## Florida Senate - 2007

CS for CS for SB 1974

 $\mathbf{B}\mathbf{y}$  the Committees on General Government Appropriations; and Governmental Operations

601-2495-07

2An act relating to state information3technology; creating s. 14.204, F.S.; creating4the Agency for Enterprise Information5Technology within the Executive Office of the6Governor; providing for the Governor and7Cabinet to be the head of the agency; requiring8that the agency be a separate budget entity9that is not subject to the control of the10Executive Office of the Governor; providing for11an executive director of the agency to be12subject to confirmation by the Senate;13providing for the executive director to be the14chief information officer of the state and the15executive sponsor for all enterprise16information technology projects; specifying the17duties and responsibilities of the agency,18which include defining architecture standards19for information technology and developing a20strategic enterprise information technology21plan; requiring each state agency and the22Agency Chief Information Officers Council to23participate in the activities of the Agency for24Enterprise Information Technology; amending s.2520.22, F.S.; removing the State Technology26Office within the Department of Management27Services; providing for a Technology Program28within the department; amending s. 216.0446,29F.S.; revising the duties of the Technology30Review Workgr	1	A bill to be entitled
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1	the management of information technology for
2	state agencies; amending s. 282.0041, F.S.;
3	revising and providing definitions; creating s.
4	282.0055, F.S.; providing for the Agency for
5	Enterprise Information Technology to oversee
6	information technology services that are common
7	to all executive branch agencies and for agency
8	information technology services to be
9	responsible for information technology within
10	an individual state agency; creating s.
11	282.0056, F.S.; requiring the Agency for
12	Enterprise Information Technology to develop a
13	work plan; requiring that the work plan be
14	approved by the Governor and Cabinet and
15	submitted to the Legislature; requiring that
16	certain specified policies be included in the
17	initial work plan; requiring that the agency
18	develop policy recommendations and strategies
19	for consolidating computer rooms and data
20	centers; requiring each state agency to provide
21	assistance in the development of the work plan
22	upon request; amending s. 282.20, F.S.;
23	transferring management of the Technology
24	Resource Center from the State Technology
25	Office to the Department of Management
26	Services; revising the duties of the center to
27	conform to changes made by the act; requiring
28	that the center submit its service rates and
29	cost-allocation plan to the Agency for
30	Enterprise Information Technology for review;
31	amending s. 282.3055, F.S.; revising the duties
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1	of the agency chief information officers;
2	amending s. 282.315, F.S.; revising the duties
3	of the Agency Chief Information Officers
4	Council; requiring that the council assist the
5	Agency for Enterprise Information Technology in
6	developing strategies for information
7	technology services and projects and make
8	policy recommendations; revising the membership
9	of the council; providing for the appointment
10	of a chair, vice chair, and secretary; amending
11	s. 282.318, F.S.; providing duties of the
12	Agency for Enterprise Information Technology
13	with respect to the security of data and
14	information technology resources; requiring
15	state agencies to conduct a comprehensive risk
16	analysis at specified intervals, develop and
17	update internal policies and procedures, and
18	ensure compliance with certain security
19	requirements; requiring the Agency for
20	Enterprise Information Technology to designate
21	a chief information security officer, develop
22	standards for risk analyses and security
23	audits, and provide training for agency
24	information security managers; providing
25	rulemaking authority; deleting provisions
26	specifying duties of the Department of
27	Management Services to conform to changes made
28	by the act; amending s. 282.322, F.S.;
29	requiring that the Agency for Enterprise
30	Information Technology perform contract
31	monitoring duties formerly performed by the
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1	Enterprise Project Management Office of the
2	State Technology Office; amending s. 216.023,
3	F.S.; requiring that certain legislative budget
4	requests include the statutory reference to the
5	policy requiring a new information technology
6	project; amending s. 943.0313, F.S., relating
7	to the Domestic Security Oversight Council;
8	conforming terminology to changes made by the
9	act; providing for the transfer of specified
10	duties from the State Technology Office to the
11	Department of Management Services; repealing
12	ss. 186.022, 282.005, 282.101, 282.102, 282.23,
13	282.3031, 282.3032, 282.3063, 282.310, and
14	287.057(24), F.S., relating to information
15	technology strategic plans, duties of the State
16	Technology Office, the State Strategic
17	Information Technology Alliance, information
18	resources management responsibilities, guiding
19	principles, the Agency Annual Enterprise
20	Resource Planning and Management Report, the
21	State Annual Report on Enterprise Resource
22	Planning and Management, and state strategic
23	information technology alliances; amending ss.
24	215.95, 215.96, 282.103, 282.107, 339.155,
25	381.90, 403.973, 408.05, 420.0003, 420.511,
26	943.08, and 1001.26, F.S., relating to the
27	Financial Management Information Board and its
28	coordination council, the SUNCOM Network,
29	transportation planning, the Health Information
30	Systems Council, expedited permitting, the
31	Florida Center for Health Information and

1 Policy Analysis, the state housing strategy and 2 the Florida Housing Finance Corporation, the 3 Criminal and Juvenile Justice Information 4 System Council, and the public broadcasting 5 program system; conforming cross-references and б other references to provisions repealed by the 7 act; providing appropriations and authorizing 8 additional positions; providing an effective 9 date. 10 Be It Enacted by the Legislature of the State of Florida: 11 12 13 Section 1. Section 14.204, Florida Statutes, is created to read: 14 14.204 Agency for Enterprise Information 15 Technology. -- The Agency for Enterprise Information Technology 16 17 is created within the Executive Office of the Governor. The 18 head of the agency shall be the Governor and Cabinet, which shall take action by majority vote consisting of at least 19 three affirmative votes with the Governor on the prevailing 2.0 21 side. The agency shall be a separate budget entity that is not subject to control, supervision, or direction by the Executive 22 23 Office of the Governor in any manner, including, but not limited to, purchasing, transactions involving real or 2.4 25 personal property, personnel, or budgetary matters. (1) The executive director of the agency shall be 26 27 appointed by the Governor and Cabinet, is subject to 2.8 confirmation by the Senate, and shall serve at the pleasure of the Governor and Cabinet. The executive director shall be the 29 chief information officer of the state and the executive 30 sponsor for all enterprise information technology projects. 31

