

- SUBJECT:** DIR's standards and evaluation criteria for IR technologies
- COMMITTEE:** Technology — committee substitute recommended
- VOTE:** 5 ayes — Elkins, Button, Fallon, Gonzales, Reynolds  
0 nays
- WITNESSES:** For — Deborah Giles, SHI Government Solutions; Patrick Hogan, Texas Technology Consortium; Annie Mahoney, Texas Conservative Coalition  
Against — None  
On — Deborah Hujar and Todd Kimbriel, Department of Information Resources; Edward Seidenberg, Texas State Library and Archives Commission
- DIGEST:** CSHB 3093 would require the Department of Information Resources (DIR) to review and report on the state's use of information resources (IR) programs and technologies and to identify ways to increase efficiency and value.
- Agency coordination for technology acquisition and contracts.** CSHB 3093 would require DIR to work with the Legislative Budget Board (LBB) and quality assurance team (QAT) to develop contracting standards for the purchase and acquisition of IR technologies. DIR would have to work with state agencies to ensure that standardized contracts were deployed.
- Additional reporting requirements for DIR performance report.** CSHB 3093 would add the following elements to the statutorily required, biennial performance report on IR technology that the department publishes on November 15 preceding each regular session:
- identification of proposed major IR projects for the next fiscal biennium, including costs throughout implementation;
  - examination of major projects completed in the previous fiscal biennium, including cost effectiveness, timeliness, and other performance and assessment criteria; and

- examination of major projects two years after their completion.

Reporting on proposed major IR technology projects would have to include:

- final total cost of ownership budget data for the entire life cycle of the project, with all capital and operational costs itemized;
- the original and final actual project schedule;
- data on project progress and budget savings;
- lessons learned and performance evaluations of outside vendors and any reasons for project delays or cost increases; and
- benefits and savings generated from major technology resource projects.

**Identity management pilot program.** CSHB 3093 would create an identity management pilot program to control information about computer users that would authenticate the user identity, describe user access and authorization, and specify those allowed to access and modify data.

DIR would use available funds and cooperate with selected agencies to develop and execute the program to address the delivery, maintenance, and operation of centralized identity management technology.

The program would have to assess the costs to each agency participating in the pilot program, opportunities for other agencies' use, benefits to agencies participating based on program results, and the use by state agencies of multifactor authentication including biometric measures.

DIR would have to prepare a report on assessing the program's short-term and long-term costs, risks, benefits, and other impacts to implementing the program to other state agencies, which would be submitted to the governor, the LBB, and other state leaders by November 1, 2014.

The department could contract with one or more private providers for identity management services. The requirements for the pilot program would expire January 1, 2016.

**Department review.** DIR would have to complete a departmental review with the consultation of the QAT and the LBB. The review would examine existing statutes, procedures, data, and organizational structures to identify opportunities to increase efficiency, customer service, and

transparency.

As a part of the review DIR would have to:

- identify financial data necessary to evaluate spending from an enterprise perspective;
- review best practices from the private sector and other states;
- review existing statutes to identify inconsistencies between current law and best practices; and
- report its findings and recommendations to the governor and other legislative leaders by December 1, 2014. The review requirements would expire January 1, 2016.

CSHB 3093 would require the LBB, in consultation with DIR, to establish criteria to evaluate state agency biennial operating plans. The criteria would have to include:

- the feasibility of proposed IR technology projects;
- the plans' consistency with the state strategic plan;
- the appropriate provision of public electronic access to information;
- evidence of business process streamlining and gathering of business and technical requirements; and
- services, costs, and benefits.

**Enterprise-based strategy.** DIR would be required to develop an enterprise-based strategy, in consultation with the QAT and LBB, for IR technology in state government based on IR technology expenditure information collected from state agencies.

The strategy would have to consider the following opportunities for greater efficiency:

- developing PC replacement policies for the state, including alternative models for PC use that are less dependent on traditional computing;
- pursuing shared services initiatives across functional areas, including e-mail, telephony, and data storage;
- pursuing pilot programs to identify opportunities to achieve operational efficiencies;
- developing data storage, retention, and digital repository policies with the state auditor, state records administrator, and the Texas

State Library and Archives Commission;

- reviewing existing software maintenance contracts to identify opportunities to renegotiate the price of contracts or the level of service; and
- partnering with private providers for commonly used IR technologies.

A division or subdivision of the legislative branch could coordinate with and participate in shared service initiatives, pilot programs, and the development of the strategy where appropriate.

The department, QAT, and LBB would work with state agencies to improve the acquisition and delivery of IR technologies products and services.

The bill would take effect September 1, 2013.

**SUPPORTERS  
SAY:**

CSHB 3093 would assess and measure current IR technologies used in state government and identify opportunities to increase efficiency, customer service, and transparency. Currently there are not concrete criteria or an accurate inventory of IR technologies used to evaluate the state's efficiency in deploying a wide variety of services across agencies. The bill would give DIR the tools and direction necessary to survey, evaluate, and plan for the future, which ultimately would save the state money.

The bill would direct DIR to work with other agencies to develop an enterprise-based strategy throughout government and an identity management pilot program. Currently, agencies are responsible for developing their own identity management pilot programs, and the bill would increase efficiency and security by procuring a universal plan that would work well for all agencies. While there would be challenges to create programs that would accommodate individual agency and third-party requirements, the bill would give DIR the flexibility to work with each interested agency to address valid differences.

**OPPONENTS  
SAY:**

Each agency has its own distinct identity management challenges. CSHB 3093 could create a universal plan that did not work well for every affected agency.

NOTES:

The author plans to offer a floor amendment that would amend CSHB 3093 as follows:

- DIR would cooperate with the Information Technology Council for Higher Education (ITCHE) in the development of an identity management pilot program;
- language describing the identity management pilot program as “centralized” would be struck from the bill;
- language describing the providers of identity management services as “private” would be struck from the bill;
- the department review would be conducted with the LBB and ITCHE; and
- the establishment of evaluation criteria for the biennial operating plans would include the ITCHE with DIR and the LBB.