



# Public Service Commission of Wisconsin

Ellen Nowak, Chairperson  
Phil Montgomery, Commissioner  
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610 North Whitney Way  
P.O. Box 7854  
Madison, WI 53707-7854

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May 10, 2016

Secretary Scott Neitzel  
Wisconsin Department of Administration  
101 East Wilson Street, 10th Floor  
Madison, WI 53703

Re: FY17 PSC IT Strategic Plan Submission

Dear Secretary Neitzel:

I am pleased to submit the Public Service Commission's Strategic Information Technology Plan for Fiscal Year 2017. The plan follows the template and instructions for completing the fiscal year 2017 agency IT strategic plan outlined in the e-mail from David Cagigal, CIO, dated February 11, 2016. We will keep you informed of any subsequent changes to the plan as the year progresses.

Should you have any questions about the plan, please contact Paul Newman, the PSC's Chief Information Officer, at 267-5112.

Sincerely,

Sarah Klein  
Division Administrator  
Division of Business and Program Management

PCN:DL:01400734

## FY17 PSC IT Strategic Plan

- I. Top Five IT Goals – Identify your agency’s top five goals/objectives for utilizing information technology in FY17, and how they serve your agency’s business needs. This response can be a high-level, one-page summary.
- 1. Enhance EDM Project.** *Continue to enhance the agency’s implementation of electronic document management by implementation of supplementary electronic processes and developing policies and processes for automation of other agency business, including updates to records management procedures and records disposal processes.*
  - 2. Enrich Customer Communication.** *Promote a high level of transparency and open government by maintaining and improving communication with customers through integration of unified messaging, presence and audio and video conferencing.*
  - 3. Increase Employee Efficiency.** *Augment productivity through the use of enhanced technology for meetings and staff collaboration by implementing Windows 10 and Office 2016, enhanced use of tablet PCs, increasing the number of technology-enhanced conference rooms and purchase of interactive devices, like the Microsoft Surface Hub, a combination electronic whiteboard and videoconferencing touchscreen.*
  - 4. Provide better Customer Information.** *Improve information for educating citizens about the agency and its processes by redesigning the agency’s web site, increasing use of communications technology, such as video conferencing, Internet broadcasting, social media and improving applications and databases for products like the Wisconsin Energy Statistics Book.*
  - 5. Automate Administrative Processes.** *Develop workflows and automated systems for internal administrative processes and integrate existing applications with new financial and human resource modules resulting from implementation of the STAR project.*

### Overview

The Public Service Commission will continue to make enhancements and improvements to our electronic document management system and paperless processes. The goals stated above are nearly identical to the previous year’s IT Strategic Plan because these are on-going efforts of the agency to improve our strategic business processes and customer interactions. This effort will continue for the foreseeable future.

The PSC’s efforts to incorporate greater use of Internet broadcasting and social media have been fairly successful and we upgraded our broadcast capabilities during FY15 and FY16. As the agency will be migrating to a new location in a period of two to three years, we will expect to add additional media capabilities in other conference rooms in that facility. We expect to begin investigating media options for the new facility over the next couple of years. Full implementation of the web conferencing and video conferencing features in Lync 2013 along with our other desktop capabilities will assure these investments are fully functional for communicating with our customers and with each other.

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As in years past, the PSC will continue several efforts to remain current with upcoming technologies, including upgrading all of our Windows 10 client machines to Office 2016, as well as a new version of our electronic document management software that will more fully integrate with Windows 10 and Office 2016. In terms of hardware, we expect to continue to upgrade the capabilities of our technology to take advantage of innovations in our on-going software and hardware applications.

In terms of applications projects, we will be concentrating on automating more of the production of the State Energy Office Wisconsin Energy Statistics Book and on developing a comprehensive database and electronic process for the Office of Commissioner of Railroads. We have just completed a major project to develop a web-based version of our Annual Report system for utilities to employ in filing their annual reports with the PSC. Some of this data will feed directly into the SEO Stats Book effort. We also will be revamping our web site to make it consistent with the state web portal and revising and enhancing some of our legacy web applications that are an integral part of our on-going electronic document processes.

- II. Agency Projects – List all of your agency’s IT projects expected to cost \$1 million or more. (\$1 million is the statutory threshold for reporting to the Legislature on IT projects, e.g., Wisconsin s.16.973(16), stats.) This includes projects that are starting, ongoing or ending anytime between July 1, 2016 and June 30, 2017. Include all types of IT projects (not just application development). You also can include IT projects expected to cost less than \$1 million that your agency views as high-visibility and/or particularly critical to serving business needs.

For each project listed for Item II, complete the table on page 4 of these instructions.

NONE

- III. Potential Agency Projects – List all potential FY17 agency IT projects that could meet the \$1 million-or-more cost threshold. These are potential projects that are in the conceptual phase, or that might be initiated in FY17 due to potential legislative changes (state or federal), or that might be dependent on securing grant funding (from a state, federal or nongovernmental organization). Note: The difference between projects listed in Item II above and Item III is that projects in Item II are currently active or scheduled projects, and Item III is for projects that are only in the conceptual or planning phases.

Provide just the following basic information for each potential project in the following table format.

Potential Project Name:
Description:
Anticipated Total Cost:
Resourcing:

*Project Name: Full name of the project (not acronyms).*

*Project Description: A few sentences providing a high-level overview of the potential project. Include the business problem being addressed.*

*Anticipated Total Cost: Same definition as 8a described on page 3.*

*Resourcing: Anticipated funding source(s).*

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NONE

- IV. 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 III or IV above. Use the same abbreviated format as in section III.

NONE

- V. Please describe your agency's plans to migrate to Office 365. A high-level paragraph or two is sufficient, but please include an expected approximate timeline for your migration.

