

**MANAGEMENT INFORMATION SYSTEMS:** Consistent with Department’s strategic priorities, the Office of Management Information Systems (MIS) was formed to improve coordination among divisions and programs allowing for enhanced tracking of program outputs, and increased information exchange with applicants, consultants, and numerous stakeholders. In order to achieve these goals, MIS strives to improve development of information systems, reduce barriers to information sharing, and optimize the use of information technology (IT) resources. MIS is also responsible for the overall planning, evaluation, and implementation of information systems within the Department and provides technical assistance to users of the systems utilized by the Department.

**Goal: Open & Effective Government**

<b>STRATEGIES</b>	<b>ACTIVITIES</b>	<b>PERFORMANCE MEASURES</b>
#. <b>Streamlining Processes</b>	Permit Process Tracking Information System (PPTIS) Implementation	<ul style="list-style-type: none"> <li>▪ DEM staff training (ongoing)</li> <li>▪ Oracle/PPTIS Development Environment Setup (Initiate 1<sup>st</sup> Quarter 2002, complete 2<sup>nd</sup> Quarter 2002)</li> <li>▪ OWM Implementation (2nd Quarter 2002 completion)</li> <li>▪ OWR (ISDS/Wetlands) Implementation. (3rd Quarter 2002 completion)</li> <li>▪ OWR (Remaining programs) Implementation. (4<sup>th</sup> Quarter 2002 completion)</li> <li>▪ System Enhancements and Engineering changes (ongoing)</li> <li>▪ System hardware support and maintenance (ongoing)</li> <li>▪ MIS Staff Oracle Training (Ongoing)</li> </ul>

STRATEGIES	ACTIVITIES	PERFORMANCE MEASURES
	One Stop Grant Implementation	<ul style="list-style-type: none"> <li>▪ Develop Request for Proposals for consultant. (1<sup>st</sup> Quarter 2002)</li> <li>▪ Develop 120 Day Plan (3<sup>rd</sup> Quarter 2002 completion)</li> <li>▪ Initiate Analysis of OCI business processes. (4<sup>th</sup> Quarter 2002)</li> <li>▪ OCI Design completion. (1st Quarter 2003)</li> <li>▪ OCI Module Programming and testing (3rd Quarter 2003 completion)</li> <li>▪ Initiate implementation of OCI module. (4th Quarter 2003)</li> <li>▪ Environmental Data Monitoring Project – Initiate evaluation of requirements for Air and Water. (1<sup>st</sup> Quarter 2003)</li> <li>▪ Develop recommendations for integration of Monitoring Project into PPTIS for the Offices of Air and Water. (3<sup>rd</sup> Quarter 2003)</li> </ul>
	Environmental Data Monitoring - Evaluation and Implementation	<ul style="list-style-type: none"> <li>▪ Continued assistance to the Office of Waste Management in the evaluation and potential implementation of an environmental data module to interface with the PPTIS system. (2<sup>nd</sup> Quarter 2002 completion)</li> </ul>
<b>#. Cost Accounting Support Systems</b>	Payroll Scanning & Reporting System	<ul style="list-style-type: none"> <li>▪ Assist the Office of Human Resources in the ongoing enhancement of the payroll system (Phase 2) (ongoing)</li> </ul>
	Cost Accounting System	<ul style="list-style-type: none"> <li>▪ Assist the Offices of Management Services and Human Resources in their efforts to streamline their payroll reporting activities and accounting activities.</li> </ul>

STRATEGIES	ACTIVITIES	PERFORMANCE MEASURES
	Vehicle Scheduler System	<ul style="list-style-type: none"> <li>▪ Assist the Office of Management Services with the ongoing maintenance of the Vehicle Scheduler System (ongoing).</li> <li>▪ Assist with the implementation of Phase 2 (Cost Accounting component) (2nd Quarter 2002 completion)</li> </ul>
<b>#. E-Government Initiatives</b>	Online Licensing	<ul style="list-style-type: none"> <li>▪ Assist the Office of Management Services with the exploration of online licensing services for boat registrations (renewals), and hunting and fishing licenses. (Ongoing)</li> <li>▪ Commercial Fishing Licenses – coordinate activities between Management Services, OLIS and the State Portal operator to ensure compliance with mandate to have licenses available online by January 1, 2003.</li> </ul>
	Increase information and services available online regarding permits and agreements.	<ul style="list-style-type: none"> <li>▪ Work with Ombudsman and OTCA to post copies of all appropriate permits, grants, compliance agreements, etc. on the web site. (Ongoing)</li> <li>▪ Provide the public with the ability to determine status of permits, compliance agreements via the web. 3<sup>rd</sup> quarter 2002 completion.</li> <li>▪ Develop capability to allow submission of applications online. (4th quarter 2003 completion)</li> </ul>
	State of Rhode Island Portal (RhodeIsland.gov)	<ul style="list-style-type: none"> <li>▪ Participate on the committee formed to oversee activities of consultant selected to develop and manage state portal. (Ongoing)</li> <li>▪ Coordinate activities with OLIS and State portal operator to maximize the value of the portal to DEM and its customers. (Ongoing)</li> </ul>

