

Annual Report for Fiscal Year 1998



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Annual Report for the
Mississippi Department of
Information Technology Services
Fiscal Year 1998

Table of Contents

| | |
|----------------------------------------------------------------------|-----|
| Cover Letter to Governor Fordice | iii |
| Board Members | v |
| Organization Chart | vi |
| Introduction | 1 |
| Strategic Master Plan Activities. | 3 |
| Data Services Division. | 3 |
| Voice Services Division. | 3 |
| Education Services. | 3 |
| Strategic Services Division | 3 |
| Information Systems Services Division | 4 |
| Services | 5 |
| Information Systems Services | 5 |
| Education Services. | 6 |
| Strategic Services. | 6 |
| Client Planning | 6 |
| Infrastructure Planning. | 7 |
| Emerging Technology | 7 |
| Voice Services | 7 |
| Data Services | 9 |
| Data Center Services | 9 |
| Data Network Services. | 9 |
| Internal Support Services | 10 |
| Information Technology Projects. | 11 |
| State Voice Communication System | 11 |
| Continued Expansion of Voice Platform | 11 |
| Capitol Complex Fiber Network\FDDI Ring | 12 |
| Telephone System Support and Enhancements | 13 |
| Asset Management and Capacity Analysis of Telephone System | 13 |
| Statewide Frame Relay Backbone | 13 |
| Network Support and Enhancements | 13 |

| | |
|------------------------------------------------------------------|----|
| Capitol Complex Campus Area Network | 13 |
| Multi-use Procurement Instruments | 13 |
| Express Products Lists (EPLs) | 13 |
| General RFPs | 14 |
| Special RFPs | 14 |
| Internal Projects | 15 |
| Agency, Institution, and Governing Authority Projects | 15 |
| Organizations, Councils, Services, and Committees | 21 |
| Summary Statistics | 23 |
| Information Systems Services | 23 |
| Education Services | 23 |
| Voice Services | 23 |
| Data Services | 23 |
| Education Division Courses Offered in Fiscal Year 1998 | 24 |
| Sources of Procurement | 25 |
| Travel Expenditures | 27 |
| Fiscal Year 1998 Administration | 33 |
| Staff | 33 |
| Board Members | 33 |
| Legislative Advisors | 33 |

December 31, 1998

The Honorable Kirk Fordice, Governor

Dear Governor Fordice:

The following report is respectfully submitted by the Mississippi Department of Information Technology Services (ITS) outlining the major accomplishments of ITS for Fiscal Year 1998. The information contained in this report reflects the progress ITS has made in furtherance of the state's implementation of new technologies during this past fiscal year.

During the past fiscal year, ITS continued to have a significant impact on the information-processing capabilities of the state. Our major objective is to promote the effective use of computer and telecommunications technology by state agencies and institutions.

Information technology will continue to play an important role in making state government more effective in meeting the demands placed on it. Because advances in technology continue to provide service enhancement and cost-saving opportunities for our state, ITS assists agencies and institutions in their efforts to analyze and implement these technical solutions in a productive and cost-effective manner.



David L. Litchliter

Board Members

Fiscal Year 1998



David G. Roach
Chairman



Cecil Watkins
Vice-chairman



Lynn C. Patrick



Rodney A. Pearson



Stephen A. Adamec, Jr.

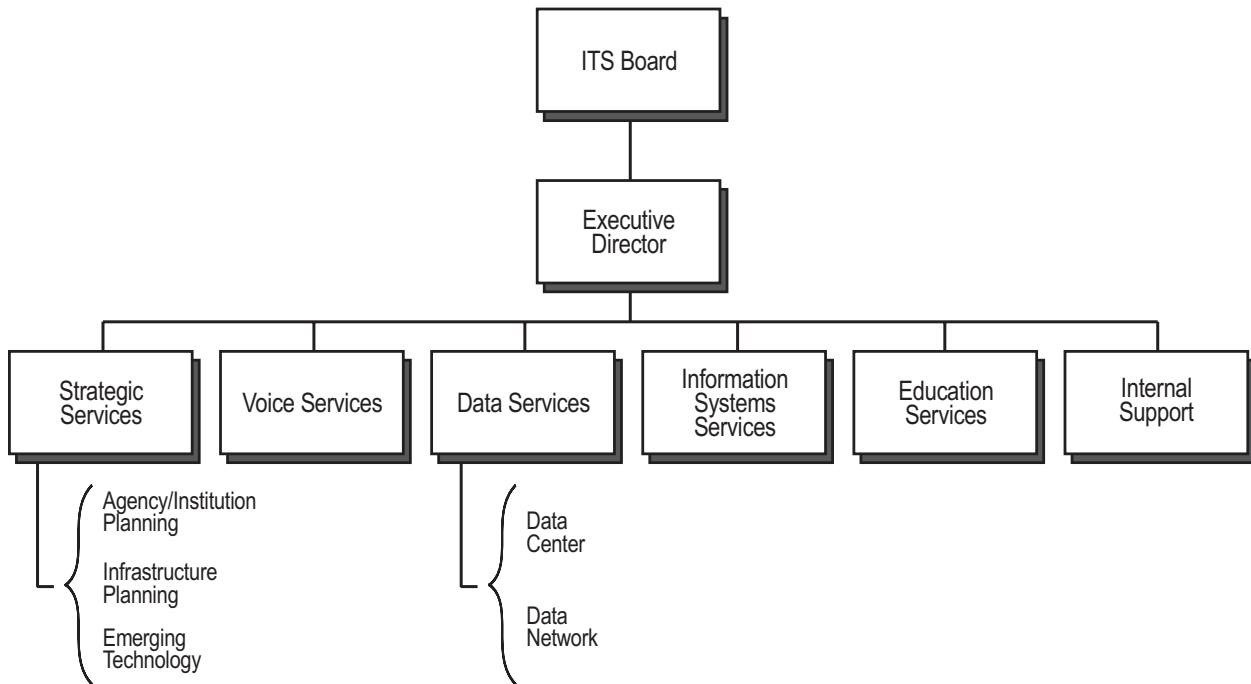


Thomas E. Robertson
Senate



Terry W. Brown
House

Organization Chart



Fiscal Year 1998

Introduction

Strategic Master Plan Activities

Services

Information Technology Projects

Introduction

The Mississippi Department of Information Technology Services (ITS) was created as the Central Data Processing Authority (CDPA) by the Mississippi Legislature in 1970 to improve long-range planning coordination and establish a central point responsible for the fiscal management of data processing functions in state agencies, institutions of higher learning, and community colleges. The name was changed from CDPA to ITS July 1, 1995, to more closely reflect the agency's evolving mission and direction in state government. ITS is responsible for the establishment of policy and future direction, and for providing the computer and telecommunication infrastructure for all information systems technologies within state government.

As provided in the enabling legislation, ITS Board approval is required for acquisitions of data processing and telecommunications equipment, software, or services by state agencies and institutions.

ITS is funded through charges for services to various customer agencies, institutions, and governing authorities, except that a one-time, \$2,000,000 general fund appropriation was received from the Legislature for Fiscal Year 1998 to be used for the replacement of the Capitol Complex voice switch. Individual rate structures are determined by an extensive cost allocation modeling process designed to maintain compliance with all federal and state guidelines. This model is updated on an annual basis.

ITS is composed of five service areas, an administrative division, and a governing board (see organization chart on page vi). The ITS Board includes five lay members, appointed by the Governor and confirmed by the Senate, and two nonvoting legislative advisors (one from each house) appointed by the Lieutenant Governor and the Speaker of the House. The lay members serve five-year staggered terms.

The service areas in the ITS structure are:

- 1) Strategic Services includes agency/institution and infrastructure planning and emerging technology analysis.

- 2) Voice Services includes long distance, Capitol Complex dial tone, 1-800 service, credit card, and video teleconferencing coordination.
- 3) Data Services includes software support, database support, operations, LAN/WAN support, and other functions provided by what was formerly called the State Data Center. In addition, data network support is a function of this area.
- 4) Information Systems Services (ISS) includes systems analysis, design, development, documentation, acquisition, training, and implementation of information technology (computer hardware and software, telecommunications equipment, or any combination of resources) for customer agencies and institutions on a project basis. ISS staff have a wide variety of skills and knowledge to fill diverse project roles. The main objective of this function is to give ITS the ability to form dynamic project teams to meet customer procurement and consulting needs.
- 5) Education Services includes information technology training for all levels of personnel. Additional focus is given to "executive" training, internal ITS training, and coordination with the State Personnel Board staff on curriculum-related job classes.

In addition to the five service areas described above, ITS has an internal function devoted to ITS information systems administrative support. This structure enables the ITS staff to better serve the information technology needs of the State of Mississippi.

This report reflects the continuing evolution of the mission of ITS and the activities conducted by this organization for Fiscal Year 1998 (July 1997 - June 1998).

Strategic Master Plan Activities

Data Services Division

The following improvements allow ITS to better serve state agencies, institutions, and governing authorities.

- Improved reliability and availability of the Capitol Complex Campus network. Fiber connections to the core routers were configured in a star topology, the operating systems on the Capitol complex routers were upgraded, and a large router was added to the State Data Center for redundancy.
- Upgraded statewide frame relay network by adding access capacity to the Mississippi Gulf Coast area. Additionally, bandwidth to the Internet for K-12 and state agencies was substantially increased.
- Replaced an IBM 9021-821 mainframe with a Hitachi Pilot 37 mainframe. This Hitachi processor is based on technology that enables mainframes to be much smaller and less expensive to maintain. The upgrade increased processing capacity by 50%.
- Added 60 gigabytes of RAID storage to the existing direct access storage subsystem.
- Acquired several pieces of hardware to enhance networking capabilities. Included are two SUN Enterprise 3000 servers used to host various Internet related functions and a Cisco AS5200 Access Server to enhance dial-up capabilities. The AS5200 provides 46 dial-up ports and adds support for both 56kbs and ISDN connections.