1 The executive director must have a degree from an accredited 2 postsecondary institution, and at least 7 years of executive-level experience in managing information technology 3 4 organizations. 5 (2) The agency shall have the following duties and б responsibilities: 7 (a) Develop and implement strategies for the design, 8 delivery, and management of the enterprise information technology services established in law. 9 10 (b) Monitor the delivery and management of the enterprise information technology services as established in 11 12 law. 13 (c) Make recommendations to the agency head and the Legislature concerning other information technology services 14 that should be designed, delivered, and managed at the 15 enterprise level as defined in s. 282.0041(8). 16 17 (d) Plan and establish policies for managing proposed 18 statutorily authorized enterprise information technology 19 services, which includes developing business cases that, when applicable, include the components identified in s. 287.0574; 20 21 establishing and coordinating project-management teams; 2.2 establishing formal risk-assessment and mitigation processes; 23 and providing for independent monitoring of projects for recommended corrective actions. 2.4 25 (e) Not earlier than July 1, 2008, define the architecture standards for enterprise information technology 26 27 and develop implementation approaches for statewide migration 2.8 to those standards. (f) Develop and publish a strategic enterprise 29 information technology plan that identifies and recommends 30 strategies for how enterprise information technology will 31

1 deliver effective and efficient government services to state 2 residents and improve the operations of state agencies. (3) The agency shall operate in such a manner as to 3 ensure participation and representation of state agencies and 4 5 the Agency Chief Information Officers Council established in б s. 282.315. 7 Section 2. Section 20.22, Florida Statutes, is amended 8 to read: 9 20.22 Department of Management Services.--There is 10 created a Department of Management Services. (1) The head of the Department of Management Services 11 12 is the Secretary of Management Services, who shall be 13 appointed by the Governor, subject to confirmation by the Senate, and shall serve at the pleasure of the Governor. 14 (2) The following divisions and programs within the 15 Department of Management Services are established: 16 17 (a) Facilities Program. 18 (b) <u>Technology Program</u> State Technology Office. (c) Workforce Program. 19 (d)1. Support Program. 20 21 2. Federal Property Assistance Program. 22 (e) Administration Program. 23 (f) Division of Administrative Hearings. (q) Division of Retirement. 2.4 (h) Division of State Group Insurance. 25 (3) The State Technology Office shall operate and 26 27 manage the Technology Resource Center. 2.8 (3) (4) The duties of the Chief Labor Negotiator shall 29 be determined by the Secretary of Management Services, and must include, but need not be limited to, the representation 30 of the Governor as the public employer in collective 31

1 bargaining negotiations pursuant to the provisions of chapter 2 447. 3 Section 3. Section 216.0446, Florida Statutes, is amended to read: 4 5 216.0446 Review of information technology resources б management needs. --7 (1) There is created within the Legislature the Technology Review Workgroup. The workgroup and the State 8 Technology Office shall independently review and make 9 10 recommendations with respect to the portion of agencies' long-range program plans which pertains to information 11 12 technology resources management needs and with respect to 13 agencies' legislative budget requests for information technology and related resources. The Technology Review 14 Workgroup shall report such recommendations, together with the 15 findings and conclusions on which such recommendations are 16 17 based, to the Legislative Budget Commission. The State 18 Technology Office shall report such recommendations, together with the findings and conclusions on which such 19 recommendations are based, to the Executive Office of the 2.0 21 Governor and to the chairs of the legislative appropriations 22 committees. 23 (2) In addition to its primary duty specified in subsection (1), the Technology Review Workgroup shall have 2.4 powers and duties that include, but are not limited to, the 25 following: 26 27 (a) To evaluate the information technology resource 2.8 management needs identified in the agency long-range program 29 plans for consistency with the State Annual Report on 30 Enterprise Resource Planning and Management and statewide 31

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1 policies recommended by the State Technology Office, and make 2 recommendations to the Legislative Budget Commission. (b) To review and make recommendations to the 3 4 Legislative Budget Commission on proposed budget amendments and agency transfers associated with information technology 5 6 initiatives or projects that involve more than one agency, 7 that have an outcome that impacts another agency, that exceed 8 \$500,000 in total cost over a 1-year period, or that are requested by the Legislative Budget Commission to be reviewed. 9 10 Section 4. Section 282.0041, Florida Statutes, is amended to read: 11 12 282.0041 Definitions.--For the purposes of this part, 13 the term: (1) "Agency" means those entities described in s. 14 15 216.011(1)(qq).16 (2) "Agency Annual Enterprise Resource Planning and 17 Management Report means the report prepared by each Agency 18 Chief Information Officer as required by s. 282.3063. (2)(3) "Agency Chief Information Officer" means the 19 person appointed by the agency head State Technology Office to 20 21 coordinate and manage the information technology functions 2.2 policies and responsibilities activities applicable to that 23 agency and to participate and represent his or her agency in developing strategies for implementing enterprise information 2.4 technology services identified in law and developing 25 recommendations for enterprise information technology policy. 26 27 (3)(4) "Agency Chief Information Officers Council" 2.8 means the council created in s. 282.315 to facilitate the sharing and coordination of information technology issues and 29 30 initiatives among the agencies. 31

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1 (4) "Agency for Enterprise Information Technology" 2 means the agency created in s. 14.204. 3 (5) "Agency information technology service" means a 4 service that directly helps the agency fulfill its statutory 5 or constitutional responsibilities and policy objectives and 6 is usually associated with the agency's primary or core 7 business functions. (6) "Customer relationship management" or "CRM" means 8 the business processes, software, and Internet capabilities 9 10 that can help state agencies manage customer relationships of the organization at the enterprise level. 11 (7) "Enterprise level" means all executive branch 12 13 agencies created or authorized in statute to perform legislatively delegated functions. 14 (8) "Enterprise information technology service" means 15 an information technology service that is used in all agencies 16 17 or a subset of agencies and is established in law to be 18 designed, delivered, and managed at the enterprise level. 19 (9) "E-mail, messaging, and calendaring service" means the enterprise information technology service that enables 20 21 users to send, receive, file, store, manage, and retrieve electronic messages, attachments, appointments, and addresses. 2.2 23 (5) "Enterprise resources management infrastructure" 2.4 means the hardware, software, networks, data, human resources, policies, standards, facilities, maintenance, and related 25 26 materials and services that are required to support the 27 business processes of an agency or state enterprise. 2.8 (6) "Enterprise resource planning and management" means the planning, budgeting, acquiring, developing, 29 organizing, directing, training, control, and related services 30 31 associated with government information technology. The term

