

# Texas Higher Education Coordinating Board

## Information Technology Combined Detail

### For Biennium 2016-2017

This detail report combines the following information sourced from the agency submissions portion of the Information Technology area within the LBB Automated Budget and Evaluation System of Texas (ABEST).

- Information Technology Detail (ITD) – lists information resource initiatives currently in place or planned to support the agency's mission, goals, objectives, and strategies through 2017.
- Information Technology Detail Project Schedule with OOE Detail – lists the current IT related operational plans with spending detail and funding sources from the Legislature in our LAR through 2017.
- Information Technology Detail Exceptional Project Schedule – lists the proposed IT related projects for which the agency is requesting addition funding through 2017.

The following reports from the provide a snapshot of the key IT related initiatives for the agency as well as the planned/requested spending patterns and funding to support the initiatives.

**INFORMATION TECHNOLOGY DETAIL**

7/25/2014 9:03:04AM

84th Regular Session, Agency Submission, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

**781 Higher Education Coordinating Board**

**CATEGORY CODE/CATEGORY NAME**

*Project Number/Name*

**Type of Project**

**DESCRIPTION**

5005 ACQUISITN INFO RES TECH

3 *Acquisition of IT Infrastructure*

370 Acquisition and Refresh of Hardware and Software

**Project Description:**

With no capital funding having been approved for technology acquisitions in two consecutive biennium, FY12-13 & FY14-15, funding of capital acquisitions in the FY 16-17 biennium is essential to the maintenance of agency operations and staff productivity. Replacement of obsolete technologies in place at the agency is required to enhance agency staff productivity and to improve service to the agency's stakeholders (institutions of higher education, students, legislature, Board and the public). Agency staff are already experiencing productivity loss due to equipment breakdown or degradation of PC performance. Funding requested for FY16 is greater than FY17 in order to allow the agency play "catch-up" and to replace equipment that is quickly reaching end of life as a result of the unfunded FY12-FY15 time period. FY17 begins funding of a regular infrastructure refresh cycle at the level previously funded prior to FY12-13.

**Project Status:**

Pending funding restoration.

**Needs-analysis Summary:**

By the start of FY16, 63% of our desktops will be over six years old and 86% will be more than five years old. By FY16, over 80% of our laptop units will be older than our standard 3-year replacement schedule with over 56% four years or more in age. Slower performance is already noticeable on these units.

**Project Justification:**

With the lack of funding for this equipment and infrastructure replacement project for the past four years, THECB's PCs and Laptops continue to age with the majority of our units older than the desired four-year optimum. The same holds with the agency's other IT infrastructure items such as network equipment and software. Without a capital budget for keeping our equipment and software up to date, the amount of staff time required to support our aging technologies will increase as will the difficulty in finding available parts for outdated or obsolete equipment. Funding requested for FY16 is greater than FY17 in order to allow the agency to play "catch-up" and to replace equipment that has reached, or is quickly reaching, end of life as a result of the unfunded FY12-FY15 time period. FY17 begins funding of a regular infrastructure refresh cycle at the level previously funded prior to FY12-13. By the start of FY16, 63% of our desktops will be over six years old and 86% will be more than five years old. By FY16, over 80% of our laptop units will be older than our standard 3-year replacement schedule with over 56% four years or more in age. Slower performance is already noticeable on these units. Our plans are to spend approximately \$178,200 replacing desktops (165 units) and another \$105,000 (50+ units) replacing laptops in FY16 to catch up for the unfunded years. We will also spend about \$16,200 for needed upgrades to our network servers and equipment in FY16. Starting in FY17, we plan to spend about \$140,000 annually on a regular replacement plan (PC's, expanded use of laptops, tablets, etc.). We will likely spend an additional \$30,000 on technology infrastructure improvements such as network and other communication hardware upgrades throughout the agency in FY17 and \$20,000 to keep abreast of the newest software.

**INFORMATION TECHNOLOGY DETAIL**

7/25/2014 9:03:04AM

84th Regular Session, Agency Submission, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

**781 Higher Education Coordinating Board**

**CATEGORY CODE/CATEGORY NAME**

*Project Number/Name*

**Type of Project**

**DESCRIPTION**

5005 ACQUISITN INFO RES TECH

3 *Acquisition of IT Infrastructure*

370 Acquisition and Refresh of Hardware and Software

**Outcome Measures:**

Through the use of a standard life cycle for PC workstations, laptops, and tablets, the agency has a systematic plan for information technology replacements and also a tool with which to control IT replacement budgets. The replacement cycle is consistent and driven by the agency's IT Replacement Plan. This consistency of replacement across the enterprise results in a standardized end user environment for all staff members.

The majority of software purchases are procured through DIR state contracts or competitive bids. Software acquired through this project is implemented and maintained by existing staff. Justification for individual software purchases is required and must be approved by the Director of Information Resources

This agency would not be able to effectively conduct business, and in some cases, not be able to conduct business at all without a responsive, reliable, and secure telecommunications network infrastructure. Electronic communication supported by this project is the basis for most of the operations of this agency. The planned and scheduled upgrading of the telecommunications infrastructure helps mitigate the risk of staff productivity loss due to network infrastructure outages.

**Output Measures:**

A primary performance objective for this project is to deliver stable and maintainable workstation hardware resources that meet staff needs and perform to expectations. A secondary objective is to manage the information technology inventory responsibly. The agency's inventory is audited on an annual basis with highly mobile information technology items inventoried on a semi-annual basis.

Obsolete equipment is promptly removed from inventory and disposed of in accordance with existing state statutes. Most obsolete equipment is recycled and used by school districts, charitable organizations, and correctional institutions across the state.

A software inventory is maintained to ensure that the correct numbers of software licenses are available to comply with end user license agreements. Annual software license audits are performed to ensure that the agency is in compliance with existing agreements and that the agency is not paying maintenance on outdated software titles.

Another objective of this project is to deliver and maintain a reliable and secure network infrastructure that effectively supports staff and constituents and provides for the acceptable delivery of mandated services. Bandwidth is continually monitored on the agency's LAN and Internet connections with automated tools. Periodic reviews are performed to assure that adequate bandwidth is available.

**INFORMATION TECHNOLOGY DETAIL**

7/25/2014 9:03:04AM

84th Regular Session, Agency Submission, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

**781 Higher Education Coordinating Board**

**CATEGORY CODE/CATEGORY NAME**

*Project Number/Name*

**Type of Project**

**DESCRIPTION**

5005 ACQUISITN INFO RES TECH

3 *Acquisition of IT Infrastructure*

370 Acquisition and Refresh of Hardware and Software

**Acquisition-of-Alternatives Analysis:**

The current funding challenges for capital purchases made us reexamine the process and technologies that can be used to provide staff with computing resources for the day to day operations of the agency.

The agency developed an IT Replacement strategy to provide options and recommendations for maintaining a reasonable level of hardware infrastructure without having the benefit of appropriated capital funds for this purpose. To do so, we examined the benefits and constraints of the following options along with a timeline for implementing the recommendations:

- Upgrading existing laptops and desktops – action taken but will only extend usability until FY16-FY17 funding is secured for replacement
- Leasing equipment – proved to provide no tangible functional benefits and at our size, was more expensive than a normal phased replacement plan
- Purchasing replacement equipment – proved to be the most cost and service delivery effective solution for an agency of our size
  - o Categorizing user needs
  - o Allocating technology based on those needs
- Desktop as a Service (DaaS) – Possible longer term solution as the service becomes more mature and cost effective

**Cooperative-Project Area:**

The agency looked at Virtual PC offerings by the DCS Xerox contract but found them to still be in pilot stage and not mature enough for near to mid-term consideration.

**Milestones or Timelines:**

With the requested funding, the agency would re-establish the 4-year PC and 3-year laptop replacement cycle that had been successful in the past beginning on 9/1/2016. This purchase replacement cycle would be evaluated annual to determine if Virtual PC or Desktop as a Service had matured sufficiently to migrate to.

4 *Security Upgrds IT Infrastructure*

370 Acquisition and Refresh of Hardware and Software

**Project Description:**

The LAR Exceptional Item seeks to fund information security initiatives identified by Gartner in an FY13 Security Assessment commissioned by the State. While Gartner provided a rough order of magnitude (ROM) estimate of \$2,090,000 plus 16.8 FTEs over 4 years, THECB estimates the cost to the agency's IT Infrastructure be \$390,000 in professional services and operational expenses for IT infrastructure maintained by THECB staff, plus an additional \$550,000 in security enhancements to our DCS infrastructure (separate Exception Item as requested by DIR). Gartner identified 28 initiatives with 16 of the initiatives either underway or implemented during the FY14/FY15 timeframe using existing resources. This funding will apply to 12 of the initiatives that are longer term and require new funding to implement.