Voice Services Division

The following are ongoing or planned projects that will expand the scope of the Capitol Complex voice and data infrastructures. Each of these locations will have a direct connect to the Capitol Complex: Health Department, Governor's Mansion, Archives and History, New Capitol Building, Heber Ladner Building, Education and Research Center, Hudspeth Center, Natural Science Museum, and the new building for Wildlife, Fisheries and Parks.

- Woolfolk Renovation - This renovation started in July 1996 and should be completed in 1999. This project will be a complete rework of the PBX and cabling plant in the existing building and the new building.
- ITS is continuing to work with the Education and Research Center to determine the most cost effective solution to the growing telecommunications needs in that complex. This project will include replacement of the existing telecommunications system.
- ITS is conducting a needs assessment with the Mississippi Department of Wildlife, Fisheries, and Parks to evaluate the telecommunications requirements of its new facility under construction. The department plans to occupy the building in 2000. This project will include cabling and a telecommunications module.
- ITS is evaluating options to upgrade the state's interactive voice platform. Upgrading the state's interactive voice platform to include Interactive Voice Response (IVR), Automatic Call Distribution (ACD) and features would position the state to provide access to advanced technologies to the general public, as well as, to state governmental agencies.

Education Services

- Trained approximately 1,900 state employees in various areas of information technology.
- Added the following courses to the Institute curriculum to keep pace with changing technology: Microsoft Access, Atrack Inventory System, Planning & Implementing the Year 2000, Object Oriented Analysis & Design, TCP/IP, Troubleshooting the Sniffer Analyzer, and Firewalls & Internet Security.

Strategic Services Division

- Continued to assist agency and institution MIS directors in planning and pre-procurement functions.

- Coordinated efforts to plan the growth and enhancement of the statewide computing and telecommunications infrastructure resulting in the *Statewide Information Technology Infrastructure Plan*.
- Coordinated strategic planning efforts of state agencies resulting in the *Statewide Information Technology Master Plan*.
- Addressed emerging technology initiatives in many areas, including wireless technologies, Internet/Intranet development, ATM, desktop video, and electronic commerce.
- Continued the coordination role of statewide Year 2000 initiatives. This included the addition of Year 2000 projects to the long-range planning methodology, extensive Year 2000 awareness efforts, and assistance to agencies desiring contractual help for Year 2000 compliance projects.
- Coordinated efforts for development of a Network Security Plan.
- Coordinated ITS efforts to implement an agency-wide base for collaborative computing
- Coordinated efforts to assimilate and understand federal E-Rate requirements and procedures, resulting in filings to the Schools and Libraries Corporation for considerable discounts on telecommunication services.
- Coordinated the ITS Network Services project for the procurement of statewide telecommunications services.
- Expanded participation in major procurement projects to include consulting roles during the implementation phase.
- Responded effectively to seasonal fluctuations in the number of procurement requests through increased customer communications and follow-up and through designating a specialized work team to process high-volume routine requests.
- Increased automation of the submission and publication of RFPs, proposals, and results of the EPLs and General RFPs.

Information Systems Services Division

- Continued to provide the state with technology consultants with specialized, expert technical and project management knowledge used to assist agencies and institutions as needed in information technology projects.
- Expanded services in the area of LAN and WAN support for customers.
- Expanded multi-use procurement instruments (Express Products Lists and General and Special RFPs) in response to increased demand from customers.

Services

The services outlined on the following pages are those provided by Information Technology Services for Fiscal Year 1998.

Information Systems Services

Information Systems Services (ISS) is an organizational unit formed in the 1996 reorganization of ITS by merging the business functions of procurement and consulting. Combining these groups has capitalized on common skills, expanded staff members' knowledge, and minimized redundant effort on information systems projects. The number of contact points for agency personnel has been reduced, allowing a smoother transition between the various phases of project activities.

In addition, by combining the business functions of procurement and consulting into one business function, a larger number of ITS personnel are now available to staff project assignments. This staffing arrangement provides a better mechanism for responding to seasonal fluctuations in the work load and expands the knowledge-base from which staff resources are drawn for project assignments.

ISS provides professional services to the State's agencies, Institutions of Higher Learning, community colleges, municipalities, governing authorities, counties, and K-12 schools and school districts, in support of the acquisition and implementation of cost effective technology solutions to meet their information systems needs. The nature of the services provided ranges from (1) needs analysis and documentation of requirements, to (2) the acquisition of the information technology (computer and telecommunications) equipment, software, and services required to implement these plans, through (3) direct support in the analysis, design, development, training, testing, and project management of the implementation of the information technology. A pool of technology professionals with a wide variety of skills and knowledge who can fill diverse project roles is available to work with the customers of ITS on an as-needed basis.

ISS continually works with its customers to provide needed consulting services in a timely and effective manner and to make the procurement process more

efficient and cost-effective. One way in which we have reduced the elapsed time and amount of effort for our customers is to reduce the number of customized RFPs that must be developed and issued. ITS developed and implemented the concepts of Express Products Lists (EPLs) and General RFPs to minimize turn-around time and effort for customers making routine acquisitions. These instruments allow our customers to make choices and purchases regarding technology products and services, while protecting the State's interests and ensuring a legal process that results in competitive pricing.

Objectives of ISS

- Coordinates ITS resources to meet the customer's project objectives;
- Fills project roles on information technology projects as requested by customers;
- Augments the information technology staffs of state agencies by providing technical resources on a contract basis as requested by customers;
- Maximizes the value obtained for information technology project dollars;
- Furnishes clients with technical guidance and with assistance in complying with the legal requirements of state purchasing laws for information technology;
- Maximizes compatibility of the State's information resources;
- Leverages the State's combined purchasing power resulting in the best possible discounts for state government; and
- Acquires complete information technology solutions which will be the most beneficial to the customer at the best possible price.

Services:

- (a) Provides management consulting and technical consulting services directly to agencies, educational institutions, and governing authorities. Some of these types of services include:

- (1) Assisting customers in the analysis and reengineering of business processes.
 - (2) Managing information technology projects for customers on request to help ensure the application of quality assurance techniques as well as the coordination of other vendor activity related to these projects.
 - (3) Designing and developing application systems using a variety of technologies and platforms.
 - (4) Training end-users of information systems in the use of application systems and/or in the effective utilization of the technology in which the systems are implemented.
 - (5) Performing information services needs analyses.
- (b) Provides technical guidance and assistance to customer agencies, educational institutions, and governing authorities for the acquisition of computer and telecommunications technology as well as guidance and assistance to ITS in the acquisition of infrastructure resources needed to implement and support this technology; help ensure that technology acquisitions comply with all legal requirements of Mississippi purchasing laws governing the acquisition of information technology.
- (c) Staffs a help desk function to provide customers a wide range of assistance concerning the acquisition of information systems products and to provide vendors the information needed to assist them in doing business with the state.
- (d) Develops and maintains Express Product Lists (EPLs) and General RFPs to expedite the process of making routine technology acquisitions while meeting legal requirements and leveraging economies of scale.

Education Services

The Education Services Division provides an ongoing educational program designed to enhance and improve the skills of state employees who develop or use information systems. This service area is commonly called the ITS Institute.

The objective of the Education Services Division is to improve the productivity, efficiency, and service

delivery of state agencies by providing ongoing education in information services and telecommunications for state employees at a reasonable cost to the customer.

Formal classroom instruction is provided by instructors qualified through education and experience. The Education Services Division contracts with various vendors and Hinds Community College to provide instructors for the courses.

Services:

- Trains all levels of personnel to use information technology effectively;
- Provides quality training for state employees at a reduced rate;
- Offers technical education on a wide range of information systems topics for state employees who develop, manage, or use information systems;
- Tailors classes to an agency's specific needs;
- Offers hands-on training in state-of-the-art computer laboratory facilities;
- Assists agencies in the development of a total information systems training plan;
- Continues to update curriculum to keep pace with changing technology;
- Responds to requests from agencies for special training requirements; and
- Publishes course schedules and calendars semi-annually, both in printed format and on the Internet.

Strategic Services

Strategic Services coordinates and supports the information systems planning efforts of ITS and state agencies and institutions through client planning, infrastructure planning, emerging technology, and special project initiatives.

Client Planning

Client Planning assists state agencies, universities, community/junior colleges, and governing authorities with planning for information systems.

Services:

- Evaluates the information systems plans of agencies and institutions concerning their use of computing and telecommunications technology;
- Reviews information systems budget requests;
- Provides budget recommendations to the Legislative Budget Office and Department of Finance and Administration;
- Conducts training for agency and institution planners;
- Assists in the area of cost-benefit analysis;
- Encourages cooperation and sharing of resources;
- Prepares the State of Mississippi *Strategic Master Plan for Information Technology*; and
- Performs Special Projects, such as Year 2000 Coordination, as dictated by the needs of ITS and its customers.

Infrastructure Planning

Infrastructure Planning works with other ITS divisions, agency and institution advisory groups, and vendor advisory groups to establish and maintain a plan for a statewide computing and telecommunications infrastructure.

Services:

- Reviews legislation, technology trends, plans, policies, and standards to ensure that the information infrastructure is supportive of the strategic needs of the state;
- Coordinates the development of plans and projects to facilitate the infrastructure upgrades necessary to satisfy changing infrastructure requirements;
- Develops a three year *Statewide Information Technology Infrastructure Plan* that identifies infrastructure components, ongoing or projected infrastructure projects, and discusses technologies that could become strategic and affect the infrastructure during the plan period; and
- Performs special projects, such as Network Services Coordination, as dictated by the needs of ITS and its customers.

Emerging Technology

Emerging Technology works with other ITS divisions, agency and institution advisory groups, and vendor advisory groups to identify, analyze, and track new technologies or products that could have significant impact on future plans.

