires WI to join ERIC, the Electronic Registration Information Center, which will require facilitating data sharing between G.A.B., DOT and the ERIC team.			
4) Project Schedule	Start: 1st Qtr FY 17	Completion: December 31, 2016	
5) Application Platform:	<input type="checkbox"/> Mainframe	<input type="checkbox"/> Windows Multi-Tier	<input type="checkbox"/> Client-Server
	<input checked="" type="checkbox"/> Web Internet	<input type="checkbox"/> Web Intranet	<input type="checkbox"/> Physical
	<input type="checkbox"/> Consolidated	<input type="checkbox"/> Co-located	<input checked="" type="checkbox"/> Virtual
6) Application Type:	<input checked="" type="checkbox"/> State Developed	<input type="checkbox"/> SaaS	<input type="checkbox"/> Transfer
	<input type="checkbox"/> COTS	<input type="checkbox"/> Vendor Managed/hosted	<input type="checkbox"/> Other (specify) _____
7) Technical Architecture Components: Microsoft Dynamics CRM, Microsoft SQL Server, Microsoft SQL Server Reporting Services, Bing/Google Maps.			
8) Estimated Total Project Hours: 680		8a.) Estimated Total Project Cost: \$53,400	
9) Related Projects and Dependencies: None.			
10) Is this a High-Profile Project? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes (If Yes, complete information below.)			
Executive Sponsor:		Division:	
Business Sponsor:		Division:	
Senior Project Manager:		IT Authority:	
Is Full Funding for Project Approved/Secured? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Funding Source for the Project: <input type="checkbox"/> GPR \$ _____ <input type="checkbox"/> PR \$ _____ <input type="checkbox"/> SEG \$ _____			
<input type="checkbox"/> FED \$ _H251__			
11) Issues that may influence successful execution of the project: Maintaining continuity of the Technology Team is an ongoing challenge that impacts all agency IT projects. In addition the agency is subject to circumstances and events outside of its control which may require re-prioritization of agency resources and assignments.			

1) Project Name: 2015 WI Act 117- Changes to the Campaign Finance Information System (CFIS)			
2) Project Type: <input checked="" type="checkbox"/> New FY17 <input type="checkbox"/> Ongoing			
3) Project Description: 2015 WI Act 117 will require significant modifications to the existing Campaign Finance Information System			
4) Project Schedule	Start: Ongoing	Completion: July 2016	
5) Application Platform:	<input type="checkbox"/> Mainframe	<input type="checkbox"/> Windows Multi-Tier	<input type="checkbox"/> Client-Server
	<input checked="" type="checkbox"/> Web Internet	<input type="checkbox"/> Web Intranet	<input type="checkbox"/> Physical
	<input type="checkbox"/> Consolidated	<input type="checkbox"/> Co-located	<input checked="" type="checkbox"/> Virtual
6) Application Type:	<input type="checkbox"/> State Developed	<input type="checkbox"/> SaaS	<input type="checkbox"/> Transfer
	<input type="checkbox"/> COTS	<input checked="" type="checkbox"/> Vendor Managed/hosted	<input type="checkbox"/> Other (specify) _____
7) Technical Architecture Components: Microsoft ASP.Net, Microsoft SQL Server, and Microsoft SQL Server Reporting Services			
8) Estimated Total Project Hours:		8a.) Estimated Total Project Cost: \$77,000	
9) Related Projects and Dependencies:			
10) Is this a High-Profile Project? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes (If Yes, complete information below.)			
Executive Sponsor:		Division:	
Business Sponsor:		Division: Ethics & Accountability Division	
Senior Project Manager:		IT Authority:	
Is Full Funding for Project Approved/Secured? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Funding Source for the Project: <input type="checkbox"/> GPR \$ _____ <input type="checkbox"/> PR \$ _____ <input type="checkbox"/> SEG \$ _____			
11) Issues that may influence successful execution of the project: The expected shortfall of lobbying funds is a threat to the IT resources needed to meet the demands for the Ethics & Accountability Division.			