**INFORMATION TECHNOLOGY DETAIL**

7/25/2014 9:03:04AM

84th Regular Session, Agency Submission, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

**781 Higher Education Coordinating Board**

**CATEGORY CODE/CATEGORY NAME**

*Project Number/Name*

**Type of Project**

**DESCRIPTION**

5005 ACQUISITN INFO RES TECH

4 *Security Upgrds IT Infrastructure*

370 Acquisition and Refresh of Hardware and Software

**Project Status:**

THECB has already initiated actions for initiatives identified by the third party security assessment that can implemented within the limited scope of available resources and funding. Funding in FY16-17 will be required to address many of the key assessment findings and recommendations.

**Needs-analysis Summary:**

The need was established with recommendations from the assessment, which are based on a detailed review of the Agency's information security practices. Agency staff determined that 12 of the recommended initiatives require additional funding.

**Project Justification:**

This request would fund the cost of specific information technology initiatives and professional services to enhance information security at THECB. The Agency participated in a DIR sponsored statewide third party security assessment in FY13 to determine the security enhancements required to achieve the recommended "due diligence" level of IT security maturity. The assessment provided a roadmap with specific initiatives to improve information security.

The approach during FY13/FY14 has been to complete initiatives that are attainable with existing resources. Longer term initiatives scheduled for FY16/FY17 require additional resource in the DCS and Agency cost centers. Failure to acquire this funding will result in the inability to achieve the due diligence level of security during the FY16/FY17 timeframe with some long-term information security initiatives beyond reach with a level of residual risk. The \$390,000 in funds requested in this exception are to address issues with the IT infrastructure housed within the agency's facilities and maintained by agency staff. An additional Exceptional Item is being submitted related to this assessment for THECB IT infrastructure housed in State Data Centers managed under the State's Data Center Services contract.

**Outcome Measures:**

Implementation of mid-term and long-term initiatives as recommended by the third party security assessment for THECB in FY16/FY17.

**Output Measures:**

Improved maturity of the THECB Information Security program as measured by the third party security assessment as well as within THECB's annual DIR Agency Security Plan as mandated by SB1597.

**Acquisition-of-Alternatives Analysis:**

The assessment provided rough order magnitude cost along with general guidance on product and service selection. Agency staff developed refined estimates based on enhancement of products and products, services and capabilities that are currently in the Agency portfolio. Additionally, cost is directed into DCS where appropriate leveraging economy of scale within the DCS environment.

**Cooperative-Project Area:**

The agency information technology infrastructure is transformed into the Data Center Service environment, cost that are appropriate for the DCS environment are reflected in the request.

**Milestones or Timelines:**

10/15/2016 Agency Security Plan for THECB to be submitted to DIR

5 *Security Upgrds DCS Infrastructure*

150 Data Center Consolidation

**INFORMATION TECHNOLOGY DETAIL**

7/25/2014 9:03:04AM

84th Regular Session, Agency Submission, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

**781 Higher Education Coordinating Board**

**CATEGORY CODE/CATEGORY NAME**

*Project Number/Name*

**Type of Project**

**DESCRIPTION**

5005 ACQUISITN INFO RES TECH

5 *Security Upgrds DCS Infrastructure*

150 Data Center Consolidation

**Project Description:**

This request would fund the cost of specific information technology initiatives to enhance information security at THECB. The Agency participated in a DIR sponsored statewide security assessment program in FY13 to determine the security enhancements required to achieve the recommended "due diligence" level of IT security maturity. The assessment performed by the Gartner Group provided a roadmap with specific initiatives to improve information security. The approach during FY13/FY14 has been to complete initiatives that are attainable with existing resources. Longer term initiatives scheduled for FY16/FY17 require additional resources in the DCS and Agency cost centers. Failure to acquire this funding will result in the inability to achieve the due diligence level of security during the FY16/FY17 timeframe with some long-term information security initiatives beyond reach with a level of residual risk. The \$550,137 in funds requested in this exception are to address issues within the IT infrastructure housed within the State Data Centers managed under the State's Data Center Services contract. A separate Exceptional Item (as requested by DIR) is being submitted related to this assessment for items housed at the agency facility and maintained by agency staff.

**Project Status:**

THECB has already initiated actions for initiatives identified by the third party security assessment that can be implemented within the limited scope of available resources and funding. Funding in FY16-17 will be required to address many of the key assessment findings and recommendations.

**Needs-analysis Summary:**

The need was established with recommendations from the third party security assessment, which are based on a detailed review of the Agency's information security practices. Agency staff determined that 12 of the recommended initiatives require additional funding.

**Project Justification:**

This LAR Exceptional Item seeks to fund information security initiatives identified by Gartner in an FY13 Security Assessment commissioned by the State. While the assessment provided a rough order of magnitude (ROM) estimate of \$2,090,000 plus 16.8 FTEs over 4 years, THECB estimates the cost of required upgrades to be \$940,000 for AY16 & AY17, \$550,137 of which is related to the agency's IT Infrastructure housed in State Data Centers maintained under the State's Data Center Services contract. The assessment identified 28 initiatives with 16 of the initiatives either underway or implemented during the FY14/FY15 timeframe using existing resources. This funding will apply to 12 of the initiatives that are longer term and require new funding to implement.

**Outcome Measures:**

Implementation of mid-term and long-term initiatives as recommended by the third party security assessment for THECB in FY16/FY17.

**Output Measures:**

Improved maturity of the THECB Information Security program as measured by the third party security assessment as well as within THECB's annual DIR Agency Security Plan mandated by SB1597.

**INFORMATION TECHNOLOGY DETAIL**

7/25/2014 9:03:04AM

84th Regular Session, Agency Submission, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

**781 Higher Education Coordinating Board**

**CATEGORY CODE/CATEGORY NAME**

*Project Number/Name*

<b>Type of Project</b>	<b>DESCRIPTION</b>
5005 ACQUISITN INFO RES TECH	
<ul style="list-style-type: none"> <li>5 <i>Security Upgrds DCS Infrastructure</i></li> <li>150 Data Center Consolidation</li> </ul>	<p><b>Acquisition-of-Alternatives Analysis:</b> The assessment provided rough order magnitude cost along with general guidance on product and service selection. Agency staff developed refined estimates based on enhancement of products and products, services and capabilities that are currently in the Agency portfolio. Additionally, cost is directed into DCS where appropriate leveraging economy of scale within the DCS environment.</p> <p><b>Cooperative-Project Area:</b> The agency information technology infrastructure is transformed into the Data Center Service environment, cost that are appropriate for the DCS environment are reflected in the request.</p> <p><b>Milestones or Timelines:</b> 10/15/2016 Agency Security Plan for THECB to be submitted to DIR</p>
<ul style="list-style-type: none"> <li>7 <i>Redesign of Website</i></li> <li>240 Enterprise Application Integration / Middleware Deployment</li> </ul>	<p><b>Project Description:</b> This request is related to the agency’s main website, available to the legislature, higher education stakeholders, and the general public. Analytics reflect a monthly average of 52,000 visits by 36,000 unique visitors (January-June 2012). The Sunset Advisory Commission report on THECB (March 2012) recommended: “3.4 Direct the Coordinating Board to redesign its websites to better meet the needs of its stakeholders and ensure centralized control over the sites’ content and organization.....”</p> <p>This request involves the hiring of a professional web design and marketing firm to assist the agency in the redesign of its main website to more effectively communicate with external parties, enhance their ability to locate the information they seek and to identify means to incorporate social media into the agency's communications strategies.</p> <p><b>Project Status:</b> The agency currently lacks funds for this redesign. Therefore the project will not commence until funding is provided.</p> <p><b>Needs-analysis Summary:</b> As stated in the project description, the redesign of the agency’s website was identified as being needed in the last Sunset Review of the agency. The details of their assessment are available in that document.</p> <p><b>Project Justification:</b> The agency agrees with the Sunset Review that the agency’s website is not as useful as it should be and is badly in need for redesign.</p> <p><b>Outcome Measures:</b> Redesigning the agency’s website will improve the agency’s ability to efficiently provide information and data to stakeholders. It will provide an opportunity to evaluate the consistency of the THECB message and improve the cohesiveness of the THECB brand. Pages of content will be revisited and either refreshed or removed improving the quality of information provided.</p> <p><b>Output Measures:</b> Analytics software and surveys can be used to evaluate the effectiveness of this initiative. Ideally bounce rates will be lower, the amount of time required to locate information will be reduced and end user satisfaction will be improved.</p>

**INFORMATION TECHNOLOGY DETAIL**

7/25/2014 9:03:04AM

84th Regular Session, Agency Submission, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

**781 Higher Education Coordinating Board**

**CATEGORY CODE/CATEGORY NAME**

*Project Number/Name*

**Type of Project**

**DESCRIPTION**

5005 ACQUISITN INFO RES TECH

7 *Redesign of Website*

240 Enterprise Application Integration /  
Middleware Deployment

**Acquisition-of-Alternatives Analysis:**

The requested funding is to hire web design resources to redesign our website as the agency lacks available resources to perform this function. Depending on the recommended design, we may be able to use agency staff and/or resources to facilitate the actual reconstruction of our site.