Services:

- Coordinates the identification of new technologies or products;
- Coordinates the research and analysis of new technologies and products, resulting in technical papers describing the technologies or products and the use of them in state government;
- Coordinates the identification of and planning for pilot projects using new technologies or products;
- Develops standards and guidelines for new technologies; and
- Performs special projects, such as the coordination of the ITS Internal Automation (Star Wars) project, as dictated by the needs of ITS and its customers.

Voice Services

Voice Services provides telecommunications project management, telecommunications consulting, network administration, local dial tone, long distance service, production/installation services for voice and data connectivity, repair services, voice mail administration, interactive voice response support, calling card administration, 800 number coordination, oversight of pay telephone services, and profile billing services to agencies in the Capitol Complex, Jackson-Metropolitan area, and other locations throughout the state. The current program activities include the administration, provision, installation, and maintenance of these services.

Our objective is to provide access to superior telecommunications network services to state agencies and institutions in the Capitol Complex and across the state, to provide this service at lower costs than individual agencies could secure. The desired outcome of these activities is to provide efficient and economical communication services that will enhance the programs of our clients. Volume purchasing power through centralized telephone and long

distance services results in greater savings and cost reductions through volume discounts for all state agencies.

Services

- Develops policies, procedures, and long range plans to ensure compatibility of telecommunications systems and services within state government.
- Evaluates emerging technologies to ensure that the most efficient, technically sound and economical telecommunications services are offered to our customer base. Keep pace with the industry's rapidly changing environment and technology advances.
- Advises and provides consultation to agencies with respect to telecommunications management and long range planning. Negotiate for the most advantageous position in the competitive environment which exists as a result of the Telecommunications Act of 1996.
- Monitors use of the Universal Service Fund. ITS will be looking at the USF closely during this next year. It will be a challenge to determine the effect the USF will have on the current subscriber line charges, trunking and other costs associated with providing service to the state's customers.
- Provides telephone and long distance services to over 10,000 state government and institution users in the Jackson-Metropolitan area, as well as in eight regional node cities located throughout the state. Services provided include, but are not limited to: long distance, network administration, authorization code security administration, add/move/change order processing, outside vendor interface, equipment consultation, training and complex telephone bill analysis.
- Consults with agencies statewide to provide access to telecommunication network services, offered at discounted contract prices and customized billing solutions for local access, in-state and out-of-state long distance services.
- Annually reviews service usage and revenue information to establish a cost allocation and recovery plan for the next fiscal year. ITS contracts with an outside accounting firm to re-

view the rate performance over the last fiscal year. The plan is designed to comply with federal regulations for the charge-back of information services.

- Represents the State of Mississippi in the National Association of State Telecommunications Directors (NASTD), the Mississippi Telecommunication Management Association (MTMA), BellSouth Billing Seminars, The Angeles Group - The Users Group (TUG), Lucent Global Users Group, and FTS 2000 Consortium.
- Publishes and maintains a state government telephone directory annually. The directory includes state employee listing information and state agency information for the Jackson-Metropolitan area.
- Analyzes inter-exchange and local exchange carrier's proposals for long distance services. Detailed cost evaluations are completed utilizing actual network traffic information. The cost per minute for long distance usage has been reduced resulting in major cost savings for the state. Service features have been enhanced through this yearly evaluation process.
- Provides state government directory assistance and basic operator services.
- Provides network administration to maintain a statewide backbone network capable of carrying digital voice, data and video traffic to eight regional node locations. This shared transport infrastructure provides connectivity to agencies statewide.
- Provides administrative oversight of the public pay telephone systems.
- Provides voice mail services to over 3,000 users in the Capitol Complex area. Voice mail can provide a 24-hour message center, custom call routing, information center mailboxes and automated attendants.
- Installs and supports local area network, voice and data cabling systems for state government users in the Capitol Complex and Jackson-Metropolitan area.
- Provides back-up support for the NEAX 2400 telephone systems at the Department of Environmental Quality, Institutions of Higher learn-

ing, Gaming Commission, and the Department of Economic and Community Development.

- Administers two large ESSX systems in Jackson and eight ESSX systems in the regional nodes located throughout the state.
- Offers user training courses in basic telephone protocol, voice mail usage, and conducts training seminars for telecommunications contact personnel for state agencies.
- Administers and maintains a disaster recovery system for the Capitol Complex Telephone System.
- Manages a statewide 800 service program.
- Designed, implemented and now maintains a statewide calling card program which drastically reduces the long distance and surcharge rates applied to calling card calls. Approximately 5,000 calling cards are issued to state government users.

Data Services

Data Services provides technical support for all agencies utilizing centrally maintained state data facilities. The objective of Data Services is to provide reliable, available, secure, and cost effective services around the clock for all state agencies requiring shared data, large scale computing resources, access to wide-area network, or access to Internet.

Two primary functions of Data Services are to manage the state data center complex and to deploy and maintain the state data communications infrastructure. These functional areas are often referred to as Data Center Services and Data Network Services.

Data Center Services

- Provides a base of data processing technical expertise and offers assistance to agencies that need it;
- Provides problem determination and resolution services for the State's data processing community and the users of data processing services;
- Provides computing power, physical facilities, and data storage capacity to support agencies' software applications;

- Creates a secure environment for the state's data and insures its continual availability;
- Provides a 24-hour, 7-days-a-week operation with 24-hour "on-call" technical support availability;
- Operates a Help Desk that routes calls to the person most capable of providing the necessary assistance;
- Maintains approximately 100 system software products;
- Acquires and implements systems software products requested by state agencies;
- Assists in the installation of application systems;
- Resolves all problems related to systems software running at the data center;
- Provides business recovery facilities and business recovery planning guidance; and
- Provides large volume print capability.

Data Network Services

- Provides planning and design assistance to agencies wishing to connect to the state data network;
- Provides a 24-hour, 7-days-a-week operation with 24-hour "on call" technical support availability for the state network;
- Configures and manages the Capitol Complex campus data network;
- Plans deployment of wide area frame relay network;
- Orders requested circuits from telecommunications carriers;
- Orders requested equipment from data communications vendors;
- Facilitates or installs equipment in various locations, specifically in the technical control center;
- Performs acceptance testing on installed circuits and equipment;
- Develops and maintains networking procedures, plans, inventory, and other documentation;

- Troubleshoots all errors and problems of the data network;
- Coordinates connectivity of remote computer systems to the state data center;
- Provides a vendor interface for data communications issues;
- Provides an access point to an Internet Services Provider;
- Manages Internet access resources;
- Manages dial-up facilities for the State Data Center and for Internet;
- Interfaces with global network vendors to provide access to non-state entities; and
- Coordinates changes to state video network.

Internal Support Services

The Internal Support Division of ITS provides the necessary support to assist ITS service areas in accomplishing their duties.

- Plans, implements, and supports all ITS internal LAN-related software and hardware;
- Processes personnel actions, conducts new employee orientation and exit interviews, explaining employee benefits, and other human resource functions;
- Provides agencywide publications and communications support; and
- Processes payroll, accounts receivable billing and collections, vendor payments, employee reimbursements, and cash receipts;
- Maintains property inventory and agency financial records;
- Handles all purchasing functions; and
- Provides agencywide receptionist and general support duties.

Information Technology Projects

The projects listed on the following pages are a representative sample, not a complete list, of ITS projects for FY1998.

State Voice Communication System

ITS provides a variety of communications services to customers in the Capitol Complex and Jackson metropolitan area via the Lucent G3R (ECS) Electronic Communications Server. Today in excess of thirty-seven agencies, including the Governor's Office and Legislature are served by the G3R. In addition, the Tax Commission-Clinton, the Governor's mansion and Department of Archives and History are served by Lucent Technologies Definity Systems and are networked to the G3R. The three primary prison sites of the Department of Corrections also utilize G3R communication servers. These servers are not only networked together, but are also networked to the G3R host in the Capitol Complex.

The Capitol Complex communications host is located in the Robert E. Lee building with remote modules in the MDOT, MDHS, Woolfolk, Sillers, Central High School, Agriculture and Commerce, and the MDOT Lab buildings. Eight locations are connected via fiber optics in the Capitol Complex including the Robert E. Lee, Woolfolk, MDOT, Sillers, Gartin, MDHS, Central High School and 301 buildings.

Continued Expansion of Voice Platform

Completed projects:

The Mississippi Department of Agriculture and Commerce (Ag and Commerce), on November 24, 1997, began its first full day of direct connectivity to the G3R platform when the installation of a Lucent Technologies remote module was completed. Ag and Commerce moved from its ESSX environment in order to operate more cost effectively and to have more direct communications within the Capitol Complex. This migration was coordinated and project managed by ITS with approximately 150 users transitioned from the ESSX to the remote module. ITS has full support responsibilities for the

module, including system programming, trouble diagnostics, and maintenance of the T1 connection.

Hudspeth Regional Center implemented a Lucent Technologies G3R system during June 1998. This system consists of approximately 400 stations serving the entire campus. Connectivity to ITS for long distance services is provide via tie lines, while connectivity to the G3R at State Hospital is via T1 for access to voice mail services. The G3R replaced a twelve-year-old analog PBX which had exceeded its capacity. The G3R allowed the center to implement direct inward dialing, thus alleviating a 40%+ blockage for both incoming and outgoing calls.

The Mississippi Department of Transportation Lab with a staff of approximately 260 was added to the voice communications platform during July 1998. This remote module is connected via T1 circuits to the G3R in the Capitol Complex for long distance, five-digit dialing, voice messaging, and local trunking.

In an effort to further reduce operating costs and to secure the best services for the state, the Mississippi Department of Information Technology Services issued three RFPs for network services, several of which had not previously been deemed competitive in Mississippi.

During the fall of 1997, the ITS issued RFP 2972 for long distance services which included calling cards, 800 service, and 1+ for interstate, inter-LATA, and international. One vendor was awarded calling card services with all other services being awarded to a second vendor. The resulting contracts from RFP 2972 reduced the state's long distance costs by 35% overall.

