



Information Technology
Fiscal Year 2015 Work Plan
July 1, 2014-June 30, 2015
Prepared for the August 13, 2014
Commission Meeting

Montana State Library Information Technology Program Overview

The Information Technology (IT) staff at the Montana State Library (MSL) provide support to all library programs to ensure they have access to needed technical resources. To be effective, it is essential that the IT staff work with library programs to provide solutions that balance their needs with the larger library need for integrated, secure, sustainable library systems designed to adapt to the constant, rapid pace of technology change.

This IT Staff includes the following employees:

- Digital Information Manager/Chief Information Officer – Responsible for overall IT planning and coordination.
- GIS Database Administrator – Manages the library database and GIS server environment.
- GIS Web Developer – Develops and manages MSL web applications.
- Network Administrator – Configures and supports the agency desktop, network, and server resources
- Web Manager – Manages the agency internet and intranet web environments.

This work plan is built around the core goals contained in the 2012 through 2022 MSL Long Range Plan. In terms of Information Technology we aspire to:

1. Provide file server and database platforms for the storage and management of library content.
2. Provide a web server environment and developer support resources to allow programs to provide cutting edge data access tools to patrons.
3. Provide training for library staff, partners, and patrons for effective application of library technology to meet information management and information access needs and provide library staff with technology resources to allow them to be more effective trainers.
4. Provide MSL staff with the IT resources needed to be effective in their leadership and consulting roles.
5. Use IT resources to promote partnerships and encourage collaboration both within and beyond the library, government, and natural resource information management communities.
6. Ensure sustainable success through efficient and effective management of information technology resources.

By completing the tasks set forth within this work plan we intend to efficiently and effectively fulfill the mission of the Montana State Library.

Goal One—Content

1. MSL acquires and manages relevant quality content that meets the needs of Montana Library users.

IT Staff plan, implement, and support the file server and database environment where MSL digital content resides.

1.1 File Server Updates

Library programs continue to need increasing amounts of file storage space for their growing collections. Last year we added just over 10TB to the MSL Storage Area Network (SAN) environment. In the coming weeks we will be expanding the SAN to add an additional 20TB of storage capacity. This will maximize the existing capacity of our SAN. While we should have sufficient storage space to handle existing program storage needs and anticipated requests for a few years, the library will need to develop a plan for addressing future storage needs. A holistic review of the MSL storage environment needs to be undertaken which will consider both the types of data storage available (existing data storage as well as options such as those available from the State Information Technology Services Division (SITSD) or cloud based offerings) as well as the existing demands on MSL data storage resources including space needed for the storage of raw data, production and publication datasets, records management, archiving, and backup and disaster recovery.

1.2 Database environment overhaul

We plan to complete the overhaul of the MSL database environment this year. During the 2014 Fiscal Year (FY14) we began the redesign of the database architecture, coupled with a move to virtual servers and an upgrade to current database server software. The goal of this project is to provide the library with a more robust platform designed to support all of the agency's database server needs in a manner that is much more efficient to manage.

In the last year we were able to stand up a virtual database environment that consists of a development, production, and publication servers. During FY15 we will migrate remaining databases off of our older, physical server based architecture and into this new virtual environment. This will allow us to retire or repurpose several physical servers. This project was more complex than originally anticipated due to the number of databases we host for internal and external partners including the Montana Natural Heritage Program, Fish Wildlife and Parks, the Department of Natural Resources and Conservation, and the Department of Environmental Quality. We have been working with these stakeholders to minimize the impact of these changes and we are confident that this project can be completed by the end of the calendar year.

Goal Two—Access

2. MSL provides libraries, agencies, and its partners and patrons with convenient, high quality, and cost-effective access to library content and services.

With more and more library content being made available digitally, the primary point of access for this information is becoming the library web site and web based applications made available through the website.

2.1 MSL Web Updates

With the MSL program pages migrated to the DNN Content Management System (CMS) the next step in the update to the MSL web site is to review and update the overall design of msl.mt.gov and the top level program pages. While much of this work will be implemented through the MSL Web Manager and other IT staff, it is really a larger, library-wide project that will be addressed in more detail in the MSL work plan.

2.2 Application Updates

In addition to program web content, MSL supports a number of web based applications to assist with data discovery and data access. The GIS Web Developer continues to update library web applications that reside on outdated technology. The goal for this year is to convert the remaining large applications (the Digital Atlas, TopoFinder, and the Library Directory) developed in classic ASP to ASP.Net.

The Montana Digital Atlas update is currently in the scoping process (under the lead of the Geographic Information program), with the target for a replacement set at the end of the calendar year. The TopoFinder may be addressed within the new Digital Atlas, but if not, it will be updated shortly after the new Digital Atlas goes into production.

The planning phase for third major application needing an update, the Library Directory, will begin this fall. Updating the Library Directory will demand a high level of collaboration between IT and the Statewide Library Resources (SLR) program, with SLR taking the lead and the GIS Web Developer doing the majority of the programming work.

There are also a number of smaller applications, web sites, and other utilities written in classic ASP. We will continue to migrate these remaining pages and applications from classic ASP to ASP.Net (or another appropriate, current development platform) during this fiscal year.