**Cooperative-Project Area:**

For this project to be successful, the agency will need to work closely with an individual or design firm to re-structure, re-brand, and re-architect the THECB website.

**Milestones or Timelines:**

Initial delivery would include a recommendation for data architecture and website organization. After this level of planning and design has concluded, a decision would be made regarding the need to hire an additional individual or organization to assist with implementation.

8 *Compliance with Accessibility Laws*

370 Acquisition and Refresh of Hardware and  
Software

**Project Description:**

Under Section 508 (29 U.S.C. § 794d), agencies must provide disabled employees and members of the public access to information that is comparable to the access available to others. In order to ensure that accessibility becomes a seamless part of THECB daily activities, policies and procedures must be written and vetted with our legal department, tools will have to be purchased and training will need to occur. Accessibility will have to be considered at the onset of every purchase or IT development project and will require tracking and re-evaluation to verify continued compliance. Our current suite of applications, software, hardware and telecommunication products will need to be inventoried and checked for conformity. In addition, any items that do not meet at least minimum requirements will have to be remediated to fit within accessibility guidelines. The need to make the changes referenced above were cited by DIR in the agency's past two Information Resources Corrective Action Plans (IR-CAP) as well as in the March 2012 THECB Sunset Advisory Commission Report.

**Project Status:**

With limited resources THECB is building in accessibility where feasible, but implementation of standards is restricted.

**Needs-analysis Summary:**

The need to make the changes referenced above were cited by DIR in the agency's past two Information Resources Corrective Action Plans (IR-CAP) as well as in the March 2012 THECB Sunset Advisory Commission Report.



**INFORMATION TECHNOLOGY DETAIL**

7/25/2014 9:03:04AM

84th Regular Session, Agency Submission, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

**781 Higher Education Coordinating Board**

**CATEGORY CODE/CATEGORY NAME**

*Project Number/Name*

<b>Type of Project</b>	<b>DESCRIPTION</b>
5005 ACQUISITN INFO RES TECH	
8 <i>Compliance with Accessibility Laws</i>	
370 Acquisition and Refresh of Hardware and Software	
<b>Project Justification:</b>	As a Texas state agency it is our responsibility to ensure that all electronic and information resources be accessible to users regardless of their level of ability. This duty applies to a substantial variety of assets including hardware purchases, software development, telecommunications products, and office equipment as referenced in the Texas Administrative Code, Title 1, Chapters 206 and 213. Without investing in the necessary personnel and products to ensure our future compliance with the prescribed statutes, we not only prevent certain stakeholders from accessing vital information but we put our agency at risk of litigation. The need to make the changes referenced above were cited by DIR in the agency's past two Information Resources Corrective Action Plans (IR-CAP) as well as in the March 2012 THECB Sunset Advisory Commission Report.
<b>Outcome Measures:</b>	Successfully addressing our accessibility duties will allow the agency to provide information and data to ALL stake holders regardless of their abilities. This will not only fulfill legal obligations but will also reduce unnecessary and unfair barriers to THECB output.
<b>Output Measures:</b>	Accessibility tools and manual testing will verify progress but the biggest success factor will be an improvement in satisfaction by all THECB end users. Not only will availability of information and data increase drastically but simultaneously a focus on usability will improve interactions with THECB systems and applications for every stakeholder.
<b>Acquisition-of-Alternatives Analysis:</b>	There is no substitute for an experienced and dedicated accessibility coordinator and classroom lead trainer. Not only is there a lot of knowledge needed to successfully implement and enforce accessibility policies and procedures, but the sheer volume of work facing the agency is too substantial to consider alternatives given current workloads and resource obligations.
<b>Cooperative-Project Area:</b>	THECB has sought help from other Texas state agencies who are more mature in their accessibility policies and implementation. With the addition of a full time accessibility coordinator THECB would become more independent in their abilities to proceed with accessibility practices and significantly increase the speed with which improvements are made.
<b>Milestones or Timelines:</b>	At this point, it is estimated that 2 years of full time work would be sufficient to establish initial policies, guidelines, exemptions and standards. Depending on the state of accessibility requirements and THECB resources at the close of that biennium, it is not unreasonable to expect that additional monies would be required for follow-up training and maintenance of up-to-date knowledge.
9 <i>Phone System Upgrade</i>	
340 Voice Over IP (VoIP) / Telephony Managed Services	

**INFORMATION TECHNOLOGY DETAIL**

7/25/2014 9:03:04AM

84th Regular Session, Agency Submission, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

**781 Higher Education Coordinating Board**

**CATEGORY CODE/CATEGORY NAME**

*Project Number/Name*

**Type of Project**

**DESCRIPTION**

5005 ACQUISITN INFO RES TECH

9 *Phone System Upgrade*

340 Voice Over IP (VoIP) / Telephony Managed Services

**Project Description:**

The existing contract with our voice services provider expired in early FY14. Our legacy phone system has reached the point that it must be upgraded in order to be able to expand our communications capabilities and enhance our ability to keep pace with the evolving technology of the telecommunications industry. The implementation of a more modern Unified Communications System will provide a seamless flow between the work users do and the people they need to connect with to get that work done—leading to a significant increase in overall productivity. Unified communications integrates e-mail, phone, audio and video conferencing, voice mail, and instant messaging systems in one integrated platform.

This initiative will include an up-to-date Integrated Voice Response system (IVR) and Call Center which will replace the existing system that is critical to the operation of our \$1.3 Billion student loan program and that has experienced recent lengthy outages. This project is designed to assist the agency in providing the very best customer service possible to the students and parents of the State, while enhancing the capabilities of our staff, improving their productivity and enabling them to do their jobs more efficiently.

**Project Status:**

The agency is requesting approval to proceed with the replacement/upgrade of our existing phone system using funds from our loan system rather than requesting general revenue funding. Staff have met with vendors to map out possible options but cannot move forward until we receive approval to spend the funds.

**Needs-analysis Summary:**

Agency staff have reviewed the existing phone system contracts and support levels. They have determined that our system is near end of life and sustaining it will require an inordinate amount of support in the future. In addition, we have reached out to vendors and have been informed that there are solutions available that provide features needed in the modern business world that are also more compatible with other technologies within the agency.

**Project Justification:**

The agency relies heavily on having a phone/communication system that integrates well with our call center that supports our \$1.3 Billion Student Loan portfolio as well as day-to-day communications with our customers. The current technology of our phone system is being phased out within the industry. Recent problems with the Call Center IVR system have highlighted how vulnerable we are to extended outages and potential risk to our support of student loan recipients across the state as well as to our reputation.

**Outcome Measures:**

A new phone/communications solution should allow the agency to replace its quickly aging phone and call center hardware and software with state of the art products.

**Output Measures:**

Our phone system is an essential component of agency daily operations and is reaching end-of-life. Agency staff relies on the system for communication within the agency, with institutions of higher education, with the public, and with customers of our loan system. Newer voice technologies such as Unified Communications have the potential to offer significant productivity improvements to agency staff and Board members.