STRATEGIES	ACTIVITIES	PERFORMANCE MEASURES
<b>#. Improve Communications and Information Management</b>	Email System Platform Upgrade and Implementation	<ul style="list-style-type: none"> <li>▪ Initiation migration of users to new system (1<sup>st</sup> quarter 2002)</li> <li>▪ Complete migration of user to new system (2<sup>nd</sup> Quarter 2002)</li> <li>▪ DEM staff training initiated by 1<sup>st</sup> quarter 2002 then ongoing.</li> <li>▪ System support and maintenance (Ongoing)</li> </ul>
	Web Page Redesign and Enhancements	<ul style="list-style-type: none"> <li>▪ Phase 2 – Increase quantity and quality of site content including GIS availability (3<sup>rd</sup> quarter initiation)</li> <li>▪ Work with Ombudsman, OTCA, and OLIS to develop a public focus group that advises the Department on the information needs of the general public.</li> <li>▪ Implement discussion and forum group software features. (2<sup>nd</sup> Quarter 2002)</li> </ul>
	Intranet Development	<ul style="list-style-type: none"> <li>▪ Work with Communications Director and Ombudsman to develop an Intranet to include the following information: <ul style="list-style-type: none"> <li>○ Employee Handbook</li> <li>○ Affirmative Action Plan</li> <li>○ Forms</li> <li>○ Policies</li> <li>○ Calendar of events</li> <li>○ Discussion forums</li> </ul> </li> </ul>

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	MIS Steering Committee	<ul style="list-style-type: none"> <li>▪ Development of Information Technology Standards for DEM by 3<sup>rd</sup> quarter.</li> <li>▪ Commit to initiation of a reevaluation of our IT Strategic Plan by the end of the 4<sup>th</sup> quarter to ensure its consistency with our mission, strategies and objectives. This effort will be continued into the FY2002 Work Plan.</li> </ul>
	Public Participation & Outreach	<ul style="list-style-type: none"> <li>▪ Participate in committee tasked with developing Public Participation &amp; Outreach Plan. (Ongoing)</li> </ul>
	Records Management	<ul style="list-style-type: none"> <li>▪ Assist the Office of Management Services in the evaluation of a document management system for the Boating Administration Section's historical records (4<sup>th</sup> Quarter 2002 completion).</li> <li>▪ Assist the office of Legal Services in a project to image all the records associated with the North Cape Oil Spill Restoration (Ongoing).</li> <li>▪ Implement a pilot to evaluate the imaging of documents at DEM. (4th Quarter 2002 initiation).</li> </ul>

**Goal:**

#. <b>IT Support Services</b>	Computer Use Policy Development	Adoption of Final Policy (1st quarter 2002).
	Computer Replacement Policy	Adoption of Final Policy (2nd quarter 2003).
	Network Operations Support	<ul style="list-style-type: none"> <li>▪ Support Novell network (ongoing).</li> <li>▪ Upgrade network to Novell 5.x by 3rd Quarter 2003.</li> <li>▪ Develop support protocol for remote DEM facilities (4<sup>th</sup> Quarter 2002).</li> </ul>
	User Support	<ul style="list-style-type: none"> <li>▪ Develop formal Help Desk Protocol (2<sup>nd</sup> Quarter 2002)</li> <li>▪ Continued support of DEM staff in troubleshooting desktop hardware and software problems.</li> </ul>
	Improve IT Security	<ul style="list-style-type: none"> <li>▪ Develop protocol for automatic upgrades of virus protection software (1<sup>st</sup> Quarter 2002).</li> <li>▪ Implement server-side virus protection. (1<sup>st</sup> Quarter 2002)</li> <li>▪ Implement Computer Use Policy. (1<sup>st</sup> Quarter 2002) (Also noted above)</li> <li>▪ Evaluate local firewall alternatives (3<sup>rd</sup> Quarter 2002).</li> </ul>
	IT Inventory	<ul style="list-style-type: none"> <li>▪ Audit IT-related hardware (3<sup>rd</sup> Quarter 2002)</li> <li>▪ Audit software and associated licenses (2<sup>nd</sup> Quarter 2002).</li> </ul>
	Stakeholder & Professional Outreach	<ul style="list-style-type: none"> <li>▪ IRMB membership and monthly meetings (ongoing).</li> <li>▪ OLIS monthly status meetings (ongoing).</li> <li>▪ ECOS Workgroups (ongoing).</li> <li>▪ EPA (ongoing).</li> </ul>