

## REQUEST FOR CHANGES TO THE STATE ADMINISTRATIVE MANUAL (SAM)

Agency Code: 180

Department: Administration

Division (if applicable): Enterprise Information Technology Services

Appointing authority: Director Laura Freed

Agency contact (name, phone and e-mail): Tim Galluzi, (775) 684-5898,

tim.galluzi@admin.nv.gov; JoVon Sotak, (775) 230-8628, jsotak@admin.nv.gov

Budget Division Analyst (name, phone and e-mail): Michael Rankin, mjrankin@finance.nv.gov

Proposed BOE date: 9/13/2022

Proposed effective date: 9/13/2022

1. Reason/purpose for requested change:

- To clean up legacy language from the Department of Information Technology and other outdated language in SAM 1602, 1604, and 1606 that is no longer accurate and may be misleading to agencies. This is part of an ongoing, targeted effort launched at the end of 2021 to systematically clean up sections within Chapter 1600 and to identify any new sections of policy that may be needed.
- To align to NRS 242 and current fiscal procedures.
- To align to EITS's revised and finalized documented agreement (i.e., Service Level Agreement).

2. Explain how the recommended change(s) will benefit agencies or create consistencies or efficiencies, etc. (provide examples if applicable):

- **1602:** The proposed changes benefit agencies by providing a better overview of the division by aligning to NRS to clarify who EITS customers are, what the division's purpose is, and to clarify the division's relationship to enterprise systems and position on shared governance. Removing the long list of outdated services that no longer aligns to budget manual, EITS's list of services and legislatively approved rates, or EITS's other customer-facing documentation will create consistency for agencies and ensure that they are directed to the division's website, which will have the most updated list of services and information. To establish better continuity of government services and create efficiencies during this time of massive staff attrition and vacancies, EITS is publishing its centralized service email address to ensure that agencies can reference a business point of contact to engage with EITS.
- **1604:** The proposed changes create consistencies for agencies by realigning EITS's scope of responsibilities to statute and removes responsibilities that EITS does not currently perform, such as creating and publishing information technology strategic plans for all agencies. The addition of responsibilities for entities using the division's services helps to codify expectations that have been previously published in EITS unit-level agreements with agencies and the new EITS documented agreement that not all end users may be

aware of because agreement documentation has historically not been shared with all employees within an agency. This should help to create systematic efficiencies and build cultural awareness that supports better relationships between EITS and the agencies it serves.

- **1606:** The proposed changes benefit agencies and EITS by accurately describing how rates are created and approved, increasing transparency into the rate process, and creating consistencies with the budget manual and budget building process. The Department of Administration, Administrative Services Division has reviewed and approved this language and is supportive of this proposed change.
3. Will recommended change have a fiscal impact (if yes, explain):  
Possibly, if any State agencies and elected officials are unaware of the NRS requirement that they use EITS's services. However, an EITS analysis of State agencies not currently using the division's services has yet to be done and the potential fiscal impact is unknown.
  4. Existing and recommended language in SAM (*blue bold italics* is new language being proposed and ~~red strikethrough~~ is deleted language being proposed). (**please provide requested change as an attachment**):  
See attached document with specified mark-up.

Appointing Authority:  \_\_\_\_\_

BOARD OF EXAMINERS APPROVAL DATE: \_\_\_\_\_  
(for BOE use only)

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Additions are in **blue bold italics**, Deletions are in ~~red-strikethrough~~

## 1600 Information Technology

### 1602 General

Chapter 242 of the Nevada Revised Statutes authorized the creation of the Department of Administration, *Division of Enterprise Information Technology Services (EITS Division)* for the coordinated, orderly and economical processing of information in State government, to ensure the economical use of information systems and to prevent the unnecessary proliferation of equipment and personnel among the various State agencies. *These information systems include the State communications system, which the Legislature has determined to be vital to the security and welfare of the State during times of emergency and in the conduct of its regular business per NRS Chapter 233F.* ~~The purpose of the Division EITS Division is to perform~~ provides information services ~~for State agencies and to provide~~ technical advice *to State agencies and elected State officers* but *does not retain operational administrative control of the any non-enterprise information systems within the State agencies, meaning that state agencies with their own information systems and solutions are responsible for the operation of those systems and solutions. Administrative control of enterprise information systems is managed by governance committees comprised of representatives of State agencies and elected officers, meaning that administration decisions affecting the operation of enterprise-wide systems are made by a committee instead of being made unilaterally by Division leadership.*

*Division provides information services to State agencies and elected State officers. Apart from the agencies that may negotiate with Division per NRS 242.131, State agencies and elected state officers are required to use Division's services and equipment. These services are provided at rates approved by the Legislature each biennium. Current services are available in Division's related service level agreement and posted on Division's website: <https://it.nv.gov/>. Any questions about services can be sent to [EITSAdministration@admin.nv.gov](mailto:EITSAdministration@admin.nv.gov).*

~~Communication Systems: Provides primary public safety communication infrastructure support for State agencies, federal and local public safety entities operating in Nevada. Also provides communication transport services, microwave communication channels, mountaintop communication site space and engineering.~~

~~Computer Operations: Provides computer processing services (24 x 7 x 365) using various computing platforms, including mainframe and server farm. Also provides hosting of server hardware for agencies.~~

~~Data Networking (SilverNet): EITS statewide data network providing high-speed/broadband network connectivity services for State agencies, local and county governments. Secure services include high-speed internet access, dialup and Virtual Private Network connectivity.~~