This second RFP was for the acquisition and installation of network services for the State of Mississippi, to be administered by the Mississippi Department of Information Technology Services including, but not limited to, access to intra-LATA long distance (1+) dialing. The state lowered its per minute cost by 55%. We will be migrating all voice services from the SNA backbone to the switched intra-LATA provider beginning in January 1999.

The third of these RFPs is for the acquisition and installation of network telecommunications services

including, but not limited to, flat rate business lines, analog trunks, digital trunks, direct inward dialing, central office based services (Centrex), foreign exchange services, and other miscellaneous trunking.

Current Projects:

During October, the Mississippi Department of Health complex, with 750 staff members, will be brought on-line. The Department of Health is constructing a third building in its complex which will add another 250 staff members from outlying areas in the March 1999 time frame.

Begun during FY1998, the North Mississippi State Hospital (part of Mental Health) will be completed during FY1999. Located in Tupelo, this facility will be connected to the state's G3R ECS in November 1998 and will add approximately 250 lines to those currently managed by ITS. The South Mississippi State Hospital, a mirrored facility, is being constructed in Purvis and will be connected in third or early fourth quarter of 1999.

Renovation and expansion of the Woolfolk Building continues with access to the building expected in the October 1998 time period. The state will at that time reconfigure the building back into the Campus-Area Network infrastructure for voice and data services. When the project is completed, approximately 1,000 employees will be located in this building.

When the short term projects are completed, the installed-base for the voice communications platform will have increased in FY1998 by 3,500 stations, a growth of approximately 40%.

In addition to these projects, the following agencies are planning construction of new buildings, building renovations or upgrades to their communications systems. The state's plan is to expand the campus voice communications platform by implementing Lucent remote modules at each site.

- Mississippi Department of Archives and History
- Mississippi Department of Wildlife, Fisheries, and Parks
- Mississippi Museum of Natural Science
- Education and Research Center

The Education and Research Center includes the Institutions of Higher Learning, State Board of

Community and Junior Colleges, a branch of Jackson State University, and Mississippi Educational Television.

Capitol Complex Fiber Network\FDDI Ring

The future effect of technology on the Statewide Voice Communication System is projected to center around the convergence of voice, data, and video over the same network which will become much more feasible as networking technologies continue to advance. The Statewide Backbone Network will be able to handle this combination of technologies through wider bandwidth offered by Asynchronous Transfer Mode (ATM) or some other wide area networking technology.

The fiber/cable facilities linking all of the buildings in the Capitol Complex requires major upgrades and additions. In 1992, the fiber/cable/and conduit system in the complex was upgraded and expanded in order to accommodate both the new Department of Transportation building and the Department of Human Services move from Highway 80 to State Street. The fiber system was extended from the Robert E. Lee Building to State Street passing through and connecting the Department of Transportation, Woolfolk, Sillers, Central High School and Department of Corrections buildings. At that time, additional facilities were placed to provide future high-speed, broad band data and video connectivity in the complex. The plan was to design and establish a fiber ring around the complex supporting a minimum of 100 Mbits per second speed capacity. This ring will access the State Data Center, Internet and other agencies in the complex, and will be a gateway to all agencies via the statewide Frame Relay Network.

ITS has entered into a contractual arrangement with a telecommunications engineer. The mutual objectives are to conduct on-site analysis of communications infrastructure for each state facility, including fiber and copper, resulting in "as-built" diagrams; to develop short term planning diagrams for current projects, such as Woolfolk, Barefield, Capitol, and Sillers/Gartin renovation and new building; and to develop long range planning diagrams for the continuation of the eastern ridge of the Capitol Complex and the IHL/ETV complex.

ITS will review the as-built diagrams which the engineer will deliver in October. We will evaluate and

document the impact of both short and long term projects. By projecting customer requirements with the planned renovation and new building projects, we believe we will move the state's infrastructure in a unified direction.

Capitol Complex FDDI ring issues that will need to be dealt with are:

- Cost recovery of existing infrastructure and recent additions;
- Available capital for additions and renovations planned;
- Recovery of maintenance and on going costs;
- Available capital for unplanned future expansions and upgrades;
- Training of ITS and other agency staff;
- Development of a tracking system;
- Riser fiber in existing buildings;
- Building hubs; and
- Locations needing connectivity but not presently in the ring.

Telephone System Support and Enhancements

This ongoing project encompasses the monitoring, administration, tuning, maintenance, and enhancement activities over the life cycle of the telephone system.

Asset Management and Capacity Analysis of Telephone System

This project will include the inventorying of all available components that make up this major infrastructure system. The project will also include an analysis of the capacity of the Telephone System and projection of future needs.

Statewide Frame Relay Backbone

Network Support and Enhancements

This ongoing project encompasses the monitoring, administration, tuning, maintenance, and enhancement activities over the life cycle of the backbone network.

Capitol Complex Campus Area Network

This ongoing project encompasses the monitoring, administration, tuning, maintenance, and enhancement activities over the life cycle of the Capitol Complex fiber ring.

Multi-use Procurement Instruments

Multi-use procurement instruments eliminate the need to prepare customized specifications and go through a separate advertisement and proposal process for the majority of routine technology acquisitions. The response from both customers and vendors to the instruments ITS has developed for this purpose has been very positive. ITS issues RFPs for each Express Products List (EPL), General RFP, and Special RFP from one to three times per year, depending on the pace at which the technology changes.

ITS staffs a full-time help desk to respond to customer and vendor questions on the procurement process, particularly regarding both EPLs and General or Special RFPs. We are currently seeing rapid expansion in the number of EPL and General and Special RFP instruments needed, based on the ever-expanding requirements of our customers and the rapid developments in technology.

Since we do not control and cannot predict the use of these instruments by our customers, we do not bill customers for the process of preparing and maintaining the EPLs and General RFPs. We are requesting general funding to support the EPL and General RFP process because of the value and benefit of these purchasing instruments to the state.

Express Products Lists (EPLs)

The EPLs are product lists compiled from evaluating responses received to Requests for Proposals (RFPs) for such "commodity" items as telephones, cellular service, pagers, bar code scanners, and microcomputers. Each EPL has a designated maximum dollar amount up to which ITS customers have been delegated the authority to make purchases without further involvement from ITS.

In addition, through the Planned Purchases Procedure, agencies and other entities who have submitted well-prepared technology plans can be authorized to make purchases from the EPLs up to

the limit of the budget dollars specified in their plans.

Government entities purchased approximately \$28 million from the microcomputer EPL, the most extensively used list, in Fiscal Year 1998. Estimated purchases from all EPLs during Fiscal Year 1999 should exceed \$42 million.

Express Products Lists (EPLs) issued during FY1998:

- Key System Maintenance
- Bar Code Scanner Inventory Tool
- Single-Line/Multi-Line Telephone
- Educational Courseware
- Agency payphones*
- Microcomputers (non-portables, portables, printers, network cards, backup hardware)
- Cellular Telephone Equipment & Services
- Pagers
- LAN/Server*
- Video Conferencing*
- Microsoft Select-B Price List
- Apple (non-portables, portables, printers)
- Novell Master License Agreement

(*) indicates new in FY1998

General RFPs

General RFPs are issued for frequently-needed hardware, software, and services, such as specific categories of microcomputer equipment, peripherals, and software; certain LAN hardware and software, and information systems consulting services, that are higher cost, more complex, or less widely needed than those on the EPLs.

Each time a request is received that can be filled through the use of General RFPs, ITS staff evaluate the responses, getting updated information where necessary, and help pair the requestor with the vendor best suited to provide the requested products and/or services.

General RFPs were used for approximately \$32.8 million of purchases for Fiscal Year 1998.

General RFPs issued during FY1998:

- Inside Cabling
- Lucent PBX Parts and Equipment
- Inside/Outside Cabling Installation
- Mainframe/Midrange Components
- Adaptive Equipment for the Physically Challenged
- 2-Way Radios and Accessories
- Windows/Apple LAN-based Hardware
- Windows/Apple LAN-based Software
- Consulting and Clerical Services
- Open/UNIX Servers - Internet Host Software and Utilities
- Year 2000 Consulting Services and Software
- Firewall Hardware/Software*

(*) indicates new in FY1998

Special RFPs

Special RFPs are multi-use RFPs issued and used in the same manner as EPLs and/or General RFPs. Special RFPs are limited to a particular customer base. Special RFPs were used for \$7.6 million of purchases made through ITS during Fiscal Year 1998, in addition to purchases made from Special RFPs that are administered by other entities and for which purchase statistics are not collected.

Frequently, once the Special RFP has been successfully piloted for a restricted customer base and proven to be of value, the Special RFP is made available to all customers and converted to either an EPL or General RFP. For example, the Special RFP for LAN and server hardware that was originally developed for K-12 schools was successfully expanded to a full EPL available to all ITS customers during Fiscal Year 1998.

Special RFPs issued during FY1998:

- CSU/DSUs for Statewide Network

- NCIC 2000 Compliant Technology for Police Departments Statewide
- NEAX PBX Maintenance for Statewide Use*
- Routers for Statewide Use
- Hubs, Bridges, Switches for Community and Junior Colleges
- CSU/DSUs, Modems, UPS, Racks for K-12 Schools
- Key Telephone Systems
- Long Distance Services*
- Intra-LATA Long Distance Services*
- Network Telecommunication Services

(*) indicates new in FY1998

Internal Projects

- Led the Addressing Classifications in Technology (ACT) project.

ITS and the State Personnel Board (SPB) jointly sponsored Addressing Classifications for Technology (ACT), a study of information technology jobs in state agencies. The objective of this project is to enable the state to recruit, retain, and reward the qualified information technology staff needed to support the information technology business needs of the state and to enable these employees to provide first-class, customer-oriented service.