**INFORMATION TECHNOLOGY DETAIL**

7/25/2014 9:03:04AM

84th Regular Session, Agency Submission, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

**781 Higher Education Coordinating Board**

**CATEGORY CODE/CATEGORY NAME**

*Project Number/Name*

<b>Type of Project</b>	<b>DESCRIPTION</b>
5005 ACQUISITN INFO RES TECH	
9 <i>Phone System Upgrade</i>	
340 Voice Over IP (VoIP) / Telephony Managed Services	
<b>Acquisition-of-Alternatives Analysis:</b>	We have looked at doing an upgrade with the current vendor to go to their server based IP system at a similar cost to a whole scale replacement.
<b>Cooperative-Project Area:</b>	We looked at a project lead by DIR but the call center portion was not robust enough to support our Student Loan System call center.
<b>Milestones or Timelines:</b>	Pending funding and spending approval, the agency will re-start discussions with vendors with a goal have having an upgrade phone/communication solution in place by the end of FY16.
10 <i>Video-Conferencing Upgrade</i>	
270 Video Conferencing / WEB Broadcasting	
<b>Project Description:</b>	The March 2012 Sunset Report identified as a key issue for THECB the need to improve mechanisms for stakeholder input to the agency's activities and decision-making bodies. SB 215, 83rd Texas Legislature, requires THECB to engage in negotiated rulemaking with institutions of higher education in accordance with the Negotiated Rulemaking Act, Texas Government Code, Chapter 2008, when adopting policies, procedures, or rules relating to certain matters. An effective means of addressing the requirement for greater stakeholder input without incurring significant travel expenses, is through the use of technology. The agency has greatly expanded the use of webcasts and conferencing to provide staff, Board members, and higher education stakeholders with access to meetings, conferences, and training conducted at THECB. In the 83rd Session, legislation (HB 2414 and SB 984) was passed and enacted that mandates stringent quality and reliability standards for meetings conducted via videoconferencing, specifically where external participants are involved. Our current video-conferencing facilities do not comply with the stated standards. The ability to include external participants, including Board members, participants from other higher education institutions and organizations in other cities and countries, is severely limited, labor intensive, and is often dependent on the conferencing facilities that the other party has installed at their facility. To address this increasingly frequent requirement and to enhance stakeholder input and outreach, we need to invest in a more advanced video infrastructure.
<b>Project Status:</b>	The project is on hold pending funding approval. The agency is unable to conduct Board Meetings where individual Board members are able to participate from remote sites. With the growing number of agency webcasts being requested, valuable resources are being tied up in linking remote speakers using technology meant for person use resulting in adequate or marginal quality of presentations.
<b>Needs-analysis Summary:</b>	Agency IT staff looked at a number of products ranging from free home-use products to extensive videoconferencing solutions including hosted solutions. After a number of months of review of proposals against agency and legislative specs, we have found two vendors capable of meeting these specs with cost effective solutions.

**INFORMATION TECHNOLOGY DETAIL**

7/25/2014 9:03:04AM

84th Regular Session, Agency Submission, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

**781 Higher Education Coordinating Board**

**CATEGORY CODE/CATEGORY NAME**

*Project Number/Name*

**Type of Project**

**DESCRIPTION**

5005 ACQUISITN INFO RES TECH

10 *Video-Conferencing Upgrade*

270 Video Conferencing / WEB Broadcasting

**Project Justification:**

The March 2012 Sunset Report identified as a key issue for THECB the need to improve mechanisms for stakeholder input to the agency’s activities and decision-making bodies. SB 215, 83rd Texas Legislature, requires THECB to engage in negotiated rulemaking with institutions of higher education in accordance with the Negotiated Rulemaking Act, Texas Government Code, Chapter 2008, when adopting policies, procedures, or rules relating to certain matters. An effective means of addressing the requirement for greater stakeholder input without incurring significant travel expenses, is through the use of technology. The agency has greatly expanded the use of webcasts and conferencing to provide staff, Board members, and higher education stakeholders with access to meetings, conferences, and training conducted at THECB. Enhancements to our video-conferencing facilities will enhance these efforts and allow stakeholders to forgo the need to travel to Austin for these events and lessen the need for agency staff to travel to other cities to conduct additional meetings.

**Outcome Measures:**

The chosen solution should enable the agency to move forward with our effort to reach out to our customers by providing higher equality webcast/broadcast of agency meetings and training. It will also provide greater flexibility and participation for our Board members if they are unable to travel to a Board related meetings as well as allowing more participation by educational experts presenting to the meetings from remote sites.

**Output Measures:**

We expect to see an increase in the number of webcast/broadcasts from 76 in 2014 to in excess of 100 in 2015 and beyond due to the higher quality of presentation and our increased ability to allow participation from remote sites. Cost reductions to the participants due to reduced need to travel should be significant.

**Acquisition-of-Alternatives Analysis:**

As stated in our Needs Analysis, the agency searched for solutions ranging from Cloud Services to onsite upgrades of equipment. Given the delay in receiving funding for this project, we will reconsider any technology that is available that allows us to meet both legislation and agency needs. Regardless of the solution, the funds requested will be needed for implementation of the technology and any associated upgrades of our infrastructure required to support it.

**Cooperative-Project Area:**

The state does not at this time have a Videoconference solution that is available to agencies at any reduction in cost. Each agency site is unique and requires its own set of hardware and software to be set up.

**Milestones or Timelines:**

Vendors have informed us that in the event that we choose one of the proposed solutions, that they will need about six weeks lead time to get the equipment ordered and delivered and then we will need to find a one to two week window to allow them to come onsite for the installation and upgrades. It is possible that a cloud solution might reduce that timeline but only slightly.

6000 DAILY OPERATIONS

1 *IT Daily Operations*

100 Daily Operations

**INFORMATION TECHNOLOGY DETAIL**

7/25/2014 9:03:04AM

84th Regular Session, Agency Submission, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

**781 Higher Education Coordinating Board**

**CATEGORY CODE/CATEGORY NAME**

*Project Number/Name*

**Type of Project**

**DESCRIPTION**

6000 DAILY OPERATIONS

1 *IT Daily Operations*

100 Daily Operations

**Project Description:**

The role of the Information Solutions & Services Division (ISS) is to partner with the agency’s business and program areas in the delivery of business solutions, information services and continuous improvement to the agency and to its stakeholders.

This includes:

- Providing leadership for the effective use of Information Technology.
- Developing and maintaining highly effective, reliable, secure and innovation solutions to support the agency’s business and program-related operations.
- Facilitating the collection, storage, security, and integrity of electronic data, while ensuring appropriate access.
- Providing prompt and reliable technical support to agency staff.

ISS is led by an Assistant Commissioner who also serves as the Chief Information Officer and Information Resources Manager. The agency’s information resources daily operations infrastructure includes the following support functions:

- Technology Operations and Planning Department - Network Operations, PC/Network Support, Network and Systems Security, ISS Help Line, DCS Operational and Transformation Interface
- Applications Development Services Department – Mission-critical systems development and support including Agency websites and web application development and support and Helms Loan System support
- Customer Relations and Delivery Excellence Department – Review and testing of agency application changes, business analysis and customer relations, training, and technical writing

There are currently 33 authorized FTEs in the Information Resources services area.

The agency’s data center was transferred to Team for Texas as part of the state’s Data Center Services outsourcing of state data centers on April 1, 2007. THECB senior staff continue to work with DIR and the DCS vendor staff to coordinate the running of agency data center operations at the two designated state data centers.

**Project Status:**

Information Resources operational support is provided on an ongoing basis throughout the biennium in support of agency goals. Operational costs, scope, and schedules are routinely analyzed and revised to maximize the available human and financial resources.

**INFORMATION TECHNOLOGY DETAIL**

7/25/2014 9:03:04AM

84th Regular Session, Agency Submission, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

**781 Higher Education Coordinating Board**

**CATEGORY CODE/CATEGORY NAME**

*Project Number/Name*

**Type of Project**

**DESCRIPTION**

6000 DAILY OPERATIONS

1 *IT Daily Operations*

100 Daily Operations

**Needs-analysis Summary:**

Information Solutions and Services division daily operations is required to support the agency’s information resources technology infrastructure and mission-critical applications servicing mandated activities such as required state reporting from the institutions of higher education and management of student loan and grants programs. THECB is also responsible for providing information on higher education to state policy makers and citizens. In addition, the Texas Higher Education Plan of October 2000, entitled Closing the Gaps by 2015, outlines goals of ensuring an educated population and workforce that is essential to the future economic development of the State. It documents strategies for a coordinated P-16+ effort to encourage students to participate and succeed as they transition from high school into colleges and universities. It notes the need for excellence in education programs and services within the higher education system, and encourages efforts for increasing the number of graduates in critical fields.

**Project Justification:**

Information Services and Solutions supports the agency’s IT infrastructure and mission-critical systems in carrying out the Board’s strategic plan. Central to the Board’s higher education role is the provision of leadership and coordination is the acquisition and dissemination of data regarding performance of students and institutions, and analyses of data to determine best practices and efficient use of resources. TEC § 61.051(k) states “The Board shall establish and maintain an information system that includes uniform statistical information appropriate to planning, financing, and decision-making rather than regulation.” TEC § 61.076(a) mandates that “...the entire system of education supported with public funds be coordinated to provide the citizens with efficient, effective, and high quality educational services and activities.” From the 78th Legislature, TEC § 61.0902 instructs the Board to publish specific performance data regarding the general academic teaching institutions.

Higher education stakeholders need comparative, longitudinal, quality data about students and institutions that is easy to access and use. State policy makers desire better data about the relationship between student attributes, educational achievement, and successful employment in Texas. There is a need to observe and analyze the effects of statewide strategies and programs regarding participation, progression, and graduation.