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1 encompasses information and related resources, as well as the 2 controls associated with their acquisition, development, 3 dissemination, and use. 4 (10)(7) "Information technology" means equipment, 5 hardware, software, firmware, programs, systems, networks, 6 infrastructure, media, and related material used to 7 automatically, electronically, and wirelessly collect, 8 receive, access, transmit, display, store, record, retrieve, 9 analyze, evaluate, process, classify, manipulate, manage, assimilate, control, communicate, exchange, convert, converge, 10 interface, switch, or disseminate information of any kind or 11 12 form. 13 (11) "Information technology policy" means statements that describe clear choices for how information technology 14 will deliver effective and efficient government services to 15 16 residents and improve state agency operations. Such a policy 17 may relate to investments, business applications, 18 architecture, or infrastructure. A policy describes its rationale, implications of compliance or noncompliance, the 19 timeline for implementation, metrics for determining 2.0 21 compliance, and the accountable structure responsible for its 22 implementation. 23 (12) "Project" means an endeavor that has a defined start and end point; is undertaken to create or modify a 2.4 unique product, service, or result; and has specific 25 objectives that, when attained, signify completion undertaking 26 27 directed at the accomplishment of a strategic objective 2.8 relating to enterprise resources management or a specific 29 appropriated program. 30 31

1 (9) "State Annual Report on Enterprise Resource 2 Planning and Management" means the report prepared by the State Technology Office as defined in s. 282.102. 3 4 (13)(10) "Standards" means the use of current, open, 5 nonproprietary, or non-vendor-specific technologies. б (11) "State Technology Office" or "office" means the 7 office created in s. 282.102. 8 (14)(12) "Total cost" means all costs associated with 9 information technology projects or initiatives, including, but 10 not limited to, value of hardware, software, service, maintenance, incremental personnel, and facilities. Total 11 12 cost of a loan or gift of information technology resources to 13 an agency includes the fair market value of the resources, except that the total cost of loans or gifts of information 14 technology to state universities to be used in instruction or 15 research does not include fair market value. 16 17 Section 5. Section 282.0055, Florida Statutes, is 18 created to read: 282.0055 Assignment of information technology.--In 19 order to ensure the most effective and efficient use of the 20 21 state's information technology and information technology 2.2 resources and notwithstanding other provisions of law to the 23 contrary, policies for the design, planning, project management, and implementation of the enterprise information 2.4 technology services defined in s. 282.0041(8) shall be the 25 responsibility of the Agency for Enterprise Information 26 27 Technology for executive branch agencies created or authorized 2.8 in statute to perform legislatively delegated functions. The design, delivery, and management of the agency information 29 technology services defined in s. 282.0041(5) shall be the 30 responsibility of the individual state agency. 31

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1 Section 6. Section 282.0056, Florida Statutes, is 2 created to read: 3 282.0056 Development of work plan; development of 4 implementation plans; and policy recommendations .--5 (1) For purposes of carrying out its responsibilities б set forth in s. 282.0055, the Agency for Enterprise 7 Information Technology shall develop a work plan describing 8 the activities that the agency intends to undertake and the proposed outcomes. The work plan must be approved by the 9 10 Governor and Cabinet and submitted to the President of the Senate and the Speaker of the House of Representatives. The 11 12 work plan may be amended as needed to ensure that the 13 enterprise information technology services will be provided in an efficient, effective, and accountable manner. For the 14 2007-2008 fiscal year, the agency's work plan shall include 15 the development of recommended enterprise information 16 17 technology policies, as defined in s. 282.0041(11). 18 (2) For the fiscal year beginning in 2008-2009, the agency shall develop implementation plans for up to three of 19 the following proposed enterprise information technology 20 21 services to be established in law: 22 (a) Consolidation of the deployment, management, and 23 operation of state-owned or state-operated computer rooms and 2.4 data centers. (b) A shared or consolidated enterprise information 25 technology service delivery and support model for the e-mail, 26 27 messaging, and calendaring service defined in s. 282.0041(9). 2.8 (c) Information security. (d) A shared customer relationship management system 29 that consolidates agency requirements for receiving, managing, 30 31

1 responding to, tracking, and reporting on telephone, e-mail, 2 personnel, and other communications received from citizens. (e) Consideration of a planned replacement cycle for 3 4 computer equipment. 5 (3) In developing policy recommendations and 6 implementation plans for established and proposed enterprise 7 information technology services, the agency shall describe the 8 scope of operation, conduct costs and requirements analyses, conduct an inventory of all existing information technology 9 10 resources that are associated with each service, and develop strategies and timeframes for statewide migration. For 11 12 purposes of consolidating state-owned or state-operated computer rooms and data centers, the Agency for Enterprise 13 Information Technology shall develop a migration plan prior to 14 initiating any consolidation effort. 15 (4) For the purpose of completing its work activities, 16 17 each state agency shall provide to the Agency for Enterprise 18 Information Technology all requested information, including, but not limited to, the agency's costs, service requirements, 19 and equipment inventories. 2.0 21 Section 7. Section 282.20, Florida Statutes, is 2.2 amended to read: 23 282.20 Technology Resource Center .--(1)(a) The <u>Department of Management Services</u> State 2.4 Technology Office shall operate and manage the Technology 25 Resource Center. 26 27 (b) For the purposes of this section, the term: 2.8 1. "Information-system utility" means a full-service 29 information-processing facility offering hardware, software, 30 operations, integration, networking, and consulting services. 31

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1 2. "Customer" means a state agency or other entity 2 which is authorized to utilize the SUNCOM Network pursuant to 3 this part. (2) The Technology Resource Center shall: 4 5 (a) Serve the office and other customers as an б information-system utility. 7 (b) Cooperate with customers to offer, develop, and 8 support a wide range of services and applications needed by users of the Technology Resource Center. 9 10 (c) Cooperate with the Florida Legal Resource Center of the Department of Legal Affairs and other state agencies to 11 12 develop and provide access to repositories of legal 13 information throughout the state. (c)(d) Cooperate with the Agency for Enterprise 14 Information Technology office to identify and facilitate 15 interdepartmental networking and integration of network 16 17 services for its customers. 18 (d)(e) Assist customers in testing and evaluating new and emerging technologies that could be used to meet the needs 19 of the state. 20 21 (3) The <u>department</u> office may contract with customers 22 to provide any combination of services necessary for agencies 23 to fulfill their responsibilities and to serve their users. (4) The Technology Resource Center may plan, design, 2.4 establish pilot projects for, and conduct experiments with 25 information technology resources, and may implement 26 27 enhancements in services when such implementation is 2.8 cost-effective. Funding for experiments and pilot projects shall be derived from service revenues and may not exceed 5 29 percent of the service revenues for the Technology Resource 30 Center for any single fiscal year. Any experiment, pilot 31