In May 1997, the State Personnel Board approved 49 new job classes for information technology jobs with corresponding salary ranges. During Fiscal Year 1998, SPB approved recommendations for mapping current employees into the new job classifications and salaries developed through ACT. Implementation began July 1, 1998.

- Provided ASSET system enhancements and support for the ITS Education Services Division (Project 29065).
- Provided project management support in requirements analysis, product evaluation, and system implementation for the development and

support of the ITS business model for web-enabled applications. (Project 30229).

- Provided procurement support for professional services to identify current fiber and copper infrastructure. The current infrastructure along with newly designed fiber and copper routes will be incorporated into as-built CADD drawings encompassing all buildings in the Capitol Complex. (Project 29346)

Agency, Institution, and Governing Authority Projects

Department of Agriculture and Commerce: Provided procurement support, including needs analysis and project management, in support of the implementation of a Lucent Technologies DEFINITY Generic 3 (G3) remote module. The remote module is connected to the primary G3 processor in the Robert E. Lee building via T1 circuits. (Project 29521)

Board of Architecture: Provided support and maintenance of the Board of Architecture Internet web site initially developed by ITS in FY1997. (Project 29237)

Attorney General's Office: Provided procurement support including technical research, drafting of RFP, and evaluation of proposals in support of the project to implement case management systems in all District Attorneys' offices. (Project 30201)

Auditor's Office: Provided a Bar-Code Scanner Inventory Tool Express Product List for a standardized, automated tool to facilitate the periodic inventory process relative to data capture, validation, reconciliation, and reporting under bar-code technology. (Project 30055)

Banking and Consumer Finance: Provided Microsoft NT Network support and workstation support. (Project 29246)

Department of Corrections: Provided procurement support, quality assurance, and contract monitoring services for the Time and Attendance project. (Project 28198)

Department of Corrections: Provided lead analyst and design services for the Sentence Computation system. (Project 29240)

Board of Dental Examiners: Provided procurement support to attain a vendor's services for the conversion of all main databases to Visual FoxPro. (Project 30054)

Department of Education: Provided procurement support including needs analysis, drafting of RFP, and evaluation of proposals, for the purpose of acquiring a Special Education Data Collection System for the Office of Special Education. (Project 28952)

Department of Education: Provided consulting services for project management of the development of an Equipment Management and Tracking System for the Office of Vocational Education. (Project 29232)

Department of Education: Provided procurement support, including drafting of EPL Letter of Configuration and evaluation of proposals, for the acquisition of up to 950 PC's for dedicated use of the Special Education Data Collection System for the Office of Special Education. (Project 29879)

Department of Education: Provided consulting services for project management of the customization of a Special Education Data Collection System for the Office of Special Education. (Project 29999)

Department of Education: Provided Natural programming support for Y2K conversion of the Child Nutrition systems. (Project 29520).

Department of Education: Provided procurement support to extend and update the Statewide WAN Equipment List for the Department of Education. (Project 29845)

Department of Education: Provided procurement services for the purchase of the hardware and software of the Teacher Certification System. (Project # 29878)

Department of Education: Provided project management services and procurement support, including RFP development, for the Mississippi Student Information System (MSIS). (Project 29233)

Department of Education: Provided project management services and procurement support, including RFP development, for the Mississippi Student Information System (MSIS). (Project 29233)

Educational Television: Provided Network and PC support. Upgraded processors and memory on PC's.

Upgraded operating systems to Windows NT Workstation. Supported Paradox databases. (Project 30464)

Educational Television: Provided procurement support, including needs analysis, drafting of RFP, and evaluation of proposal, for equipment to allow ETV to exceed the 80 site limit of the previous equipment. (Project Number 28388)

Department of Environmental Quality: Provided procurement services for the purchase of a Sun Ultra 5 Server. (Project 30274)

Department of Environmental Quality: Provided procurement services to establish a comprehensive LAN for the new chemistry laboratory facility. (Project 29833)

Department of Environmental Quality: Provided procurement support including drafting of RFP and evaluation of proposals in support of the Office of Pollution Control Laboratory Information Management System. (Project 29838)

Finance and Administration: Worked with the Bureau of Buildings to provide a fiber optic cable network for the campus of Ellisville State School. (Project 26646)

Board of Funeral Services: Provided WordPerfect and workstation dial-up support, plus support for FoxPro applications. (Project 30467)

Governor's Office: Provided support and maintenance of the Governor's Internet web site initially developed by ITS in FY1997. (Project 29234)

Gulf Coast Community College: Provided technical assistance in negotiating a contract for the migration and upgrade of the college's fiscal, student records, human resources and financial aid administrative systems to a new, Year 2000-compliant information management system (Project 28386)

Department of Health: Provided consulting services for project management of the analysis and design of a Child Health Data System for the Bureau of Child Health. (Project 30023)

Department of Health: Provided project management services for Year 2000 conversion of a Women, Infants, and Children's Program (WIC) application system. (Project 17524)

Department of Health: Provided procurement support, including needs analysis, drafting of RFP, and evaluation of proposals, for the acquisition of analysis and design services for a Child Health Data System for the Bureau of Child Health. (Project 29235)

Hinds Community College: Provided procurement support including drafting of RFP and evaluation of proposals in support of the acquisition of a college administrative software system. (Project 29980)

Department of Human Services: Provided procurement support, including drafting of the RFP, evaluation of proposals, and contract negotiations, in support of the Mississippi New Hire Reporting System (MNHRS) project. (Project 29031)

Department of Human Services: Provided procurement services for the purchase of a Security SAF Gateway. (Project 30189)

Department of Human Services. Assisted with the development of the Advanced Planning Document for Mississippi's Automated Child Welfare Information System (MACWIS). (Projects 28310 and 29329)

Department of Human Services: Provided technical support, including redesign, development, and implementation of TANF (Temporary Assistance to Needy Families) Time-limit counters. (Project 30587)

Department of Human Services: Provided cost benefit analysis services for mission-critical (e.g., Welfare Reform) projects. (Project 29619)

Insurance Department: Provided Natural and COBOL/CICS application support as well as PC and local area network support for the agency's technical environment. (Project 29121)

Library Commission: Provided procurement services for the conversion of the mailing database applications. (Project #29804)

Department of Mental Health: East Mississippi State Hospital: Provided procurement support in the acquisition of equipment and installation to connect six additional buildings to the hospital's WAN. (Project 29557)

Department of Mental Health: Hudspeth Regional Center: Provided procurement support, including needs analysis and project management in support of the implementation of a Lucent

Technologies DEFINITY Generic 3 Enhanced Communications Server (G3 ECS). This G3 ECS is connect to the G3 ECS located at State Hospital via T1 circuits (Project 30107)

Military Department: Assisted the Army National Guard with the procurement for the acquisition and installation of interbuilding fiber optic cable at several of the Armories across the state using the general cabling RFP. (Project 28932)

Motor Vehicle Commission: Developed the Mississippi Motor Vehicle Commission Internet web site and provided ongoing support and maintenance, provided local area network support, and began development of a FoxPro Licensing system. (Project 29639)

Pearl River Community College: Provided procurement support, including needs analysis, drafting of RFPs, evaluation of proposals and project management, in support of the project to secure and implement a campus-wide infrastructure and PBX for both the Poplarville and Hattiesburg campuses. (Projects 28151 and 28320)

Personnel Board: Provided automated education tracking system and CPM system enhancements and support, including an upgrade to Natural Construct, for the Personnel Board Training Division. (Project 29243)

Public Employees' Retirement System: Provided technical assistance in the form of systems analysis, vendor/product research and consulting in the development of bid specifications and an evaluation model for securing services for backfile conversion and automation of the agency's massive repository of microfilmed employment and retirement records (Project 29855)

Department of Public Safety, Criminal Information Center: Provided a Mississippi Criminal History System (MCHS), Equipment List to acquire devices to be used by state agencies, local police departments, and sheriffs' offices statewide to process electronic submissions and inquiries to the MCHS, the Federal Bureau of Investigation (FBI), and other National Criminal Justice Systems. (Project 29398)

Public Safety Planning: Provided network and PC support. Planned upgrade and installation of file server and workstations. (Project 30463)

Department of Rehabilitation Services: Provided technical assistance in ushering this project through a procurement process resulting in the acquisition of a web-enabled client case management system (Project 30312)

Secretary of State's Office: Provided procurement support, including drafting of the RFP, evaluation of proposals, and contract negotiations, in support of the Election Information System (EIS) project. (Project 28707)

Tax Commission: Provided professional services in support of the development and implementation of an integrated tax system (STARS). (Project 20631)

Tax Commission: Provided procurement support including drafting of RFP and evaluation of proposals in support of the Alcoholic Beverage Control Bureau warehouse management system project. (Project 29634)

Tax Commission: Provided procurement support to contract with Lockheed Information Management Systems for services to continue to process data for the International Fuel Tax System at vendor's site. (Project 30064)

Department of Transportation: Provided procurement services to upgrade agency technology, including issuing RFP and evaluating proposals for fifty-three (53) CADD workstations. (Project 29180)

Department of Transportation: Provided procurement services, including drafting requirements and evaluating proposals via the General RFP 2883 for state-wide implementation of thirty-five Hewlett-Packard servers. (Project 29602)

Department of Transportation: Provided contract management and contractor liaison support for Financial Management System (FMS) project and contract support for Transportation Management Information System (TMIS) project. (Project 29016)

Department of Transportation: Provided procurement services, including evaluating proposals via the General RFP 2883 to upgrade the LAN from shared Ethernet and token ring topology to a switched Ethernet environment. (Project 29143)

University of Mississippi Medical Center: Provided procurement support, including needs analysis, drafting of RFP, and evaluation of

proposals, to secure maintenance of the Lucent Technologies DEFINITY Generic 3 Enhanced Communications Server (G3 ECS). (Project 29695)

Appendix A

Organizations, Councils, Services, and Committees

Summary Statistics

Education Courses

Sources of Procurement

Travel Expenditures

Organizations, Councils, Services, and Committees

National Association of State Information Resource Executives (NASIRE)

Agency staff participate actively in NASIRE which represents information resource executives and managers from the fifty states, the United States territories, and the District of Columbia. Representatives from federal, municipal, and foreign governments also participate in the organization as associate members. Corporate members representing the top hardware, software, and consulting firms are also a vital part of NASIRE. Opportunities provided for sharing information through NASIRE membership are significant. The state has already benefitted from being able to learn of information systems developed by other states which are available for transfer to Mississippi at little or no cost.