This project allows the agency to address the major information needs detailed above by:

- Providing access to longitudinal data to support comparative analysis (by institution and statewide);
- Implementing data integration across agencies that can address requirements regarding the efficiency and effectiveness of the public educational system;
- Supporting multiple means of access – online, formatted reports, downloadable into various formats;
- Reducing time to fulfill requests for data.

**INFORMATION TECHNOLOGY DETAIL**

7/25/2014 9:03:04AM

84th Regular Session, Agency Submission, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

**781 Higher Education Coordinating Board**

**CATEGORY CODE/CATEGORY NAME**

*Project Number/Name*

**Type of Project**

**DESCRIPTION**

6000 DAILY OPERATIONS

1 *IT Daily Operations*

100 Daily Operations

**Outcome Measures:**

This project directly supports the state’s higher education plan to close the gaps in higher education in Texas. Achieving the goals of the state plan will result in greater numbers of under-represented students completing higher education enabling them to obtain higher paying jobs. In a report titled “The New Texas Challenge” published by Dr. Steve Murdock with the Texas State Data Center, analysis, based on the difference between the 2040 projection of maintaining current levels and a 2040 projection of closing the gaps, indicates that the mean household income would increase by \$15,233 annually per household, an increase of approximately \$317 billion. Along with the increase in income comes an increase in the amount of tax revenue of \$21,642 million. The other side is also a decrease in the prison population of over 200,000 people amounting to a savings of \$3.1 billion.

The project also supports the IT operational requirements of the state’s student loan and grant programs. These programs enable citizens of the state of Texas, who would otherwise not be able to attend, to attend state higher education institutions. All proposed expenditures related to this project are reviewed by the Director of Information Solutions & Services, and other IR staff as required, to determine the most cost-effective and efficient approach to achieve the mission of Information Solutions & Services and the agency.

**Output Measures:**

Existing operational performance measures are currently being reviewed and revised and new performance measures will be implemented supporting all IR Strategic Plan objectives. The division recently implemented new SaaS based Project and Application Portfolio Management tools to provide metrics and dashboards tracking performance measures. The basis for performance monitoring and measurement associated with systems development and maintenance activities is the agency’s project quality assurance plan. This plan is used to measure and manage project quality and helps ensure that quality and cost-effective information technology services are being provided. In the QA plan, objectives and guidelines are provided for project management, quality assurance, and risk assessment and management. Key project elements that are monitored include variances to the project schedule; tasks starting and ending when expected; deliverables with content and quality level required; level of effort as planned; scope of software work products as planned; milestones being met when planned; costs as budgeted; risk management progress; issue and action item resolution; and measures to handle key project issues. The project manager and team continuously monitor project progress as compared to task and deliverable milestones in the project development and the project work plans.

**Acquisition-of-Alternatives Analysis:**

The agency retired both its old mainframe and mainframe based loan systems in April 2007. They have been replaced with a COTS loan system – HELMS that is supported by 5280 solutions and agency staff. The agency’s data center is now being run by Xerox and Capgemini as part of the State’s Data Center Services contract. The agency also uses Software-as-a-Service strategy where feasible to acquire access to software without burdening the agency with additional staff support and infrastructure needs, and to eliminate software development time.

**INFORMATION TECHNOLOGY DETAIL**

7/25/2014 9:03:04AM

84th Regular Session, Agency Submission, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

**781 Higher Education Coordinating Board**

**CATEGORY CODE/CATEGORY NAME**

*Project Number/Name*

**Type of Project**

**DESCRIPTION**

6000 DAILY OPERATIONS

1 *IT Daily Operations*

100 Daily Operations

**Cooperative-Project Area:**

The THECB, TEA, and SBEC cooperatively support the Texas PK-16 Public Education Information Resource project housed at TEA, the Education Resource Centers and the Pathways project, integrating higher education student and faculty data with PEIMS and educator certification data. A data exchange/matching agreement with TWC was recently renewed. The THECB Information Access Initiative (IAI) project supports these projects. The Texas State Data Center and Office of the State Demographer uses THECB data to prepare statewide demographic analyses.

**Milestones or Timelines:**

Milestones and timelines associated with Daily Operations vary and are dependent upon specific schedules and requirements for the individual projects listed in this ITD, individual system processing and reporting requirements, and LBB performance measures related to the Information Resources area.

7000 DATA CENTER  
CONSOLIDATION

2 *Data Center Services*

150 Data Center Consolidation

**Project Description:**

In December 2011, the Texas Department of Information Resources (DIR) signed three multi-year contracts to provide consolidated data center services to 28 state agencies. The first of the contracts was awarded to Capgemini North America, Inc. to act as a services integrator enabling the State to standardize processes and maximize the value of its information technology services. The six-year, approximately \$127 million contract includes service level management, service desk support, project management, IT security, business continuity, disaster recovery and financial management.

A second contract was signed with ACS State and Local Solutions, Inc., a wholly-owned subsidiary of Xerox Corporation, to provide infrastructure services in four areas: mainframes, servers, networks and data center operations. This eight-year, approximately \$1.1 billion contract emphasizes delivering improved customer services, stabilizing the State's IT infrastructure environment, and consolidating computer servers from legacy agency data centers to the State's two consolidated data centers.

The third contract was awarded to Xerox Corporation to provide bulk printing and mailing services. The six-year, approximately \$56 million deal will leverage the State's significant mail volumes to keep costs low, while providing more flexibility to state agencies to meet their business needs.



**INFORMATION TECHNOLOGY DETAIL**

7/25/2014 9:03:04AM

84th Regular Session, Agency Submission, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

**781 Higher Education Coordinating Board**

**CATEGORY CODE/CATEGORY NAME**

*Project Number/Name*

**Type of Project**

**DESCRIPTION**

7000 DATA CENTER  
CONSOLIDATION

2 *Data Center Services*

150 Data Center Consolidation

**Project Status:**

Services with the three service providers commenced July 1, 2012. Since that time, Mainframe and Print/Mail services have been consolidated into the two State data centers. Server consolidation is in progress: currently 53% of all servers in the program are consolidated. The target is to reach 75% consolidated by August 2016. Recently, 3 additional state agencies started receiving email services under the program. In addition, as a result of SB 866 from the 83rd legislative session, local governments may now participate in the data center services program, although none have to date.

**Needs-analysis Summary:**

The agency is requesting \$1,896,986 in FY16 and \$1,896,986 in FY17 to cover our base DCS costs.

The Data Center Services program includes transformation and consolidation of facilities, server platforms, mainframes, data storage management, and data center print and mail. Key objectives of this program are to:

- Consolidate disparate legacy agency facilities,
- Reduce statewide costs for services,
- Modernize aging equipment, and
- Increase security and disaster recovery capability.

The Data Center Services program supports the statewide technology vision of shared infrastructure services and 2015 - 2019 State Strategic Plan for Information Technology Management: The Texas Transformation. DCS program goals include:

- Increase visibility into statewide technology infrastructure operations,
- Leverage standardization for improved management and control,
- Improve reporting and manage to defined, required service levels,
- Define a statewide technology plan and move toward more strategic IT platforms, and
- Increase statewide security and disaster recovery capability.

**Project Justification:**

Texas Government Code §2054.375, Subchapter L. Statewide Technology Centers requires DIR to manage a statewide data center consolidation and identify agencies for participation.

**Outcome Measures:**

The Texas Department of Information Resources currently has two Outcome Measures associated with the Data Center Services program. Both of these are key performance measures:

- Percent of monthly minimum service level targets achieved for data center services
- Percentage of customers satisfied with data center services contract management

**INFORMATION TECHNOLOGY DETAIL**

7/25/2014 9:03:04AM

84th Regular Session, Agency Submission, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

**781 Higher Education Coordinating Board**

**CATEGORY CODE/CATEGORY NAME**

*Project Number/Name*

**Type of Project**

**DESCRIPTION**

7000 DATA CENTER  
CONSOLIDATION

2 *Data Center Services*

150 Data Center Consolidation

**Output Measures:**

The Texas Department of Information Resources does not currently have enterprise level Output Measures incorporated into the Agency Strategic Plan for the data center services program. However, the data center services contracts currently include 78 critical service levels and 41 key service levels, shared among the three service providers. These service levels are tracked and reported on a monthly basis and also form the basis for the key Outcome Measure noted above.

**Acquisition-of-Alternatives Analysis:**

The alternative analysis Gartner conducted in 2005 for the first DCS contract with IBM continues to provide relevant alternative analysis for the Data Center Services program. The "Expenditure and Facilities Assessment, Validation and Analysis" report analyzed various consolidation processes including in-sourcing (state agency consolidation maintained by state staff) and various outsourcing options (use of state facilities, use of vendor facilities, awarding to multiple service providers, etc.). The review considered technical requirements, timing, risk, savings, and applicable state procurement laws. Based on these and other parameters, Gartner, Inc., recommended an outsourced solution utilizing 2-3 state facilities.