The PSC has no immediate plans to migrate to Office 365. The PSC has been a Software Assurance customer for Microsoft products for many, many years. This entitles the agency to upgrade to the latest versions of software when they become available and when it makes business sense for us to do so. We are not big proponents of cloud technology and prefer to manage our documents and our processes in an on premise environment for now. We will be migrating to Office 2016 in April of 2016.

- VI. Please describe your agency's plans to participate in the Voice over Internet Protocol (VoIP) rollout. A high-level paragraph or two is sufficient, but please include an expected approximate timeline for your rollout.

PSC has already been operating on Voice over IP for nearly three years, with the exception of the unified messaging component. We are waiting on work from DOA/DET and AT&T to fully implement our Microsoft Lync 2013 software integration with our VOIP system. Once this is fully tested and operational, this project will be in maintenance mode.

- VII. Please describe how your agency plans to increase its security posture, including the expected approximate timelines for any specific measures or initiatives your agency is taking.

*Response removed for Web publishing purposes.*

- VIII. Please attach with this plan your agency's portfolio assessment. If the assessment is not yet completed, please indicate the status of progress toward completion of the agency portfolio assessment.

Information Technology portfolio management as a systematic discipline is more applicable to larger IT organizations; in smaller organizations its concerns might be generalized into IT planning and governance as a whole.

## **FY17 PSC IT Strategic Plan**

Consequently, the PSC has no portfolio assessment. However, we \*do\* develop project plans and prioritize our strategic IT initiatives to make best use of resources. Those projects and plans are highlighted in this summary.

- IX. Additional Issues/Activities (OPTIONAL) – Identify and explain issues or other activities not described already that are influencing, or could influence, successful execution of your agency’s IT plan and about which DOA/DET should be aware.

NONE

## FY17 PSC IT Strategic Plan

### **DETAILED COMPLETION DIRECTIONS FOR LISTED PROJECTS IN ITEM II (One table completed per project):**

- 1) Project Name: Full name of the project (not acronyms only).
- 2) Project Type: Check box designation of new FY17 project or continued from FY16 (ongoing).
- 3) Project Description: A few sentences providing a high-level overview of the project. Include the business problem being addressed.
- 4) Project Schedule: Start and completion dates, or expected start and completion dates if the project has not been initiated yet.
- 5) Application Platform: Check all that apply.
- 6) Application Type: Check all that apply.
- 7) Technical Architecture Components: Please provide information about the application and technical infrastructure components (e.g., Java Application Code Base using Oracle RDBMS, WebSphere, and Business Objects).
- 8) Estimated Total Project Hours: Report the project's total estimated staff hours, including business, technical and contractor staff. If the project analysis has not been completed yet, please supply an estimate of total project hours.
- 8a) Estimated Total Project Cost: Report the project's total estimated cost, including all direct and staff costs (business, technical and contractor staff). If the project analysis has not been completed yet, please supply an estimate of total project cost.
- 9) Related Projects and Dependencies: Report any related projects, including a description of the relationship and dependencies between the projects.
- 10) Identify project sponsors and all sources of funding and the amount: GPR – General Purpose Revenue; PR – Program Revenue; SEG – Segregated funds; FED – Federal funding. The funding sources should add up to the estimated total project cost cited in 8a.
- 11) Issues that may influence successful execution of the project. Please explain.

NOTE: If your agency adds projects during FY17 that meet the \$1 million-or-more cost threshold, and these projects were not originally included in the annual plan due March 31, 2016, please provide an update to DET as soon as possible (and minimally on a quarterly basis). IT plan updates can be sent to the DOA Agency IT Plans mailbox on the global address list ([DOAAgencyITPlans@wisconsin.gov](mailto:DOAAgencyITPlans@wisconsin.gov)). Please include the same information in the table format for those additional projects.

## FY17 PSC IT Strategic Plan

1) Project Name:			
2) Project Type: <input type="checkbox"/> New FY17 <input type="checkbox"/> Ongoing			
3) Project Description:			
4) Project Schedule	Start:	Expected Completion:	
5) Application Platform:	<input type="checkbox"/> Mainframe	<input type="checkbox"/> Web	<input type="checkbox"/> Client-Server
	<input type="checkbox"/> Physical	<input type="checkbox"/> Virtual	
6) Application Type:	<input type="checkbox"/> In-house Developed	<input type="checkbox"/> COTS	<input type="checkbox"/> SaaS
	<input type="checkbox"/> Vendor Managed/hosted	<input type="checkbox"/> Other (specify)	
7) Technical Architecture Components:			
8) Estimated Total Project Hours:		8a.) Estimated Total Project Cost:	
9) Related Projects and Dependencies:			
10) Project Sponsorship and Funding <i>(please complete the information below)</i>			
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 \$ _____	
11) Issues that may influence successful execution of the project:			

### **Table Function Tips**

#### **1. How to Check Boxes**

Double click on the checkbox to display the **Check Box Form Field Options** dialog box. Click on **Checked** and click OK to close the dialog box.

#### **2. Copying Tables** In order to enter more than one agency project, you will want to make additional copies of the project table in the template document.

- Place the cursor in the table.
- From the menu ribbon in Word 2010, select **Table Tools, Layout, Select, Select Table** to highlight the entire table.
- From the menu ribbon, select **Home, Copy**.
- Move the cursor to the spot in the document where you want to place the table. From the menu bar, select **Home, Paste** to paste the table.
- When doing this copy, you will notice that the numbers in the table cells will continue in sequence from the previous table. In order to restart the numbering for the new table, focus the cursor in the *Project Name* cell and right click to display a menu. Select **Numbering, Set Numbering Value, Set value to 1, OK**. Your copied table should now be numbered starting at 1 again.