1 project, plan, or design must be approved by the Agency for 2 Enterprise Information Technology Chief Information Officer. 3 (5) Beginning in the 2007-2008 fiscal year and 4 annually thereafter, the Technology Resource Center shall 5 submit to the Agency for Enterprise Information Technology for 6 its review a copy of its current and proposed services and 7 service rates and cost-allocation plan. When appropriate, the Agency for Enterprise Information Technology shall request 8 review and comment from the customers and Agency Chief 9 10 Information Officers Council concerning the center's current and proposed rate and services structure. 11 12 (5) Notwithstanding the provisions of s. 216.272, the 13 Technology Resource Center may spend funds in the reserve account of the Technology Enterprise Operating Trust Fund for 14 15 enhancements to center operations or for information 16 technology resources. Any expenditure of reserve account funds 17 must be approved by the Chief Information Officer. Any funds 18 remaining in the reserve account at the end of the fiscal year may be carried forward and spent as approved by the Chief 19 Information Officer, provided that such approval conforms to 2.0 21 any applicable provisions of chapter 216. 22 Section 8. Section 282.3055, Florida Statutes, is 23 amended to read: 282.3055 Agency chief information officer; 2.4 appointment; duties.--25 (1)(a) Each agency head shall To assist the State 26 27 Technology Officer in carrying out the enterprise resource 2.8 planning and management responsibilities, the Chief Information Officer may appoint or contract for an agency 29 chief information officer. This position may be full time or 30 31 <del>part time.</del>

1 (b) The agency chief information officer must, at a 2 minimum, have knowledge and experience in both management and information technology resources. 3 4 (2) The duties of the agency chief information officer include, but are not limited to: 5 б (a) Coordinating and facilitating the agency 7 enterprise resource planning and management of agency 8 information technology services projects and initiatives. 9 (b) Preparing an agency annual report on enterprise 10 resource planning and management pursuant to s. 282.3063. (b)(c) Developing and Implementing agency information 11 12 technology enterprise resource planning and management 13 policies, procedures, guidelines, and standards that are consistent with the procedures and standards adopted by the 14 Agency for Enterprise Information Technology, including 15 specific policies and procedures for review and approval of 16 17 the agency's purchases of information technology resources in 18 accordance with the office's policies and procedures. 19 (c)(d) Advising agency senior management as to the information technology enterprise resource planning and 20 21 management needs of the agency for inclusion in planning 22 documents required by law. 23 (d)<del>(e)</del> Assisting in the development and prioritization of the information technology enterprise resource needs for 2.4 planning and management schedule of the agency's legislative 25 budget request. 26 27 (e) Assisting the Agency for Enterprise Information 2.8 Technology in the development of strategies for implementing the enterprise information technology services established in 29 law and developing recommendations for enterprise information 30 technology policy. 31

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1 Section 9. Section 282.315, Florida Statutes, is 2 amended to read: 3 282.315 Agency Chief Information Officers Council; 4 creation.--The Legislature finds that enhancing communication, consensus building, coordination, and facilitation with 5 б respect to issues concerning of statewide enterprise 7 information technology resources are resource planning and 8 management issues is essential to improving the state 9 management of such resources. 10 (1) There is created an Agency Chief Information Officers Council to: 11 12 (a) Enhance communication and collaboration among the 13 Agency Chief Information Officers and the Agency for Enterprise Information Technology by sharing enterprise 14 15 resource planning and management experiences and exchanging 16 ideas. 17 (b) Identify and recommend Facilitate the sharing of 18 best practices that are characteristic of highly successful technology organizations, as well as exemplary information 19 20 technology applications for use by of state agencies, and 21 assist the Agency for Enterprise Information Technology in developing strategies for implementing the enterprise 22 23 information technology services established in law and developing recommendations for enterprise information 2.4 technology policy. 25 (c) Identify efficiency opportunities among state 26 27 agencies and make recommendations for action to the Agency for 2.8 Enterprise Information Technology. 29 (d) Serve as an educational forum for enterprise 30 resource planning and management issues. 31

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1 (d)<del>(e)</del> Assist the Agency for Enterprise Information 2 Technology State Technology Office in identifying critical enterprise information technology statewide issues and, when 3 appropriate, make recommendations for solving enterprise 4 5 resource planning and management deficiencies. б (2) Members of the council shall include the Agency 7 Chief Information Officers, including the Chief Information 8 Officers of the agencies and governmental entities enumerated in s. 282.3031, except that there shall be one Chief 9 Information Officer selected by the state attorneys and one 10 Chief Information Officer selected by the public defenders. 11 12 The council shall appoint a chair, vice chair, and secretary 13 from among its members to a 1-year term each. The council shall establish procedures governing council business. The 14 chairs, or their designees, of the Florida Financial 15 16 Management Information System Coordinating Council, the 17 Criminal and Juvenile Justice Information Systems Council, and 18 the Health Information Systems Council shall represent their respective organizations on the Chief Information Officers 19 Council as voting members. 20 21 (3) The Agency for Enterprise Information Technology 22 State Technology Office shall provide administrative support 23 to the council. Section 10. Section 282.318, Florida Statutes, is 2.4 amended to read: 25 282.318 Security of data and information technology 26 27 resources.--2.8 (1) This section may be cited as the "Security of Data 29 and Information Technology Infrastructure Resources Act." 30 (2)(a) The Agency for Enterprise Information Technology State Technology Office, in consultation with each 31 19