**INFORMATION TECHNOLOGY DETAIL**

7/25/2014 9:03:04AM

84th Regular Session, Agency Submission, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

**781 Higher Education Coordinating Board**

**CATEGORY CODE/CATEGORY NAME**

*Project Number/Name*

**Type of Project**

**DESCRIPTION**

7000 DATA CENTER  
CONSOLIDATION

2 *Data Center Services*

150 Data Center Consolidation

**Cooperative-Project Area:**

This project includes the following agencies:

1. Angelo State University
2. Department of Aging and Disability Services
3. Department of Assistive and Rehabilitative Services
4. Department of Criminal Justice
5. Department of Family and Protective Services
6. Department of Information Resources
7. Department of Licensing and Regulation
8. Department of Motor Vehicles
9. Department of State Health Services
10. Health and Human Services Commission
11. Health Professions Council
12. Office of the Attorney General
13. Public Utility Commission
14. Railroad Commission
15. Secretary of State
16. Texas Alcoholic Beverage Commission
17. Texas Facilities Commission
18. Texas Commission of Environmental Quality
19. Texas Board of Architectural Examiners (Email only)
20. Texas Department of Agriculture
21. Texas Department of Insurance
22. Texas Department of Transportation
23. Texas Education Agency
24. Texas Higher Education Coordinating Board
25. Texas Juvenile Justice Department
26. Texas Military Department (Email only)
27. Texas Parks and Wildlife
28. Texas Racing Commission (Email only)

**INFORMATION TECHNOLOGY DETAIL**

7/25/2014 9:03:04AM

84th Regular Session, Agency Submission, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

**781 Higher Education Coordinating Board**

**CATEGORY CODE/CATEGORY NAME**

*Project Number/Name*

Type of Project	DESCRIPTION
7000 DATA CENTER CONSOLIDATION	
2 <i>Data Center Services</i>	
150 Data Center Consolidation	
	29. Texas State Library and Archives Commission 30. Texas Veterans Commission 31. Texas Workforce Commission 32. Texas Water Development Board
<b>Milestones or Timelines:</b>	nes or Timelines List of Project Milestones Expected Completion Dates DCS contract commencement July 1, 2012 Complete Data Center Network Stabilization January 2013 Complete Service Delivery Stabilization July 2013 Complete Server Consolidation Ongoing: 50-60 servers per month
8000 CAPPS STATEWIDE ERP SYSTEM	
6 <i>CAPPS</i>	
200 Enterprise Resource Planning (ERP)	
<b>Project Description:</b>	In May 2007, the 80th Texas Legislature passed House Bill (HB) 3106, which addressed the concept of ERP (Enterprise Resource Planning) for the state of Texas. The term ERP for the state of Texas refers to an integrated software package that provides functionality similar to that offered in the existing statewide administrative systems (e.g., USAS, SPA, USPS, SPRS) as well as critical additional functionality currently provided by agency administrative systems. The Bill also required agencies to modify, delay or stop any planned agency ERP system implementations. CPA advised THECB on June 13, 2014 that the THECB CAPPS implementation is planned for FY16-17. Implementation involves modules for HR, Payroll and Accounting and will take an estimated 8-12 months for HR/Payroll and 11-15 months for Accounting. Dedicated resources will be required in Finance, HR and IT to manage the implementation, coordinate with CPA, facilitate conversion of data, migration to the new systems, programming of computer interfaces and agency-specific reports, testing, technical writing and for change management (i.e. training, procedure changes, etc.)
<b>Project Status:</b>	Project kick off planned to begin prior to FY2016.

**INFORMATION TECHNOLOGY DETAIL**

7/25/2014 9:03:04AM

84th Regular Session, Agency Submission, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

**781 Higher Education Coordinating Board**

**CATEGORY CODE/CATEGORY NAME**

*Project Number/Name*

**Type of Project**

**DESCRIPTION**

8000 CAPPS STATEWIDE ERP  
SYSTEM

6 CAPPS

200 Enterprise Resource Planning (ERP)

**Needs-analysis Summary:**

The THECB has been selected by the Comptroller to participate in the implementation of the Centralized Accounting and Payroll/Personnel System (CAPPS). This is a centralized system for accounting and Human Resources to eventually replace the current systems utilized by all state agencies. While the cost of acquiring the software will be covered by the CPA, the cost of providing resources to implement the conversion will need to be covered by each agency. The agency does not have sufficient resources in the accounting, HR office and IT department to assign this conversion. This request is for funding is for cost and various conversion resource needs to convert to CAPPS as currently scheduled.

**Project Justification:**

In May 2007, the 80th Texas Legislature passed House Bill (HB) 3106, which addressed the concept of ERP (Enterprise Resource Planning) for the state of Texas. The term ERP for the state of Texas refers to an integrated software package that provides functionality similar to that offered in the existing statewide administrative systems (e.g., USAS, SPA, USPS, and SPRS) as well as critical additional functionality currently provided by agency administrative systems. The Bill also required agencies to modify, delay or stop any planned agency ERP system implementations. CPA advised THECB on June 13th that the THECB CAPPS implementation is planned for FY16-17. Implementation involves modules for HR, Payroll and Accounting and will take an estimated 8-12 months for HR/Payroll and 11-15 months for Accounting. The initial plan provided by CPA is to implement HR/Payroll in FY16 and Finance/Accounting in FY17. Dedicated resources will be required in Finance, HR and IT to manage the implementation in each area, coordinate with CPA, facilitate conversion of data, migration to the new systems, programming of computer interfaces and agency-specific reports, testing, technical writing and for change management (i.e. training, procedure changes, etc.).

**Outcome Measures:**

This statewide ERP system promises to consolidate a number of our business functions into one easy to use, web based system decreasing the amount of time and resources we must spend on maintaining our multiple interfaces.

**Output Measures:**

A prime objective of this initiative is to decrease the cost to our agency while reducing data entry errors and improving system performance.

**Acquisition-of-Alternatives Analysis:**

Alternatives to the CAPPS project include retaining our current externally hosted HR and Business Management systems or returning to custom, in house solutions. Since the state of Texas is requesting that Texas state agencies transition to this statewide ERP solution we are pursuing this option first. If we do not receive the necessary funding to implement and support this process and/or we learn that we will still need to retain a number of our current solutions in addition to CAPPS in order to meet our business needs, the CAPPS project may not be financially feasible.

**Cooperative-Project Area:**

THECB will be working closely with CPA to plan and implement the conversion to the CAPPS system.

**Milestones or Timelines:**

The HR module implementation is planned for FY2016 with the financial module implementation to follow in FY2017.

781 Higher Education Coordinating Board

Category Code / Category Name

Project Sequence/Project Id / Name

OOE BY STRAT/ TOF / MOF CODE

Est 2014

Bud 2015

BL 2016

BL 2017

5005 Acquisition Information Resource Technology

3/2 Acquisition and Refresh of IT Infrastructure

OBJECTS OF EXPENSE

9-1-2 INFORMATION RESOURCES

Capital

5000 CAPITAL EXPENDITURES

Capital Subtotal OOE, Strategy

9-1-2

**Total OOE, Strategy**

**9-1-2**

**Total OOE, Project**

**3**

TYPE OF FINANCING

Capital

CA 1 General Revenue Fund

CA 997 Other Funds

Capital Subtotal TOF

**Total TOF, Project**

**3**

4/3 Security Upgrades to Agency's IT Infrastructure

OBJECTS OF EXPENSE

9-1-2 INFORMATION RESOURCES

Capital

2001 PROFESSIONAL FEES AND SERVICES

5000 CAPITAL EXPENDITURES

Capital Subtotal OOE, Strategy

9-1-2

**Total OOE, Strategy**

**9-1-2**

**Total OOE, Project**

**4**

781 Higher Education Coordinating Board

Category Code / Category Name

Project Sequence/Project Id / Name

OOE BY STRAT/ TOF / MOF CODE

Est 2014

Bud 2015

BL 2016

BL 2017

TYPE OF FINANCING

Capital

CA	1 General Revenue Fund	\$0	\$0	\$0	\$0
CA	997 Other Funds	\$0	\$0	\$0	\$0
Capital Subtotal TOF		\$0	\$0	\$0	\$0
<b>Total TOF, Project</b>	<b>4</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

5/4 Security Upgrades to Agency's DCS IT Infrastructure

OBJECTS OF EXPENSE

9-1-2 INFORMATION RESOURCES

Capital

2001	PROFESSIONAL FEES AND SERVICES	\$0	\$0	\$0	\$0
Capital Subtotal OOE, Strategy		\$0	\$0	\$0	\$0
<b>Total OOE, Strategy</b>	<b>9-1-2</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Total OOE, Project</b>	<b>5</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