IV. Potential Agency Projects

Elections Division

Potential Project Name:
Description:
Resourcing:

Ethics & Accountability Division

Potential Project Name: Ethics Statements of Economic Interests (SEI) Application
Description: Wisconsin State Statutes require certain public officials, candidates, and select personnel to file a statement of economic interest (SEI) with the Wisconsin Government Accountability Board (G.A.B.) or their filing officer, as applicable. The goal of this project is to modernize the process from one that is significantly reliant on paper documents and manual data entry to one that leverages available technology and enables required filers to complete this reporting requirement electronically and independent of G.A.B. staff. The project should streamline the user experience, reduce manual data entry, and facilitate shifting staff efforts from data collection to data analysis and auditing.
Resourcing: G.A.B. Ethics Development Team

V. IT Infrastructure Projects or Expenditures

G.A.B. will continue to manage its own infrastructure to support both the Ethics & Accountability and Elections Division initiatives.

MS Dynamics CRM

G.A.B. has purchased over 2,000 Client Access Licenses for using MS Dynamics CRM for WisVote users. This product has been installed in all non-production (Development (DEV) /User Acceptance Testing(UAT)) as well as production environments.

SharePoint 2013

G.A.B. plans on utilizing SharePoint 2013 ideally through enterprise options. G.A.B. is currently using SharePoint 2010. SharePoint technologies have improved internal communication processes for document management, and are being used to build public facing sites to search for information online, such as Badger Voters. Using the most recent version of SharePoint will allow the Technology Team and G.A.B. staff to take advantage of updated benefits, such as the simplified user experience.

VI. Issues

The G.A.B. is heavily reliant on Information Technology (IT) to effectively serve the public. The agency is charged by statute with delivery of information to key stakeholders in the areas of elections and government accountability. A major part of the Board's statutory responsibilities is the oversight of elections through assisting local clerks in the effective administration of elections by maintaining and managing a statewide database of eligible voters, making information available to voters concerning voting districts, tabulating information about polling place accessibility, and compiling election results. The Board's other major government accountability responsibilities include the collection, management, and public disclosure of information designed to provide citizens with vital information about the activities of their government. The information includes the economic interests of public officials and information about organizations and individuals trying to influence state government. Information Technology capacity is crucial to the agency's successful fulfillment of these responsibilities.

In the past, the G.A.B. has sought IT funding on a project-by-project basis and has purchased IT solutions from vendor companies. These projects have included the Statewide Voter Registration System ("SVRS") and the Campaign Finance Information System ("CFIS"). Such projects have been expensive (\$9.3+ million for SVRS and \$2+ million for CFIS) and have not always met the agency's expectations for success. Moreover, it is expensive to maintain such systems and money granted for maintenance generally has not been sufficient to last for the life expectancy of the application.

The G.A.B. has allocated a mix of federal, program revenue and GPR funds to create an IT resource pool within the agency to support oversight of the State's campaign finance, contract sunshine, elections, ethics and lobbying laws. By reconfiguring existing levels of IT resources the G.A.B. builds and maintains IT applications more efficiently and effectively and provides better service to our customers.

Election Division IT projects have been led by the IT contractors that report directly to Elections Supervisor Ross Hein. Elections Supervisor Hein was assigned by Director and General Counsel Kevin

Kennedy to manage all aspects of the agency's IT initiatives within the Elections Division. This has led to a more collaborative, communicative IT approach and program staff are now more involved with IT maintenance and program development than previously. Processes have been formulated that ensure that all IT project requests are documented and prioritized appropriately. This approach has been highly successful in enhancing communication between program staff and IT contractors, more efficiently developing IT projects as program needs are anticipated and addressed earlier in project development, and improving accountability and direct supervision of IT projects through G.A.B. management.

The Ethics & Accountability Division has also utilized the benefits of contracted IT staff. IT Contractor Kavita Dornala has been able to move the Division's IT efforts forward, particularly the Eye on Lobbying program.

This IT approach has not resulted in the Board spending more money. Utilizing a team of IT experts that are familiar with agency priorities, programs and IT applications has significantly increased IT effectiveness and efficiencies versus a vendor project-by-project basis. However, available federal funds are dwindling and particularly for the Election Division, the federal funds necessary to sustain IT initiatives and maintenance are projected to be completely expended by mid-2017.