1 agency head, is responsible and accountable for assessing and 2 recommending minimum operating procedures for ensuring assuring an adequate level of security for all data and 3 information technology resources for executive branch agencies 4 created or authorized in statute to perform legislatively 5 6 delegated functions. To assist the agency in carrying out this 7 responsibility, of each agency head and, to carry out this 8 responsibility, shall, at a minimum: 9 1. Designate an information security manager who shall 10 administer the security program of the each agency for its data and information technology resources. 11 12 2. Conduct, and periodically update every 3 years, a 13 comprehensive risk analysis to determine the security threats to the data, information, and information technology resources 14 of the each agency. The risk analysis information is 15 16 confidential and exempt from the provisions of s. 119.07(1), 17 except that such information shall be available to the Auditor 18 General and the Agency for Enterprise Information Technology in performing his or her postauditing duties. 19 20 3. Develop, and periodically update, written internal 21 policies and procedures, which shall include procedures for 22 notifying the Agency for Enterprise Information Technology 23 when an information security incident occurs or data is compromised. Such policies and procedures must be consistent 2.4 with the standard operating procedures adopted by the Agency 25 for Enterprise Information Technology in order to ensure to 26 27 assure the security of the data, information, and information 2.8 technology resources of the each agency. The internal policies and procedures that which, if disclosed, could facilitate the 29 unauthorized modification, disclosure, or destruction of data 30 or information technology resources are confidential 31

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1 information and exempt from the provisions of s. 119.07(1), 2 except that such information shall be available to the Auditor General and the Agency for Enterprise Information Technology 3 in performing his or her postauditing duties. 4 5 4. Implement appropriate cost-effective safeguards to б reduce, eliminate, or recover from the identified risks to the 7 data, information, and information technology resources of the 8 each agency. 9 5. Ensure that periodic internal audits and evaluations of the agency's each security program for the 10 data, information, and information technology resources of the 11 12 agency are conducted. The results of such internal audits and 13 evaluations are confidential information and exempt from the provisions of s. 119.07(1), except that such information shall 14 be available to the Auditor General and the Agency for 15 Enterprise Information Technology in performing his or her 16 17 postauditing duties. 18 6. Include appropriate security requirements, as determined by the State Technology Office, in consultation 19 with each agency head, in the written specifications for the 20 21 solicitation of <u>information technology and</u> information 22 technology resources which are consistent with the standard 23 security operating procedures adopted by the Agency for Enterprise Information Technology. 2.4 (b) In those instances <u>under this subsection</u> in which 25 the state agency or department State Technology Office 26 27 develops state contracts for use by state agencies, the state 2.8 agency or department office shall include appropriate security 29 requirements in the specifications for the solicitation for state contracts for procuring information technology or 30 information technology resources. 31

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1 (3) The Agency for Enterprise Information Technology 2 shall designate a chief information security officer. 3 (4) The Agency for Enterprise Information Technology 4 shall develop standards and templates for conducting 5 comprehensive risk analyses and information security audits by 6 state agencies, assist agencies in their compliance with the 7 provisions of this section, pursue appropriate funding provided for the purpose of enhancing domestic security, 8 establish minimum quidelines and procedures for the recovery 9 10 of information technology following a disaster, and provide training for agency information security managers. Standards, 11 12 templates, guidelines, and procedures shall be published 13 annually, no later than September 30 each year, to enable agencies to incorporate them in their planning for the 14 following fiscal year. 15 (5) The Agency for Enterprise Information Technology 16 17 may adopt rules pursuant to ss. 120.536(1) and 120.54 relating 18 to information security and to administer the provisions of this section. 19 20 (3) Notwithstanding subsection (2), the Department of 21 Management Services, hereafter referred to as the 2.2 "department," in consultation with each agency head, 23 responsible for coordinating, assessing, and recommending 2.4 minimum operating procedures for ensuring an adequate level of security for data and information technology resources. To 25 26 assist the department in carrying out this responsibility, 27 each agency shall, at a minimum: 2.8 (a) Designate an information security manager who 29 shall administer the security program of the agency for its 30 data and information technology resources. 31

1	(b) Conduct, and update every 3 years, a comprehensive
2	risk analysis to determine the security threats to the data,
3	information, and information technology resources of the
4	agency. The risk analysis information made confidential and
5	exempt under subparagraph (2)(a)2. shall be available to the
б	Auditor General in performing his or her postauditing duties.
7	(c) Develop, and periodically update, written internal
8	policies and procedures that are consistent with the standard
9	operating procedures recommended by the department to ensure
10	the security of the data and information technology resources
11	of the agency. The internal policies and procedures that, if
12	disclosed, could facilitate the unauthorized modification,
13	disclosure, or destruction of data or information technology
14	resources made confidential and exempt under subparagraph
15	(2)(a)3. shall be available to the Auditor General in
16	performing his or her postauditing duties.
17	(d) Implement appropriate cost effective safeguards to
18	reduce, eliminate, or recover from the identified risks to the
19	data and information technology resources of the agency.
20	(e) Ensure that periodic internal audits and
21	evaluations of the security program for the data, information,
22	and information technology resources of the agency are
23	conducted. The results of such internal audits and evaluations
24	made confidential and exempt under subparagraph (2)(a)5. shall
25	be available to the Auditor General in performing his or her
26	postauditing duties.
27	(f) Include appropriate security requirements in the
28	written specifications for the solicitation of information
29	technology resources that are consistent with the standard
30	security operating procedures as recommended by the
31	department.
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1 (q) This subsection expires July 1, 2007. 2 In those instances under this subsection in which the 3 4 department develops state contracts for use by state agencies, 5 the department shall include appropriate security requirements 6 in the specifications for the solicitation for state contracts 7 for procuring information technology resources. 8 (4) In order to ensure the security of data, 9 information, and information technology resources, the 10 department shall establish the Office of Information Security and shall designate a Chief Information Security Officer as 11 12 the head of the office. The office shall coordinate its 13 activities with the Agency Chief Information Officers Council as established in s. 282.315. The office is responsible for 14 developing a strategic plan for information technology 15 security which shall be submitted by March 1, 2007, to the 16 17 Executive Office of the Governor, the President of the Senate, 18 and the Speaker of the House of Representatives; developing standards and templates for conducting comprehensive risk 19 analyses and information security audits by state agencies; 2.0 21 assisting agencies in their compliance with the provisions of 2.2 this section; establishing minimum standards for the recovery 23 of information technology following a disaster; and conducting 2.4 training for agency information security managers. This subsection expires July 1, 2007. 25 Section 11. Subsection (2) of section 282.322, Florida 26 27 Statutes, is amended to read: 2.8 282.322 Special monitoring process for designated 29 information resources management projects .--30 (2) The <u>Agency for</u> Enterprise <u>Information Technology</u> Project Management Office of the State Technology Office shall 31 2.4