TYPE OF FINANCING

Capital

CA	1 General Revenue Fund	\$0	\$0	\$0	\$0
Capital Subtotal TOF		\$0	\$0	\$0	\$0
<b>Total TOF, Project</b>	<b>5</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

7/6 Redesign of Website

OBJECTS OF EXPENSE

9-1-2 INFORMATION RESOURCES

Capital

2001	PROFESSIONAL FEES AND SERVICES	\$0	\$0	\$0	\$0
------	--------------------------------	-----	-----	-----	-----

781 Higher Education Coordinating Board

Category Code / Category Name

Project Sequence/Project Id / Name

OOE BY STRAT/ TOF / MOF CODE

Est 2014

Bud 2015

BL 2016

BL 2017

Capital Subtotal OOE, Strategy	9-1-2	\$0	\$0	\$0	\$0
--------------------------------	-------	-----	-----	-----	-----

<b>Total OOE, Strategy</b>	<b>9-1-2</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
----------------------------	--------------	------------	------------	------------	------------

<b>Total OOE, Project</b>	<b>7</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
---------------------------	----------	------------	------------	------------	------------

TYPE OF FINANCING

Capital

CA	1 General Revenue Fund	\$0	\$0	\$0	\$0
----	------------------------	-----	-----	-----	-----

Capital Subtotal TOF		\$0	\$0	\$0	\$0
----------------------	--	-----	-----	-----	-----

<b>Total TOF, Project</b>	<b>7</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
---------------------------	----------	------------	------------	------------	------------

8/7 Compliance with Accessibility Laws

OBJECTS OF EXPENSE

9-1-2 INFORMATION RESOURCES

Capital

2001	PROFESSIONAL FEES AND SERVICES	\$0	\$0	\$0	\$0
------	--------------------------------	-----	-----	-----	-----

Capital Subtotal OOE, Strategy	9-1-2	\$0	\$0	\$0	\$0
--------------------------------	-------	-----	-----	-----	-----

<b>Total OOE, Strategy</b>	<b>9-1-2</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
----------------------------	--------------	------------	------------	------------	------------

<b>Total OOE, Project</b>	<b>8</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
---------------------------	----------	------------	------------	------------	------------

TYPE OF FINANCING

Capital

CA	1 General Revenue Fund	\$0	\$0	\$0	\$0
----	------------------------	-----	-----	-----	-----

Capital Subtotal TOF		\$0	\$0	\$0	\$0
----------------------	--	-----	-----	-----	-----

<b>Total TOF, Project</b>	<b>8</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
---------------------------	----------	------------	------------	------------	------------

9/8 Phone System Upgrade

OBJECTS OF EXPENSE



781 Higher Education Coordinating Board

Category Code / Category Name

Project Sequence/Project Id / Name

OOE BY STRAT/ TOF / MOF CODE

Est 2014

Bud 2015

BL 2016

BL 2017

9-1-2 INFORMATION RESOURCES

Capital

5000 CAPITAL EXPENDITURES

\$0

\$0

\$0

\$0

Capital Subtotal OOE, Strategy 9-1-2

\$0

\$0

\$0

\$0

**Total OOE, Strategy 9-1-2**

**\$0**

**\$0**

**\$0**

**\$0**

**Total OOE, Project 9**

**\$0**

**\$0**

**\$0**

**\$0**

TYPE OF FINANCING

Capital

CA 997 Other Funds

\$0

\$0

\$0

\$0

Capital Subtotal TOF

\$0

\$0

\$0

\$0

**Total TOF, Project 9**

**\$0**

**\$0**

**\$0**

**\$0**

10/9 Video Conferencing Upgrades to Comply with Statute

OBJECTS OF EXPENSE

9-1-2 INFORMATION RESOURCES

Capital

2007 RENT - MACHINE AND OTHER

\$0

\$0

\$0

\$0

5000 CAPITAL EXPENDITURES

\$0

\$0

\$0

\$0

Capital Subtotal OOE, Strategy 9-1-2

\$0

\$0

\$0

\$0

**Total OOE, Strategy 9-1-2**

**\$0**

**\$0**

**\$0**

**\$0**

**Total OOE, Project 10**

**\$0**

**\$0**

**\$0**

**\$0**

TYPE OF FINANCING

Capital

CA 1 General Revenue Fund

\$0

\$0

\$0

\$0

Capital Subtotal TOF

\$0

\$0

\$0

\$0

**781 Higher Education Coordinating Board**

**Category Code / Category Name**

*Project Sequence/Project Id / Name*

**OOE BY STRAT/ TOF / MOF CODE**

**Est 2014**

**Bud 2015**

**BL 2016**

**BL 2017**

<b>Total TOF, Project</b>	<b>10</b>		<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
Capital Subtotal Category	5005		\$0	\$0	\$0	\$0
Informational Subtotal Category	5005					
<b>Total Category</b>	<b>5005</b>		<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

**6000 Daily Operations**

*1/0 Information Resources Daily Operations*

**OBJECTS OF EXPENSE**

9-1-2 INFORMATION RESOURCES

Informational

1001	SALARIES AND WAGES		\$2,131,923	\$2,257,248	\$2,257,248	\$2,257,248
1002	OTHER PERSONNEL COSTS		\$21,786	\$33,851	\$27,819	\$27,819
2001	PROFESSIONAL FEES AND SERVICES		\$31,931	\$31,931	\$31,931	\$31,931
2003	CONSUMABLE SUPPLIES		\$10,000	\$10,000	\$10,000	\$10,000
2005	TRAVEL		\$2,155	\$2,155	\$2,155	\$2,155
2007	RENT - MACHINE AND OTHER		\$253,800	\$207,800	\$230,800	\$230,800
2009	OTHER OPERATING EXPENSE		\$139,200	\$117,200	\$128,200	\$128,200

Informational Subtotal OOE, Strategy	9-1-2		\$2,590,795	\$2,660,185	\$2,688,153	\$2,688,153
<b>Total OOE, Strategy</b>	<b>9-1-2</b>		<b>\$2,590,795</b>	<b>\$2,660,185</b>	<b>\$2,688,153</b>	<b>\$2,688,153</b>

<b>Total OOE, Project</b>	<b>1</b>		<b>\$2,590,795</b>	<b>\$2,660,185</b>	<b>\$2,688,153</b>	<b>\$2,688,153</b>
---------------------------	----------	--	--------------------	--------------------	--------------------	--------------------

**TYPE OF FINANCING**

Informational

CA	1 General Revenue Fund		\$777,282	\$1,055,102	\$916,192	\$916,192
CA	997 Other Funds		\$1,813,513	\$1,605,083	\$1,771,961	\$1,771,961

Informational Subtotal TOF			\$2,590,795	\$2,660,185	\$2,688,153	\$2,688,153
----------------------------	--	--	-------------	-------------	-------------	-------------

781 Higher Education Coordinating Board

Category Code / Category Name

Project Sequence/Project Id / Name

OOE BY STRAT/ TOF / MOF CODE

Est 2014

Bud 2015

BL 2016

BL 2017

**Total TOF, Project 1 \$2,590,795 \$2,660,185 \$2,688,153 \$2,688,153**

Capital Subtotal Category 6000 \$0 \$0 \$0 \$0

Informational Subtotal Category 6000 \$2,590,795 \$2,660,185 \$2,688,153 \$2,688,153

**Total Category 6000 \$2,590,795 \$2,660,185 \$2,688,153 \$2,688,153**

7000 Data Center Consolidation

2/1 Data Center Services

OBJECTS OF EXPENSE

9-1-2 INFORMATION RESOURCES

Capital

2001 PROFESSIONAL FEES AND SERVICES \$1,844,534 \$1,949,439 \$1,896,986 \$1,896,986

Capital Subtotal OOE, Strategy 9-1-2 \$1,844,534 \$1,949,439 \$1,896,986 \$1,896,986