2.3 ArcGIS Server service migration

Also supporting the MSL data access efforts is the MSL ArcGIS Server environment. ArcGIS server is a software tool for creating web mapping services. Many different types of web mapping service can be created with ArcGIS Server. The most common are basic map services that are used to support MSL web applications. In FY14, the GIS Server Manager set up an ArcGIS Server 10.2.2 environment. In the coming year he will migrate remaining web services to the 10.2.2 environment. This will allow us to repurpose one physical server that supports older ArcGIS Server services and shutdown three virtual servers currently used to support ArcIMS (web map server technology that preceded ArcGIS Server) services.

2.4 IT Security Planning

With much of our data intended for public access, from a security perspective our primary concern is not limiting user access to our resources. Even so, it is important to properly secure our IT systems to ensure data that needs to be secured is, and to remain in compliance with

SITSD standards so that we can continue to leverage the resources of the state network to provide patrons with the best available access to our collections.

In the last year SITSD has released an exhaustive set of Baseline Security Controls for state agencies to follow to ensure the security of the state network. MSL IT staff will review this document to identify which, if any controls we are not in compliance with. Once this review is complete, we will make recommendations to library management for correcting or improving the security of our IT environment.

In addition to recommendations that come out of the review of baseline security controls, we have already identified a number of specific security related tasks for the coming year. With updates to program file server environment we will continue to clean up the security groups that we use to control access to data on the file servers. We are also researching systems for managing administrative accounts in an organizational setting and plan to develop and implement a new administrative login policy in the coming months. Finally, we are in the process of restructuring our web application environment and we will soon begin implementing the use of the SITSD supported WebDefend tool to help us better secure our public facing resources.

Goal Six—Sustainable Success

6. MSL is efficient and effective (measured against partner and patron outcomes) and is engaged in fulfilling its mission.

6.1 Systems and Hardware Updates

Data Center Virtualization

We have acquired the hardware needed to complete the process of virtualizing the MSL data center in the coming year. It has taken several years, but we are very close to completing this transition. Most of the remaining physical servers already have virtual server replacements up and running and we just need to migrate the remaining data or services to the new servers. This is the case for Blade08, Blade09, AGS01, and AGS02 (database and ArcGIS Server machines). We also just purchased a host server to house the virtual server that will replace the physical server currently running the Keystone Automated Library System (KLAS) for the Montana Talking Book Library (TBL).

Windows Server 2003 - The completion of the virtualization process will also be an opportunity to retire some of our servers still running Windows Server 2003 and replace them with servers running a more current operating system. In all we have eight servers still running Windows Server 2003. Three of these will be updated through virtualization, two will be decommissioned after the applications they host are updated, two more can be decommission in the near future as the tools they host will no longer be needed. There are no plans in place for upgrading the final Windows Server 2003 machine yet.

IT Back-up and Disaster Recovery - With the completion of the virtualization process, updates to our file server environment and our web applications nearing completion, this is a good time

to evaluate our IT Back-up and Disaster Recovery systems. Our current backup and disaster recovery model is more of an ad-hoc approach that has been developed over time to address needs as they arose. A model that looks at overall agency needs and the resources available should provide more consistent and efficient support for the library. This project should be part of the larger review of the MSL storage environment.

Planning a move to the State Data Center - Another opportunity that we are in a position to pursue now that our servers environment have been virtualized is the migration of some (or all) of our servers to the State of Montana Data Center (SMDC) or other third party server hosting environment. We are currently at capacity in the MSL Data Center (MSLDC) for both network connections and backup power. Moving some of our servers to an alternative data center would free up both power supplies and network ports. Moving our public web resources - primarily MSL web sites, application servers, and FTP servers – out of the MSLDC will also reduce the amount of external traffic on the library network, freeing up those resources for internal needs. Finally, the SMDC has a level of monitoring and support that we are unable to provide at the MSLDC (it is unclear what other third party hosting options would be able to provide related to this). While this is important for all of our IT resources, it is especially important for the web resources that we want to make available to patrons on a 24x7 basis.

Microsoft Licensing

MSL recently entered into a school agreement that entitles us to academic pricing and other benefits when purchasing Microsoft software. This agreement covers the operating systems and office software for staff workstations. We will be reviewing the licensing of server software to determine if there are opportunities to expand this agreement and gain more benefits on the server side.

6.2 Staff and Program Development

IT Asset Management

With input from IT and other library staff, the GIS Web Developer has begun working on and IT Asset Management System. This vision for this is a web based tool available to all MSL staff through the library intranet site which will serve as an inventory and tracking tool for hardware, software, applications, web services, and possibly raw data as well as published data products. A map inventory tool has already been implemented for Geographic Information staff, and the next step in this process is to integrate data about desktop and server machines as well as database and application servers from a variety of existing databases currently being used by IT staff. This tool may continue to evolve for many years, but we hope to have the core functionality in place by the end of this year.

IT Policies

In an effort to improve communication between IT staff and library programs we will be reviewing and documenting several agency IT policies in the coming year.

On-Call - One of these will be the agency on-call policy which was developed to ensure that MSL IT systems were monitored over the weekends. While the existing policy has been effective for several years, it was developed prior to the creation of the MSL IT program. With the reorganization that has occurred in the library over the last couple of years and updates to our IT systems it is important that the on-call policy be reviewed and updated so that it continues to meet the library's needs.

IT Change Management - Another policy that needs to be developed is an IT change management policy. While IT staff have always done their best to ensure program staff are notified of planned changes to IT systems, this approach has never been documented and formalized. With library staff growing more dependent on IT systems, and with the increased interdependencies among those systems, we need to have more formal guidelines in place for proposing, evaluating, communicating, and otherwise managing the change process for IT systems.