1 report on any information technology project that the 2 Legislature projects the office identifies as high-risk to the Executive Office of the Governor, the President of the Senate, 3 the Speaker of the House of Representatives, and the chairs of 4 the appropriations committees. Within the limits of current 5 6 appropriations, the Agency for Enterprise Information 7 Technology Project Management Office shall monitor and report on such high-risk information technology projects, and assess 8 the levels of risks associated with proceeding to the next 9 stage of the project. 10 Section 12. Paragraph (a) of subsection (4) of section 11 12 216.023, Florida Statutes, is amended to read: 13 216.023 Legislative budget requests to be furnished to Legislature by agencies .--14 (4)(a) The legislative budget request must contain for 15 16 each program: 17 1. The constitutional or statutory authority for a 18 program, a brief purpose statement, and approved program components. 19 2. Information on expenditures for 3 fiscal years 20 21 (actual prior-year expenditures, current-year estimated 22 expenditures, and agency budget requested expenditures for the 23 next fiscal year) by appropriation category. 3. Details on trust funds and fees. 2.4 4. The total number of positions (authorized, fixed, 25 and requested). 26 27 5. An issue narrative describing and justifying 2.8 changes in amounts and positions requested for current and 29 proposed programs for the next fiscal year. 30 6. Information resource requests. 31

1	7. Supporting information, including applicable
2	cost-benefit analyses, business case analyses, performance
3	contracting procedures, service comparisons, and impacts on
4	performance standards for any request to outsource or
5	privatize agency functions. The cost-benefit and business case
б	analyses must include an assessment of the impact on each
7	affected activity from those identified in accordance with
8	paragraph (b). Performance standards must include standards
9	for each affected activity and be expressed in terms of the
10	associated unit of activity.
11	8. An evaluation of any major outsourcing and
12	privatization initiatives undertaken during the last 5 fiscal
13	years having aggregate expenditures exceeding \$10 million
14	during the term of the contract. The evaluation shall include
15	an assessment of contractor performance, a comparison of
16	anticipated service levels to actual service levels, and a
17	comparison of estimated savings to actual savings achieved.
18	Consolidated reports issued by the Department of Management
19	Services may be used to satisfy this requirement.
20	9. Supporting information for any proposed
21	consolidated financing of deferred-payment commodity contracts
22	including guaranteed energy performance savings contracts.
23	Supporting information must also include narrative describing
24	and justifying the need, baseline for current costs, estimated
25	cost savings, projected equipment purchases, estimated
26	contract costs, and return on investment calculation.
27	10. For projects that exceed \$10 million in total
28	cost, the statutory reference of the existing policy or the
29	proposed substantive policy that establishes and defines the
30	project's governance structure, planned scope, main business
31	objectives that must be achieved, and estimated completion
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1 timeframes. Information technology budget requests for the 2 continuance of existing hardware and software maintenance agreements, renewal of existing software licensing agreements, 3 4 or the replacement of desktop units with new technology that is similar to the technology currently in use are exempt from 5 6 this requirement. 7 Section 13. Paragraph (a) of subsection (1) of section 8 943.0313, Florida Statutes, is amended to read: 943.0313 Domestic Security Oversight Council.--The 9 10 Legislature finds that there exists a need to provide executive direction and leadership with respect to terrorism 11 12 prevention, preparation, protection, response, and recovery 13 efforts by state and local agencies in this state. In recognition of this need, the Domestic Security Oversight 14 Council is hereby created. The council shall serve as an 15 advisory council pursuant to s. 20.03(7) to provide quidance 16 17 to the state's regional domestic security task forces and 18 other domestic security working groups and to make recommendations to the Governor and the Legislature regarding 19 the expenditure of funds and allocation of resources related 20 21 to counter-terrorism and domestic security efforts. 22 (1) MEMBERSHIP.--23 (a) The Domestic Security Oversight Council shall consist of the following voting members: 24 1. The executive director of the Department of Law 25 Enforcement. 26 27 2. The director of the Division of Emergency 2.8 Management within the Department of Community Affairs. 29 3. The Attorney General. 30 4. The Commissioner of Agriculture. 5. The Secretary of Health. 31

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6. The Commissioner of Education. 1 2 7. The State Fire Marshal. 8. The adjutant general of the Florida National Guard. 3 The state chief information officer of the State 4 9. Technology Office within the Department of Management 5 б Services. 7 10. Each sheriff or chief of police who serves as a co-chair of a regional domestic security task force pursuant 8 to s. 943.0312(1)(b). 9 10 11. Each of the department's special agents in charge who serve as a co-chair of a regional domestic security task 11 12 force. 13 12. Two representatives of the Florida Fire Chiefs Association. 14 13. One representative of the Florida Police Chiefs 15 Association. 16 17 14. One representative of the Florida Prosecuting 18 Attorneys Association. 15. The chair of the Statewide Domestic Security 19 Intelligence Committee. 20 21 16. One representative of the Florida Hospital 2.2 Association. 23 17. One representative of the Emergency Medical Services Advisory Council. 2.4 18. One representative of the Florida Emergency 25 Preparedness Association. 26 27 19. One representative of the Florida Seaport 2.8 Transportation and Economic Development Council. 29 Section 14. Unless otherwise specified in this act, the Department of Management Services, established in s. 30 20.22, Florida Statutes, shall assume the duties and 31

1 responsibilities of the State Technology Office as set forth 2 in ss. 215.322(2), 282.103, 282.104, 282.105, 282.106, 282.107, 282.1095, 282.111, 282.21, 282.22, 288.1092, 3 288.1093, 365.171, 365.172, and 365.173, Florida Statutes. 4 5 Section 15. Sections 186.022, 282.005, 282.101, б 282.102, 282.23, 282.3031, 282.3032, 282.3063, and 282.310, 7 Florida Statutes, and subsection (24) of section 287.057, 8 Florida Statutes, are repealed. Section 16. Paragraph (d) of subsection (2) of section 9 10 215.95, Florida Statutes, is amended to read: 215.95 Financial Management Information Board .--11 12 (2) To carry out its duties and responsibilities, the 13 board shall by majority vote: (d) By March 1 of each year, approve a strategic plan 14 15 pursuant to the requirements set forth in s. 186.022(9). Section 17. Paragraph (a) of subsection (3) of section 16 17 215.96, Florida Statutes, is amended to read: 18 215.96 Coordinating council and design and coordination staff.--19 (3) The coordinating council, assisted by the design 20 21 and coordination staff, shall have the following duties, 22 powers, and responsibilities pertaining to the Florida 23 Financial Management Information System: (a) To conduct such studies and to establish 2.4 25 committees, workgroups, and teams to develop recommendations for rules, policies, procedures, principles, and standards to 26 27 the board as necessary to assist the board in its efforts to 2.8 design, implement, and perpetuate a financial management 29 information system, including, but not limited to, the establishment of common data codes, and the development of 30 integrated financial management policies that address the 31

