

2010 TCEQ Revised Information Strategic Plan

August 25, 2010

In 2009, Texas Commission on Environmental Quality (TCEQ) obtained a third party consultant to provide professional services to update and revise the Information Strategic Plan (ISP) for the agency. Based on thorough information gathering efforts by the contractor and TCEQ staff, the current and future information management needs of the Agency were identified and prioritized. After an enterprise ISP vision was developed, new information management goals and recommendations for the next two biennial legislative periods were provided in early 2010. Recommendations included a multi-year roadmap and budget estimates for implementation of strategic projects, programs, and internal initiatives. The following summary and proposal have been developed for your consideration.

Proposed Actions

- Carry forward with the planning and implementation of the recommendations made in the new version of the TCEQ Information Strategic Plan, provided there is management approval and available funding.
- Revisit the potential for IT consolidation after the TCEQ Sunset Review is complete.

Summary of ISP Recommendations

Four major information technology strategic projects that would require LAR funding, two strategic programs necessitating a combination of funding and program area commitment, and five internal initiatives were recommended:

Strategic Projects:

1. Enterprise Information Gateway: This project was recommended for implementation in FY12/13 to improve the internal and external access to agency information.
2. Enterprise Content Management System: This project will reduce the agency's use of paper and provide more efficient access to and management of documents.
3. Electronic Timekeeping System: This system would replace the current inefficient system and processes and allow for expedited data entry and access to leave balances.
4. Enterprise Geographic Information System: This project would enable staff and the public to search, query, and download datasets via dynamic internet-based maps.

Strategic Programs:

1. Enterprise eCommerce: This program would enhance the ability of the regulated community to apply for and receive permits, and submit monitoring reports online.
2. System Modernization, Consolidation, and Integration: This program would initiate a comprehensive business process analysis resulting in IT project and portfolio management process and governance improvements.

Internal Initiatives:

1. Realign IT Workforce (IT services consolidation): After the Sunset Review process and legislative session, the Commission should consider IT consolidation activities in Summer 2011. Consolidation activities, with input from program areas, should be overseen by the Deputy Director of the Office of Administrative Services. Among other strategic IT goals it will address, consolidation should focus on how to enhance and expand the use of business analysts within the program areas.
2. Strengthen Capabilities for Emergency Response: This initiative would improve TCEQ's Business Continuity Plan (BCP) and strengthen remote access to information.
3. Promote a Culture of Information Sharing within TCEQ: This initiative would raise the importance of data stewardship and improve the collaborative process and technologies (Web 2.0) among staff, management, and the public.
4. Establish Security and Privacy Policy and Governance Model: This initiative would ensure that policies and protocols to address critical security needs (e.g. homeland security and environmental crimes) are developed, implemented, and maintained.
5. Adopt Control Objectives for Information and related Technology (COBIT) Best Practices: This initiative would provide managers, auditors, and IT users with a set of generally accepted best practices that ensure IT is being implemented in an optimal manner to improve business processes throughout the agency.