The ITS Executive Director serves on the NASIRE Executive Committee as a southern regional director.

National Association of State Telecommunications Directors (NASTD)

Agency staff participate actively in NASTD which consists of telecommunications directors from all fifty states, the District of Columbia, and the United States territories. Staff currently serve on the NASTD Regulatory Action Committee and monitor the Public Service Commission and Federal Communications Commission activities for potential impact on state telecommunications services.

Information Strategy and Policy Council (ISPC)

The ISPC evaluates and recommends to the ITS Board strategic plans, policies, and standards that determine the direction of information processing in Mississippi. In addition, the ISPC actively evaluates critical areas where no policies or standards currently exist and makes recommendations in those areas. The ISPC is composed of IT management representatives from agencies and institutions.

Gartner Group Services

ITS subscribes to the services of the Gartner Group, a leading supplier of tactical and strategic analysis and data on the information technology industry.

Services provided include research, advisory and planning services, consulting services, research products, audio teleconferences on technological topics, and availability of a research staff for specific topical advice. Research materials accessible through the subscription provide brief analyses of companies, technologies, planning issues, and other information and is available through the Internet.

Mississippi Telecommunications Task Force

The Mississippi Telecommunications Task Force was formed to address the emerging technologies as they relate to the telecommunications needs and concerns of all state agencies and institutions. Approximately thirty agencies and institutions serve as members of the Task Force.

Mississippi Association of Governmental Purchasing Agents (MAGPA)

ITS staff regularly meet and participate on projects within the statewide membership of MAGPA. MAGPA is dedicated to fostering professionalism and excellence in public procurement. The ITS staff share information of interest specifically related to information technology procurement at the various MAGPA meetings. ITS has benefitted from the contacts and relationships formed with public procurement officials on the state, county, and municipal level. Their suggestions have helped improve the procurement process for all ITS customers.

Mississippi Telecommunications Management Association (MTMA)

Agency staff participate in MTMA on a monthly basis. MTMA is a nonprofit organization which enhances and develops the telecommunications management function by promoting a means whereby major users of telecommunications facilities and services can readily exchange information, experience, and concepts to the mutual benefit of the individual members and their companies. Membership is comprised of Mississippi-based organizations which are users of telecommunications technology and/or services, as well as Mississippi-based organizations which are predominantly engaged in the

production, sale or rental of telecommunications equipment and consulting services.

American Academy of Certified Public Managers (AACPM) and the Mississippi Society of Certified Public Managers (MSCPM)

ITS has a commitment to both our employees and our customers to provide continuing education to our staff. This commitment is pertinent to both the technical aspects of the responsibilities of ITS as well as the managerial requirements. As one means of providing and encouraging continuing managerial development of those staff who are in supervisory or managerial roles, ITS is a strong supporter and participant in the State's Certified Public Manager (CPM) Program administered by the State Personnel Board.

Participants and graduates of the CPM Program are encouraged to join the MSCPM which is the state society arm of the AACPM (Only graduates may become members of AACPM). ITS has a strong representation in the MSCPM and uses the society's programs to provide additional continuing managerial education.

The AACPM is a national organization which also holds an annual conference for additional training and educational programs as well as providing opportunities to share governmental experiences with members from other states. ITS has participated in the AACPM annual conference each year since the MSCPM was accepted into membership of the AACPM. An ITS staff member was elected to the AACPM Board of Directors as president-elect for 1998.

Summary Statistics

Information Systems Services

- Provided 35,831 hours of technology services for customer projects
- Provided consulting services to supplement agency information services staff in the following roles:
 - State Project Manager for large vendor projects
 - Project Manager for technology procurements
 - Acting Information Systems Manager
 - Technical Manager/Team Leader
 - LAN Management
 - Application Development - LAN
 - Application Development - Mainframe
 - Other Technical Support
- Developed 74 Requests for Proposals (RFPs)
- Produced 1,132 CP-1 Documents for the purchase of products and services
- Produced and supported the following multi-use bids:
 - Express Product Lists (EPLs) - 13 discrete categories of products and services
 - General RFPs - 12 categories
 - Special Use RFPs - 10 categories
- Processed \$113,598,652 in technology acquisitions.

Education Services

- Offered 186 classes to 1,917 students.
- Trained students representing 73 state agencies, 7 universities, 4 community colleges, and 6 governing authorities.

Voice Services

- Implemented over 13,904 adds, moves, and changes to existing telephone systems.

- Dispatched and resolved 1,871 service calls in the Capitol Complex.
- Facilitated voice mail service for 1,521 voice mail users in the Capitol Complex.
- Processed 14,609,602 minutes of long distance usage.
- Processed over 383,117 state calling card calls.

Data Services

- Provided computer services to approximately 80 state agencies and several private entities that access public records.
- Processed approximately 900,000 batch jobs and 400 million online transactions.
- Supported 178 data connections to the State Data Center.
- Supported approximately 12,500 devices at 550 sites.
- Supported 472 frame relay circuit connections for state agencies to the state backbone network.
- Supported 20 agencies on Capitol Complex campus area network.

Education Division Courses Offered in Fiscal Year 1998

| | | | |
|------------------------------------------------------|-----|----------------------------------------------------|-------|
| Introductory and PC Courses | | Troubleshooting with the Sniffer Network Analyzer* | 9 |
| Introduction to FoxPro for Windows | 12 | Xerox Laser Printer Workshop* | 5 |
| Intermediate FoxPro for Windows | 5 | Novell GroupWise 5.0* | 4 |
| Introduction to Visual FoxPro | 38 | Intranetware and Windows NT Integration | 8 |
| Intermediate Visual FoxPro | 17 | Supporting & Troubleshooting Windows 95 | 27 |
| Intermediate Visual FoxPro for Developers | 20 | Supporting Windows NT 4.0 Core Technologies | 8 |
| Advanced Visual FoxPro for Developers | 10 | Understanding Windows NT Server | 11 |
| Introduction to Microsoft Access* | 32 | Firewalls and Internet Security* | 9 |
| Basic Atrack Workshop* | 91 | Introduction to Internet | 74 |
| Advanced Atrack Workshop* | 39 | Introduction to HTML & Web Page Design | 75 |
| Introduction to Windows 3.1 | 32 | Intermediate HTML & Web Page Design | 31 |
| Introduction to Windows 95 | 163 | <i>Sub Total</i> | 335 |
| Introduction to PowerPoint for Windows 95 | 45 | | |
| Introduction to Excel for Windows 95 | 54 | Mainframe Courses | |
| Introduction to Lotus 1-2-3 for Windows | 23 | Introduction to Job Control Language | 8 |
| Introduction to Lotus 1-2-3 '97* | 16 | Natural 2 Programming Fundamentals | 16 |
| Introduction to Word for Windows 95 | 18 | Natural Construct* | 14 |
| Introduction to WordPerfect 6.1 for Windows | 56 | <i>Sub Total</i> | 38 |
| Intermediate WordPerfect 6.1 for Windows | 37 | | |
| Introduction to WordPerfect 7.0 for Windows 95 | 18 | Telecommunications Courses | |
| Desktop Publishing Using WordPerfect 6.1 for Windows | 5 | Introduction to Telecommunications | 9 |
| <i>Sub Total</i> | 731 | | |
| | | <i>Grand Total</i> | 1,917 |
| Customized Courses | | * New Courses | |
| DECD - Intro. To Windows 95 & GroupWise | 309 | | |
| DECD - Installing, Configuring & Troubleshooting | 7 | | |
| Education - Intro. To Windows NT & GroupWise | 233 | | |
| Corrections - Intro. To Windows 95/Word for Windows | 10 | | |
| Bd. Med. Licensure - Intro. To Windows 3.1/WP 6.1 | 11 | | |
| Tax Comm. - Understanding Networking Fundamentals | 12 | | |
| MDOT - HTML & Web Page Design/Front Page 98 | 20 | | |
| <i>Sub Total</i> | 602 | | |
| IS Management Courses | | | |
| Object-Oriented Analysis and Design* | 16 | | |
| Planning & Implementing the Year 2000* | 23 | | |
| Gartner Services | 45 | | |
| Miscellaneous | 118 | | |
| <i>Sub Total</i> | 202 | | |
| Network Courses | | | |
| Introduction to Local Area Networks | 36 | | |
| LAN/WAN Internetworking | 18 | | |
| TCP/IP - Level I* | 11 | | |
| TCP/IP - Level II* | 9 | | |

Sources of Procurement

The following vendors were approved by ITS during Fiscal Year 1998 to provide information systems equipment, software, and services to the State of Mississippi.