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1 information and management needs of the functional owner 2 subsystems, and the development of a strategic plan pursuant to the requirements set forth in s. 186.022. The coordinating 3 council shall make available a copy of the approved plan in 4 5 writing or through electronic means to each of the 6 coordinating council members, the fiscal committees of the 7 Legislature, and any interested person. 8 Section 18. Subsection (1) of section 282.103, Florida 9 Statutes, is amended to read: 10 282.103 SUNCOM Network; exemptions from the required 11 use.--12 (1) There is created within the Department of 13 Management Services State Technology Office the SUNCOM Network which shall be developed to serve as the state communications 14 system for providing local and long-distance communications 15 services to state agencies, political subdivisions of the 16 17 state, municipalities, state universities, and nonprofit 18 corporations pursuant to ss. 282.103-282.111 ss. 282.101 282.111. The SUNCOM Network shall be developed to 19 transmit all types of communications signals, including, but 20 21 not limited to, voice, data, video, image, and radio. State 22 agencies shall cooperate and assist in the development and 23 joint use of communications systems and services. Section 19. Subsections (1) and (2) of section 2.4 282.107, Florida Statutes, are amended to read: 25 282.107 SUNCOM Network; criteria for usage .--26 (1) The <u>Department of Management Services</u> State 27 2.8 Technology Office shall periodically review the qualifications 29 of subscribers using the state SUNCOM Network and shall terminate services provided to any facility not qualified 30 pursuant to <u>ss. 282.103-282.111</u> <del>ss. 282.101 282.111</del> or rules 31

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1 adopted hereunder. In the event of nonpayment of invoices by 2 subscribers whose SUNCOM Network invoices are paid from sources other than legislative appropriations, such nonpayment 3 represents good and sufficient reason to terminate service. 4 5 (2) The Department of Management Services State б Technology Office shall adopt rules for implementing and 7 operating the state SUNCOM Network, which shall include 8 setting forth its procedures for withdrawing and restoring authorization to use the state SUNCOM Network. Such rules 9 shall provide a minimum of 30 days' notice to affected parties 10 prior to termination of voice communications service. 11 12 Section 20. Paragraph (b) of subsection (3) and 13 subsection (4) of section 339.155, Florida Statutes, are amended to read: 14 339.155 Transportation planning.--15 (3) FORMAT, SCHEDULE, AND REVIEW.--The Florida 16 17 Transportation Plan shall be a unified, concise planning document that clearly defines the state's long-range 18 transportation goals and objectives and documents the 19 department's short-range objectives developed to further such 20 21 goals and objectives. The plan shall include a glossary that 22 clearly and succinctly defines any and all phrases, words, or 23 terms of art included in the plan, with which the general public may be unfamiliar and shall consist of, at a minimum, 2.4 25 the following components: (b) A short-range component documenting the short-term 26 27 objectives and strategies necessary to implement the goals and 2.8 long-term objectives contained in the long-range component. 29 The short-range component must define the relationship between the long-range goals and the short-range objectives, specify 30 those objectives against which the department's achievement of 31 31

1 such goals will be measured, and identify transportation 2 strategies necessary to efficiently achieve the goals and objectives in the plan. It must provide a policy framework 3 within which the department's legislative budget request, the 4 strategic information resource management plan, and the work 5 6 program are developed. The short-range component shall serve 7 as the department's annual agency strategic plan pursuant to 8 s. 186.021. The short-range component shall be developed 9 consistent with the requirements of s. 186.022 and consistent with available and forecasted state and federal funds. In 10 addition to those entities listed in s. 186.022, The 11 12 short-range component shall also be submitted to the Florida 13 Transportation Commission. (4) ANNUAL PERFORMANCE REPORT. -- The department shall 14 develop an annual performance report evaluating the operation 15 of the department for the preceding fiscal year. The report<sub>au</sub> 16 17 which shall meet the requirements of s. 186.022, shall also include a summary of the financial operations of the 18 department and shall annually evaluate how well the adopted 19 work program meets the short-term objectives contained in the 20 21 short-range component of the Florida Transportation Plan. In 2.2 addition to the entities listed in s. 186.022, This 23 performance report shall also be submitted to the Florida Transportation Commission and the legislative appropriations 2.4 25 and transportation committees. Section 21. Subsection (7) of section 381.90, Florida 26 27 Statutes, is amended to read: 2.8 381.90 Health Information Systems Council; legislative 29 intent; creation, appointment, duties.--30 (7) The council's duties and responsibilities include, but are not limited to, the following: 31 32

1 (a) By June 1 of each year, to develop and approve a 2 strategic plan pursuant to the requirements set forth in s. <del>186.022.</del> 3 4 (a)(b) To develop a mission statement, goals, and plan of action, based on the guiding principles specified in s. 5 6 282.3032, for the identification, collection, standardization, 7 sharing, and coordination of health-related data across 8 federal, state, and local government and private-sector 9 entities. 10 (b)(c) To develop a review process to ensure cooperative planning among agencies that collect or maintain 11 12 health-related data. 13 (c)(d) To create ad hoc issue-oriented technical workgroups, on an as-needed basis, to make recommendations to 14 the council. 15 Section 22. Subsection (4) of section 403.973, Florida 16 17 Statutes, is amended to read: 18 403.973 Expedited permitting; comprehensive plan 19 amendments.--20 (4) The office may delegate to a Quick Permitting 21 County designated under s. 288.1093 the responsibility for 22 convening regional permit teams and, in consultation with the 23 office, for certifying as eliqible for expedited review projects that meet the criteria of subsection (3) and that are 2.4 25 consistent with the economic goals of the county. In order to 26 receive such a delegation, the Quick Permitting County must 27 hold the public hearing required under subsection (7) and 2.8 agree to execute a memorandum of agreement for each qualified 29 project. 30 Section 23. Paragraph (h) of subsection (8) of section 408.05, Florida Statutes, is amended to read: 31