**Total OOE, Strategy 9-1-2 \$1,844,534 \$1,949,439 \$1,896,986 \$1,896,986**

**Total OOE, Project 2 \$1,844,534 \$1,949,439 \$1,896,986 \$1,896,986**

TYPE OF FINANCING

Capital

CA 1 General Revenue Fund \$1,034,890 \$1,139,890 \$1,087,390 \$1,087,390

CA 997 Other Funds \$809,644 \$809,549 \$809,596 \$809,596

Capital Subtotal TOF \$1,844,534 \$1,949,439 \$1,896,986 \$1,896,986

**Total TOF, Project 2 \$1,844,534 \$1,949,439 \$1,896,986 \$1,896,986**

Capital Subtotal Category 7000 \$1,844,534 \$1,949,439 \$1,896,986 \$1,896,986

Informational Subtotal Category 7000

**Total Category 7000 \$1,844,534 \$1,949,439 \$1,896,986 \$1,896,986**

**781 Higher Education Coordinating Board**

Category Code / Category Name

Project Sequence/Project Id / Name

OOE BY STRAT/ TOF / MOF CODE

Est 2014

Bud 2015

BL 2016

BL 2017

**8000 Centralized Accounting and Payroll/Personnel System(CAPPS)**

6/5 Centralized Accounting & Payroll/Personnel System

**OBJECTS OF EXPENSE**

9-1-2 INFORMATION RESOURCES

Capital

5000 CAPITAL EXPENDITURES

Capital Subtotal OOE, Strategy 9-1-2

**Total OOE, Strategy 9-1-2**

**Total OOE, Project 6**

**TYPE OF FINANCING**

Capital

CA 1 General Revenue Fund

Capital Subtotal TOF

**Total TOF, Project 6**

Capital Subtotal Category 8000

Informational Subtotal Category 8000

**Total Category 8000**

AGENCY TOTAL -CAPITAL

AGENCY TOTAL -INFORMATIONAL

AGENCY TOTAL

\$1,844,534

\$2,590,795

\$4,435,329

\$1,949,439

\$2,660,185

\$4,609,624

\$1,896,986

\$2,688,153

\$4,585,139

\$1,896,986

\$2,688,153

\$4,585,139

781 Higher Education Coordinating Board

Category Code / Category Name

Project Sequence/Project Id / Name

OOE BY STRAT/ TOF / MOF CODE

Est 2014

Bud 2015

BL 2016

BL 2017

METHOD OF FINANCING

Capital

1 General Revenue Fund

\$1,034,890

\$1,139,890

\$1,087,390

\$1,087,390

997 Other Funds

\$809,644

\$809,549

\$809,596

\$809,596

Total, Method of Financing-Capital

\$1,844,534

\$1,949,439

\$1,896,986

\$1,896,986

Informational

1 General Revenue Fund

\$777,282

\$1,055,102

\$916,192

\$916,192

997 Other Funds

\$1,813,513

\$1,605,083

\$1,771,961

\$1,771,961

Total, Method of Financing-Informational

\$2,590,795

\$2,660,185

\$2,688,153

\$2,688,153

**Total, Method of Financing**

**\$4,435,329**

**\$4,609,624**

**\$4,585,139**

**\$4,585,139**

TYPE OF FINANCING

Capital

CA CURRENT APPROPRIATIONS

\$1,844,534

\$1,949,439

\$1,896,986

\$1,896,986

Total, Method of Financing-Capital

\$1,844,534

\$1,949,439

\$1,896,986

\$1,896,986

Informational

CA CURRENT APPROPRIATIONS

\$2,590,795

\$2,660,185

\$2,688,153

\$2,688,153

Total, Method of Financing-Informational

\$2,590,795

\$2,660,185

\$2,688,153

\$2,688,153

**Total,Type of Financing**

**\$4,435,329**

**\$4,609,624**

**\$4,585,139**

**\$4,585,139**

**INFORMATION TECHNOLOGY DETAIL EXCEPTIONAL PROJECT SCHEDULE**

84th Regular Session, Agency Submission, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

DATE: 7/28/2014  
TIME: 1:57:50PM  
PAGE: 1 of 3

Agency code: **781** Agency name: **Higher Education Coordinating Board**

**Category Code / Category Name**

*Project Sequence/Project Id / Name*

**OOE / TOF / MOF CODE**

**Excp 2016**

**Excp 2017**

**5005 Acquisition Information Resource Technology**

*3/2 Acquisition and Refresh of IT Infrastructure*

**OBJECTS OF EXPENSE**

Capital

5000 CAPITAL EXPENDITURES

\$300,000

\$190,000

Capital Subtotal OOE, Project 3

\$300,000

\$190,000

Subtotal OOE, Project 3

**\$300,000**

**\$190,000**

*4/3 Security Upgrades to Agency's IT Infrastructure*

**OBJECTS OF EXPENSE**

Capital

2001 PROFESSIONAL FEES AND SERVICES

\$155,000

\$60,000

5000 CAPITAL EXPENDITURES

\$130,000

\$45,000

Capital Subtotal OOE, Project 4

\$285,000

\$105,000

Subtotal OOE, Project 4

**\$285,000**

**\$105,000**

*5/4 Security Upgrades to Agency's DCS IT Infrastructure*

**OBJECTS OF EXPENSE**

Capital

2001 PROFESSIONAL FEES AND SERVICES

\$135,000

\$415,137

Capital Subtotal OOE, Project 5

\$135,000

\$415,137

Subtotal OOE, Project 5

**\$135,000**

**\$415,137**

*7/6 Redesign of Website*

**OBJECTS OF EXPENSE**

Capital

2001 PROFESSIONAL FEES AND SERVICES

\$175,000

\$0

Capital Subtotal OOE, Project 7

\$175,000

\$0

Subtotal OOE, Project 7

**\$175,000**

**\$0**

*8/7 Compliance with Accessibility Laws*

**OBJECTS OF EXPENSE**

Capital

**INFORMATION TECHNOLOGY DETAIL EXCEPTIONAL PROJECT SCHEDULE**

84th Regular Session, Agency Submission, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

DATE: 7/28/2014  
TIME : 1:57:50PM  
PAGE: 2 of 3

Agency code: **781** Agency name: **Higher Education Coordinating Board**

**Category Code / Category Name**

*Project Sequence/Project Id / Name*

**OOE / TOF / MOF CODE**

**Excp 2016**

**Excp 2017**

2001 PROFESSIONAL FEES AND SERVICES

\$192,200

\$187,200

Capital Subtotal OOE, Project 8

\$192,200

\$187,200

Subtotal OOE, Project 8

**\$192,200**

**\$187,200**

9/8 *Phone System Upgrade*

**OBJECTS OF EXPENSE**

Capital

5000 CAPITAL EXPENDITURES

\$400,000

\$0

Capital Subtotal OOE, Project 9

\$400,000

\$0

Subtotal OOE, Project 9

**\$400,000**

**\$0**

10/9 *Video Conferencing Upgrades to Comply with Statute*

**OBJECTS OF EXPENSE**

Capital

2007 RENT - MACHINE AND OTHER

\$0

\$15,000

5000 CAPITAL EXPENDITURES

\$200,000

\$0

Capital Subtotal OOE, Project 10

\$200,000

\$15,000

Subtotal OOE, Project 10

**\$200,000**

**\$15,000**

Capital Subtotal, Category 5005

\$1,687,200

\$912,337

Informational Subtotal, Category 5005

**Total Category 5005**

**\$1,687,200**

**\$912,337**

**8000 Centralized Accounting and Payroll/Personnel System(CAPPS)**

6/5 *Centralized Accounting & Payroll/Personnel System*

**OBJECTS OF EXPENSE**

Capital

5000 CAPITAL EXPENDITURES

\$1,280,752

\$1,500,048

Capital Subtotal OOE, Project 6

\$1,280,752

\$1,500,048

Subtotal OOE, Project 6

**\$1,280,752**

**\$1,500,048**

Capital Subtotal, Category 8000

\$1,280,752

\$1,500,048

Informational Subtotal, Category 8000

**INFORMATION TECHNOLOGY DETAIL EXCEPTIONAL PROJECT SCHEDULE**

84th Regular Session, Agency Submission, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

DATE: 7/28/2014  
TIME : 1:57:50PM  
PAGE: 3 of 3

Agency code: **781**

Agency name: **Higher Education Coordinating Board**

**Category Code / Category Name**

*Project Sequence/Project Id / Name*

**OOE / TOF / MOF CODE**

**Excp 2016**

**Excp 2017**

**Total Category 8000**

**\$1,280,752**

**\$1,500,048**

**AGENCY TOTAL-Capital**

\$2,967,952

\$2,412,385

**AGENCY TOTAL -Informational**

**AGENCY TOTAL**

**\$2,967,952**

**\$2,412,385**

**METHOD OF FINANCING**

Capital

1 General Revenue Fund

\$2,450,952

\$2,351,385

997 Other Funds

\$517,000

\$61,000

Total, Method of Financing-Capital

\$2,967,952

\$2,412,385

**Total, Method of Financing**

**\$2,967,952**

**\$2,412,385**

**TYPE OF FINANCING**

Capital

CA CURRENT APPROPRIATIONS

\$2,967,952

\$2,412,385

Total, Method of Financing-Capital

\$2,967,952

\$2,412,385

**Total,Type of Financing**

**\$2,967,952**

**\$2,412,385**