| | | |
|-----------------------------------------|----------------------------------------------|------------------------------------|
| A Plus Communication, Inc. | CDE Integrated Systems, Inc. | Foresman, Edward G. Jr. |
| A& Connections, Inc. | Chaparral Systems Corp. | Fourth Entity Systems, Inc. |
| AASHTO | Claremont Technology Group, Inc. | Frank Solutions, Inc. |
| AC & E Ltd. | Clientele Products | Gartner Group, Inc. |
| Accessplus Technology Group | Cognos Corporation | Gateway 2000 Major Accounts |
| Adaptive Solutions, Inc. | Computer Associates International, Inc. | GE Capital Info Tech Solutions |
| Advanced Data, Inc. | Computer Learning Works, Inc. | General Datacomm, Inc |
| Alabama CAD/CAM, Inc. | Computer Management and Development Services | Genesis Corporation |
| Alpha 1 Leasing, Inc. | Computer Service & Sales, Inc. | Genisys Group Inc. |
| Ambac Connect, Inc. | Compuware Corp. | Globe Communications |
| Amdahl Corp. | Comsys Technical Services, Inc. | GNAS, Inc. |
| American Management Systems, Inc. | Connections Plus, Inc. | Government Computer Sales Inc. |
| Ameridata Company, Inc. | Cooper Communications | Graybar Electric Co, Inc. |
| Angeles Group | Corporate Computer of Mobile | Gregory C. Rigamer & Assoc, Inc. |
| Anixter, Inc. | CPT of Baton Rouge, Inc. | Groupsoft Systems |
| Apple Computer, Inc. | Cray Research, Inc./SGI | Grumman Data Systems |
| Applied Computer Systems, Inc. | Crook, Hubert | Gulf State Systems, Inc. |
| Artecon, Inc. | Cross Road Consulting, Inc. | Heidel, William W. Jr. |
| ASAP Software Express, Inc. | Cybernetics & Systems, Inc. | Hewlett-Packard Co. |
| ATS Telephone & Data Systems | Data General Corp. | Hinds Business Machines, Inc. |
| B & M Communications | Datacomm Leasing Corp. | Horizon Keystone Financial |
| Bartlow, Rita | Dataplex | Hummingbird Communications Ltd. |
| BBN Planet Corporation | DecisionOne Corporation | IBM Corp. |
| BDM International, Inc. | Dell Marketing Corp | Ikon Office Solutions |
| BellSouth Communications Systems | Deloitte & Touche Llp | Image-X, Inc. |
| Bentley Systems, Inc. | Deviney Construction | Inacom Information Systems |
| Berry Computer, Inc. | Dictaphone Corporation | Information Systems Business |
| Black Box Corporation | Distinctive Business Machines | Informix Software, Inc. |
| BMC Software, Inc. | DTX, Inc. | Infoworks, Inc. |
| Boffin Limited | Duke, Raymond E. | Innovation Data Processing, Inc. |
| Bowie Audio Visual Enterprises | Dyn Corp. I & ET, Inc. | Insight |
| Breazeale, Wade S. Jr. | Dyncorp | Integrated Network Solutions |
| Brooks & Associates Ltd. | Eastern Computer Exchange, Inc. | Intelligent Search Technology |
| BRS, Inc. | Echo Management Group | Interact Systems, Inc. |
| Business Communications, Inc. | Ems Data Systems, Inc. | Interactive Image Technologies |
| Business Software Alliance, Inc. | En Pointe Technologies, Inc. | Intergraph Corp. |
| Cabletron Systems Sales & Service, Inc. | Engineering Systems Solutions | Interlink Computer Sciences |
| Cablexpress Corporation | Enhanced Systems and Consulting (Esc) | Internet Solutions |
| Cales, Richard H. M.D. | Entex Information Services, Inc. | Internet Systems, Inc. |
| California Public Health Foundation | Environmental Systems Research | ITC Systems (USA), Inc. |
| Candle Corp. | Epos Corp. | Jackson Communications, Inc. |
| Capital Investment Recovery, Inc. | Ericsson GE Mobile Comm | James, Malcolm Joseph |
| Case Consulting Corporation | | Johnson, Joseph E. |
| | | Joseph D. Fail Engineering Company |

JTC, Inc.
Kelly Temporary Services
Knight, Sylvia L.
KPMG Peat Marwick, Llp
L R Wechsler Ltd.
Landmark Systems Corporation
Leap Software Inc.
Legalege Software LP
Lennep, Madalan
Levi Ray & Shoup, Inc.
Lightspeed Software
Lockheed Information Mgmt Sys
Lucent Technologies
Macwarehouse
Mahboobeh, Inc.
Matrix Solutions, Inc.
Maximus, Inc.
Maxvision Corporation
McData Information Systems
McInnis Electric Co
Medstat Systems, Inc.
Micro 2000, Inc.
Micro Computer Service, Inc.
MicroAge, Inc.
Microland of Rockville
Microsoft Corp.
Microwave Data Systems
Middle South Computer Exchange
Military Technology, Inc.
Mitsuba Texas, Inc.
Mobilecomm
Modern Communications, Inc.
Moonlight Media, Inc.
Motorola Communications & Elec
Neel-Schaffer, Inc.
Neely Consulting, Inc.
New South Communications
Nichols Research Corp.
North Jackson Office Supply

Northwest Communications
Contractors, Inc.
Novell, Inc
Oce' -Bruning, Inc.
Odyssey Development, Inc.
Omni Telecommunication, Inc.
Omtool Ltd.
Oracle Corporation
Palmer Computer Services
Pattco Electronics Corp, Inc.
Paul L. Lamey Enterprises
Pharmacy Computer Services
Pharmcomm, Inc.
Pitney Bowes Software Systems
Platinum Technology Inc.
PRC, Inc.
PRC/PSI
Premier Systems Integrators, Inc
Prism Software Corporation
Provision Computer Corporation
PSR Software, Inc.
Pythia Corporation
QED Information Systems, Inc.
Riverpointe Consulting, Inc.
Saber Systems & Consulting
SAS Institute, Inc.
SCB Computer Technology, Inc.
Schlumberger/Global Tel Link
School Computer.com
Scientific Telecom
Scitech International, Inc.
SFAS Software, Inc.
Shared Medical Systems Corp.
SHL Systemhouse Inc.
Shumate William H.
Simod Corporation
Sirsi Corporation
Sivad, Inc.
Snelling Personnel Services

Software AG of North America
Software Pursuits, Inc.
Solid Systems, Inc.
Solutions Engineering
Southeastern Consulting Group
Southern Communications Services,
Inc.
Spire Technologies, Inc.
SPSS, Inc.
Stonebridge Technologies, Inc.
Storage Dimensions, Inc.
Sun Microsystems Inc.
Sunsoft, Inc.
Superior Consultant Co, Inc.
Supply Chain Logic, Inc.
Sybase, Inc.
Syncsort, Inc.
Systemhouse Inc.
Systems & Computer Technology
Corporation
TAC Systems, Inc.
Tangent Computer
Tant, David A.
Team One Communications, Inc.
Telemedia Communications, Inc.
Tempo, Inc.
Tenmark Telecommunications
Treehouse Software
Trellis Network Services
TXport Inc.
Ukiah Software, Inc.
Unisys Corp.
Vanstar Corporation
Venture Systemssource, Inc.
Versa Management Systems Inc.
Viasoft, Inc.
Vital Network Services
Wang Laboratories, Inc.
Xerox Corporation

Travel Expenditures

Fiscal Year 1998

Board Meeting Expense

| Member | Per Diem | Travel/Subsistence |
|------------------------|----------|--------------------|
| Stephen A. Adamec, Jr. | 440.00 | 1,024.86 |
| Rodney A. Pearson | 520.00 | 1,007.50 |
| Lynn C. Patrick | 480.00 | 725.40 |
| David G. Roach | 920.00 | 2,565.10 |
| Cecil L. Watkins | 760.00 | 1,853.98 |

ITS In-State Travel - Fund 3601

| Employee | Cost | Location |
|------------------|--------|-------------------------------------------|
| Scott Gordy | 223.86 | Biloxi |
| David Litchliter | 76.26 | Starkville |
| Tracie Dickerson | 87.54 | Parchman |
| David Litchliter | 211.28 | Vicksburg/Starkville |
| David Richards | 254.20 | Senatobia/Summit/ Vicksburg/Ellisville |
| Jimmy Webster | 169.48 | Gulfport/Biloxi |
| Karen Newman | 34.03 | Biloxi |
| Martha Pemberton | 79.05 | Poplarville |
| Tanya Wilson | 105.40 | Parchman |
| Tina Wilkins | 65.72 | Meridian |
| Caroline Walker | 27.90 | Magee |
| Caroline Walker | 109.74 | Poplarville |
| David Richards | 105.40 | Long Beach |
| Mary Robinson | 333.33 | Biloxi |
| Lynne Morgan | 399.34 | Biloxi |
| Libby Molisak | 518.06 | Biloxi |
| Cherry Tucker | 504.85 | Biloxi |
| Wally DeRossette | 74.40 | Poplarville |
| Ginger Breland | 363.70 | Biloxi |
| Martha Pemberton | 181.21 | Starkville |
| Shirley Poirrier | 234.45 | Biloxi |

ITS In-State Travel - Fund 3601

| Employee | Cost | Location |
|----------------------|--------|---------------------------|
| Mary Robinson | 288.45 | Biloxi |
| Ginger Breland | 376.50 | Biloxi |
| Jane Woosley | 363.47 | Biloxi |
| Lori Rutland | 29.67 | Biloxi |
| Tina Hollingsworth | 360.10 | Biloxi |
| Annie Harris Kirkham | 102.30 | Biloxi |
| Teresa Karnes | 25.73 | Vicksburg |
| Karen Newman | 147.70 | Long Beach |
| Wally DeRossette | 375.34 | Biloxi |
| Kent Tolbert | 134.23 | Long Beach |
| Jimmy Webster | 140.43 | Biloxi |
| Ginger Breland | 57.35 | McComb |
| Lynn Sanders | 88.31 | Starkville |
| Mary Robinson | 63.55 | McComb |
| David Richards | 303.80 | Hattiesburg/Biloxi/Oxford |
| Jimmy Webster | 122.76 | Biloxi |
| David Richards | 27.28 | Sanatorium |
| Wally DeRossette | 65.10 | Itta Bena |
| Martha Pemberton | 254.85 | Biloxi |
| David Richards | 121.68 | Biloxi |
| Pat Oden | 354.56 | Biloxi |
| Terry Bergin | 427.80 | Biloxi |
| David Litchliter | 431.10 | Biloxi |
| John W. Martin | 239.42 | Biloxi |
| Roger Graves | 536.25 | Biloxi |
| Karen Newman | 334.00 | Biloxi |
| Gale Legrand | 611.74 | Biloxi |
| Jimmy Webster | 603.26 | Biloxi |
| Gary Turner | 409.28 | Biloxi |
| Carl Fortenberry | 651.23 | Biloxi |
| Lisa Kuyrkendall | 663.32 | Biloxi |
| Charlie Evers | 389.44 | Biloxi |
| Melinda Wolverton | 604.79 | Biloxi |
| Dennis Bledsoe | 508.05 | Biloxi |
| Gary Turner | 59.52 | Ellisville |
| Purvis Everitt | 130.00 | Biloxi |
| Connie Bounds | 417.20 | Biloxi |