1 408.05 Florida Center for Health Information and 2 Policy Analysis. --3 (8) STATE CONSUMER HEALTH INFORMATION AND POLICY 4 ADVISORY COUNCIL. --5 (h) The council's duties and responsibilities include, 6 but are not limited to, the following: 7 1. To develop a mission statement, goals, and a plan 8 of action based on the guiding principles specified in s. 282.3032 for the identification, collection, standardization, 9 sharing, and coordination of health-related data across 10 federal, state, and local government and private sector 11 12 entities. 13 2. To develop a review process to ensure cooperative planning among agencies that collect or maintain 14 health-related data. 15 3. To create ad hoc issue-oriented technical 16 17 workgroups on an as-needed basis to make recommendations to 18 the council. Section 24. Paragraph (b) of subsection (4) of section 19 420.0003, Florida Statutes, is amended to read: 20 21 420.0003 State housing strategy.--22 (4) IMPLEMENTATION. -- The Department of Community 23 Affairs and the Florida Housing Finance Corporation in carrying out the strategy articulated herein shall have the 2.4 following duties: 25 (b) The agency strategic plan of the Department of 26 27 Community Affairs, prepared pursuant to the provisions of ss. 28 186.021 and 186.022, shall include specific goals, objectives, and strategies that implement the housing policies in this 29 section and shall include the strategic plan for housing 30 production prepared by the corporation pursuant to s. 420.511. 31 34

1 Section 25. Subsection (2) of section 420.511, Florida 2 Statutes, is amended to read: 3 420.511 Business plan; strategic plan; annual 4 report.--5 The corporation, in equal partnership with the (2) б department, shall develop annually a strategic plan for the 7 provision of affordable housing in Florida as part of the 8 department's agency strategic plan required pursuant to chapter 186. In part, the plan shall include provisions that 9 maximize the abilities of the corporation and the department 10 to implement the state housing strategy established under s. 11 12 420.0003, to respond to federal housing initiatives, and to 13 develop programs in a manner that is more responsive to the needs of public and private partners. The plan shall be 14 developed on a schedule consistent with that established by <u>s.</u> 15 ss. 186.021 and 186.022. For purposes of this act, the 16 17 executive director or his or her designee shall serve as the 18 corporation's representative to achieve a coordinated and integrated planning relationship with the department. 19 20 Section 26. Subsection (3) of section 943.08, Florida 21 Statutes, is amended to read: 22 943.08 Duties; Criminal and Juvenile Justice 23 Information Systems Council. --(3) The council shall develop and approve a <u>long-range</u> 2.4 program strategic plan pursuant to the requirements set forth 25 in <u>s. 186.021</u> <del>s. 186.022</del>. Copies of the approved plan shall be 26 27 transmitted, electronically or in writing, to the Executive 2.8 Office of the Governor, the Speaker of the House of 29 Representatives, the President of the Senate, and the council 30 members. 31

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1 Section 27. Paragraph (a) of subsection (2) of section 2 1001.26, Florida Statutes, is amended to read: 3 1001.26 Public broadcasting program system.--4 (2)(a) The Department of Education is responsible for implementing the provisions of this section <del>pursuant to s.</del> 5 6 282.102 and may employ personnel, acquire equipment and 7 facilities, and perform all duties necessary for carrying out 8 the purposes and objectives of this section. Section 28. For the 2007-2008 fiscal year, the sum of 9 \$1,100,160 in recurring funds is appropriated from the General 10 Revenue Fund and 10 full-time equivalent positions with an 11 12 associated salary rate of 732,000 are authorized to the Agency 13 for Enterprise Information Technology to carry out the duties as provided in this act. 14 Section 29. For the 2007-2008 fiscal year, the sum of 15 16 \$581,751 in recurring funds is appropriated from the General 17 Revenue Fund and five full-time equivalent positions with an 18 associated salary rate of 342,577 are authorized to the Agency for Enterprise Information Technology to carry out the duties 19 of information security as provided in this act. 2.0 21 Section 30. The unexpended balance of funds provided in Specific Appropriation 2243A of chapter 2006-25, Laws of 22 23 Florida, shall revert July 1, 2007, and is appropriated for the 2007-2008 fiscal year for any efforts to consolidate data 2.4 center operations at the Technology Resource Center which are 25 cost-effective or for the purpose of offsetting any temporary 26 27 revenue shortfalls of the Technology Resource Center during 2.8 the transition to a full cost-recovery plan. Section 31. For the 2007-2008 fiscal year, the sum of 29 30 \$350,000 from nonrecurring funds is appropriated from the General Revenue Fund to the Agency for Enterprise Information 31

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1	Technology to contract for a feasibility study for a customer
2	relationship management system that defines and establishes
3	all state agency requirements for receiving, managing,
4	responding to, tracking, and reporting on telephone, e-mail,
5	personnel, and other communications received from the public.
6	Section 32. For the 2007-2008 fiscal year, the sum of
7	\$300,000 from nonrecurring funds is appropriated from the
8	General Revenue Fund to the Executive Office of the Governor
9	to contract for services to develop a process to review and
10	analyze nonenterprise agency information technology requests.
11	Section 33. This act shall take effect July 1, 2007.
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**Florida Senate - 2007** 601-2495-07

1	STATEMENT OF SUBSTANTIAL CHANGES CONTAINED IN COMMITTEE SUBSTITUTE FOR
2 3	<u>CS/SB 1974</u>
4	Defines enterprise information technology service as a service
5	that is used in all agencies or a subset of agencies and is designed, delivered, and managed at the enterprise level.
	Removes the need for the Agency for Enterprise Information Technology to approve the Technology Resource Centers' service
7	rates and cost-allocation plan.
8	Requires each agency head to appoint or contract for an agency chief information officer and to assist the Agency for
9	Enterprise Information Technology in the development of enterprise information technology policy.
10	Requires each agency head to include procedures for notifying
11	the Agency for Enterprise Information Technology when an information security incident occurs or data is compromised.
12	Requires that the Agency for Enterprise Information Technology
13	publish standards, templates, guidelines, and procedures no later than September 30 of each year as it relates to
14	comprehensive risk analyses and information security audits by state agencies.
15	Appropriates \$1.7 million and 15 full-time equivalent
16	positions to staff the Agency for Enterprise Information Technology.
17	Reappropriates the unexpended balance of funds appropriated in
18	Fiscal Year 2006-2007 to continue efforts to consolidate data center operations or to offset any temporary revenue
19	shortfalls in the Technology Resource Center.
20	Provides an appropriation of \$350,000 to study a customer relationship management system.
21	Appropriates \$300,000 to the Executive Office of the Governor
22	for the review and analysis of non-enterprise agency information technology.
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