~~Database Administration: Provides comprehensive database and information management services for the executive branch of State government. This includes database and information administration services such as database design and support, and specialized and multi-user data file design and management.~~

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~~Documentation: Coordinates departmental and statewide IT policies, standards and procedures and the online State Telephone Directory.~~

~~Internet Services: Hosts websites and web applications. Also provides specialized web functions such as e-mail and online conferencing.~~

~~Planning: Several planning services are provided:~~

~~Strategic Planning: identifies and documents the IT vision, supporting strategies, and guiding principles to meet the State's current business needs and support long-term strategies.~~

~~Capacity Planning: forecasts technology resource needs for mainframe, internet, network, server farm and storage for the State. Coordinates with users to insure that enterprise capacity and performance needs are met.~~

~~Agency Planning: Consults with customer agencies in their development of IT Strategy plans. Technical assistance and workshops are also provided for completing the Technology Investment Request (TIR) document.~~

~~Policy: Responsible for developing an enterprise-wide IT strategic plan as well as policies and standards for the information systems and the IT infrastructure of the executive branch of State government.~~

~~Production Services: Coordinates off-line processing for customer agencies' business applications and report generation.~~

~~IT Governance: Supports the Governor's IT Governance committee structure. Guide agencies in transitioning through the IT investment lifecycle, which involves project planning, vendor and resource acquisition, project implementation and agency accountability. This includes guidance in acquiring appropriate professional project management and quality assurance resources.~~

~~Security: Provides information security and contingency planning consulting services for State agencies. Also provides project oversight on all security aspects of IT projects.~~

~~Software Design and Development: Provides all aspects of software systems development, including project design and analysis, programming, installation, documentation and maintenance. Provides web development, administration and support of agency websites. Applications can be developed on a complete range of platforms from mainframe systems to the latest web-enabled applications. Provides team leads for software consultants and assists in drafting and overseeing software deliverables. Additionally, programmers provide technical support on all aspects of program and software development and can assist as technical advisers.~~

~~Technical Support: Provides installation and maintenance of Local Area Networks (LAN), PCs and related hardware system software.~~

~~Web Page Presence: The Web Development Unit of AD&D assists State agencies with all aspects of their office's internet presence. This unit offers new development of web sites for agencies with no web presence, continuous maintenance of existing web sites and training of agency employees if requested. The web unit is proactive in developing and implementing procedures for State agencies to offer new web technologies as they become available and making it possible for all agencies to be able to offer them with minimal expense and effort.~~

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~~Voice/Telephone: Coordinates agency telephone system design, installation and maintenance, system administration of the State Telephone System, issuing of phone cards, toll-free numbers; phone and data wiring installation, moves, adds, changes of telecommunications equipment; cellular and paging services and State Operator assistance.~~

## **1604 Responsibility**

The ~~Department's~~ *Division's* major responsibilities are found in *NRS 242 and NRS 233F:*

1. To provide *information IT* systems ~~and~~ services to State agencies and elected ~~state~~ *State* officers (see *NRS 242.115 and 242.131* ~~for exemptions~~).

2. To develop policies, procedures, standards and regulations for the procurement, development, implementation, and maintenance of information technology and systems within the Executive Branch ~~and for elected officials~~.

~~3. To establish and maintain a statewide information infrastructure that provides easy access to government information for everyone authorized to use it.~~

43. To assist State agencies in the selection of solutions for their information needs that meet established standards.

54. To develop standards to ensure information systems security and disaster recovery.

65. To *coordinate the development of a create and publish strategic biennial State* plans for the information ~~technology for systems~~ of the Executive Branch ~~and elected officials~~.

76. To provide guidance to agencies in developing short- and long-term information systems plans.

87. To provide guidance to agencies in developing their information technology budgets for appropriate *EITS Division* services.

*8. To support the Information Technology Advisory Board in their execution of their duties and powers as defined in NRS 242.124.*

*9. To establish and maintain the State communications system that provides the microwave equipment and associated facilities for all authorized users.*

*The below lists major responsibilities of State agencies and elected State officers using Division's services, and they are outlined in Division's related service level agreement. Additional responsibilities may be applicable to certain services as noted in the service level agreement.*

*1. To obtain and maintain sufficient and legal budget authority and pay Division for the services.*

*2. To follow Division's processes and procedures when requesting support.*

*3. To communicate to Division any outages and issues related to services as soon as practicable.*

*4. To communicate with Division any changes required to services.*

*5. To communicate with Division on issues regarding costs or billing issues/disputes as soon as practicable.*

*6. To attend and to have appropriate staff available for any scheduled meetings and on-site visits pertaining to issue(s) to be resolved.*

*7. To communicate with Division on any changes to points of contact listed as soon as practicable.*

## **1606 Funding**

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| ~~The~~ Division operates ~~as~~ an Internal Service Fund *as defined in NRS 353.323*. All funding is received through billings for user services or assessments.

*Annually, As part of the biennial budget build process, Division and its fiscal partner the Department of Administration, Administrative Services Division ~~the Division~~ propose annual billing rates for the services provided by Division ~~the operating divisions~~. These rates are developed in accordance with federal ratemaking standards and are *approved by the Legislature. ~~monitored on a monthly basis~~*. Adjustments are *not often* made to the established rates *outside of the biennial budget process as needed, but usually no more often than annually* and may require the approval of the Governor's Finance Office and the Interim Finance Committee. The Legislatively approved rates are posted on Division's website: <https://it.nv.gov/>.*