ITS In-State Travel - Fund 3601

| Employee | Cost | Location |
|------------------|--------|------------------------|
| David Richards | 54.56 | Hattiesburg |
| Tracie Dickerson | 87.54 | Parchman |
| Lynne Morgan | 32.00 | Durant |
| David Richards | 85.56 | Scooba |
| Jimmy Webster | 52.08 | McComb |
| Martha Pemberton | 57.97 | Hattiesburg |
| Lynn Sanders | 55.80 | Hattiesburg |
| John W. Martin | 40.92 | Newton |
| Gary Rawson | 662.12 | Biloxi |
| Debra Spell | 60.13 | Lorman |
| Lori Rutland | 390.51 | Hattiesburg |
| Craig Orgeron | 438.37 | Hattiesburg |
| Libby Molisak | 212.12 | Robinsonville |
| Cherry Tucker | 66.15 | Robinsonville |
| Lynne Morgan | 67.99 | Robinsonville |
| Mary Robinson | 189.44 | Robinsonville |
| Susan McClain | 62.00 | Louisville |
| Jane Woosley | 107.91 | Senatobia |
| Ginger Breland | 451.80 | Biloxi |
| Karen Newman | 153.05 | Biloxi |
| Mary Robinson | 646.27 | Biloxi |
| Wally DeRossette | 185.39 | Senatobia |
| Debbie Wade | 141.36 | Tupelo/Port Gibson |
| Wally DeRossette | 68.20 | Hattiesburg |
| Shirley Poirrier | 415.95 | Biloxi |
| Lori Rutland | 58.90 | Hattiesburg |
| Tracie Dickerson | 103.00 | Parchman |
| Teresa Karnes | 124.25 | Columbus |
| Karen Newman | 202.30 | Ellisville |
| Susan McClain | 174.09 | Hattiesburg/Ellisville |

ITS In-State Travel - Fund 3601

| Employee | Cost | Location |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------------------------|
| Dennis Bledsoe Patsy Porterfield Cheryl Gordon Stacy Walker Carl Fortenberry Tina Hollingsworth Cherry Tucker Steve Phelps Connie Bounds Tina Stutts Debbie Wade Debra Spell Purvis Everitt Willie Byrd | 615.11 | Local Commuting Expenses |

ITS Out-Of-State Travel - Fund 3601

| Employee | Cost | Location | Purpose |
|-------------------------------------------------------------------------------------------------------------|----------|-------------------|-----------------------------------------------------|
| Vicki Traxler Louis Gaines Michele Sims | 2,442.45 | New Orleans, LA | Computer Associates '97 Conference |
| Tina Hollingsworth Steven Walker | 3,600.31 | Las Vegas, NV | COMDEX/Fall '97 |
| Claude Johnson Martha Pemberton Karen Newman David Litchliter | 2,698.81 | Williamsburg, VA | NASIRE Annual Conference |
| Steve Phelps | 1,304.27 | San Francisco, CA | Storagetek Forum '97 |
| Ken Haynes | 571.44 | Birmingham, AL | Microsoft Database Solutions Using SQL Server Class |
| Clay Haller | 721.75 | Atlanta, GA | Windows NT Basic Training |
| Gary Turner Dennis Bledsoe Gary Rawson Charlie Evers Jimmy Webster Gale Legrand Sue Green | 6,477.85 | Atlanta, GA | NASTD 1997 Annual Conference and Trade Show |
| Kathy Richburg Mark Catchot Steve Phelps Darnell Cox Vicki Traxler | 3,761.60 | Dallas, TX | Xplor 18 th Global Conference |
| Shirley Poirrier Sylvia Knight | 2,393.80 | Orlando, FL | Gartner Group Symposium |

ITS Out-Of-State Travel - Fund 3601

| Employee | Cost | Location | Purpose |
|-------------------------------------------------------------------------------------|-------------|------------------|----------------------------------------------------------------|
| Donna Rogers | 923.91 | Boston, MA | Contract Negotiation Conference |
| Polly Moon | 796.21 | Atlanta, GA | Netware Users Conference |
| Pat Oden Carl Fortenberry Dennis Bledsoe Stacy Walker | 2,775.78 | Nashville, TN | BellSouth Government Billing Forum |
| Claude Johnson Teresa Karnes | 1,393.37 | Pittsburg, PA | State/Federal CIO Year 2000 Summit |
| Dee Connerly | 1,099.32 | Chicago, IL | Building Natural Applications Class |
| Teresa Karnes | 1,104.22 | Santa Clara, CA | Project World '97 |
| Gary Turner Kent Tolbert | 1,750.01 | San Antonio, TX | International Definity Users Group Conference |
| Martha Pemberton Jane Woosley | 1,921.77 | Falls Church, VA | FGIPC Government Information Technology Acquisition Conference |
| David Richards | 43.40 | Mobile, AL | Site visit for bid evaluation |
| David Litchliter Karen Newman | 1,190.02 | San Antonio, TX | Conference on Electronic Commerce in the States |
| Cherry Tucker | 263.58 | New Orleans, LA | NPMA Training Seminar |
| Mary Robinson | 239.86 | Montgomery, AL | AACPM Conference |
| Bruce Lightsey | 1,088.66 | Atlanta, GA | DB2 DBAI Class |
| Debbie Bergin Steve Phelps Mitchell Bounds Kelly Catchot Bruce Lightsey | 3,760.55 | Boulder, CO | Disaster Recovery Testing |
| Gary Rawson | 434.00 | Atlanta, GA | Southern Regional Education Board E-Rate Meeting |
| Debbie Wade | 1,663.63 | Anaheim, CA | AIIM '98 Annual Show & Conference |
| Dennis Bledsoe | 221.00 | San Diego, CA | TAG User Group Planning Session |
| Teresa Magee | 1,288.95 | Washington, DC | Advanced CISCO Class |
| David Litchliter | 462.00 | Washington, DC | NASIRE Executive Committee Meeting |
| Harold Rule | 1,044.99 | Milwaukee, WI | CISCO CIP Class |
| Roger Graves John W. Martin | 271.18 | Mobile, AL | CISCO Voice/Data Integration Seminar |
| David Richards | 641.99 | Memphis, TN | CET RCDD Course |
| Karen Newman Martha Pemberton | 1,330.49 | Lexington, KY | NASIRE Midyear Conference |

ITS Out-Of-State Travel - Fund 3601

| Employee | Cost | Location | Purpose |
|------------------------------------------------------------------|-------------|-----------------|----------------------------------------------------------------------------------------|
| Dennis Bledsoe Connie Bounds Tina Stutts | 3,252.43 | Orlando, FL | 1998 Spring BellSouth State Government Forum |
| Louis Gaines Vicki Traxler Michele Sims | 2,708.70 | New Orleans, LA | CA World '98 Conference |
| Jimmy Webster Roger Graves Steven Walker | 3,576.70 | Denver, CO | CISCO Networkers '98 LAN/WAN Conference |
| Lynn Sanders | 788.84 | Kansas City, MO | Telecommunications Fundamentals Class |
| Susan McClain Martha Pemberton Debra Spell Tina Wilkins | 1,188.39 | New Orleans, LA | Telecommunications Fundamentals Class |
| Gale Legrand Roger Graves | 1,368.46 | Lexington, KY | NASTD Southern Regional Conference |
| Wally DeRossette | 1,413.05 | Boston, MA | National Meeting-Strategic Uses of Computing & Telecommunications in the Public Sector |
| Claude Johnson | 774.20 | San Antonio, TX | Netsec '98 Conference |
| Craig Orgeron | 1,207.80 | Coronado, CA | International Knowledge Management Executive Summit |
| Terry Bergin | 272.10 | Atlanta, GA | Computer Associates Executive Round Table |
| Willie Byrd Purvis Everitt John W. Martin | 3,052.74 | Denver, CO | International Communications Assoc. Summer Program |

Fiscal Year 1998 Administration

Staff

David L. Litchliter, CDP, CPM
Executive Director

Russell W. Ferguson, CDP
Deputy Director and
Internal Support Director

Terry Bergin, CDP, CPM
Data Services Director

Martha L. Pemberton, CDP, CPM
Information Systems Services Director

Karen K. Newman, CPM
Education Services Director

Claude Johnson, CDP
Strategic Services Director

Charles W. Evers
Voice Services Director

Donna Nead Rogers
Legal Counsel, Office of the Attorney General

Board Members

David G. Roach, Chairman
Oxford, Mississippi

Cecil L. Watkins, Vice Chairman
Picayune, Mississippi

Stephen A. Adamec, Jr.
Diamondhead, Mississippi

Rodney A. Pearson
Starkville, Mississippi

Lynn C. Patrick
New Augusta, Mississippi

Legislative Advisors

Representative Terry W. Brown
Columbus, Mississippi

Senator Thomas E. Robertson
Moss Point, Mississippi

CDP Certified Data Processor

CPM Certified Public Manager





David L. Litchliter, Executive Director

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