



# Information Technology Board June 26, 2007 Meeting Agenda

Leading the way in enterprise-wide technology

---

<b>Meeting Date:</b>	6/26/2007	<b>Meeting Time</b>	9:30-11:00 am
		<b>Location:</b>	CCB Room 260
<b>Chairman:</b>	Robert J. Clifford	<b>CIO:</b>	Shital Patel

---

## Minutes:

- Approval of May 22, 2007 Meeting Minutes

## Status Updates:

- ISA Report
- ISA Financial Report

## Action Items:

- Approval of Contract for Project Manager for Accela
- Approval of Standards & Policies recommendation: Password Policy

## Discussion Items:

- Asset Management Service Level Requirement (SLR) Changes
- My Neighborhood Portal
- JUSTIS.Net

## Adjourn:

The next scheduled IT Board meeting is on July 31, 2007 at 9:30 AM in CCB Room 260

## Attachment:

Contracts < \$100,000



# Information Technology Board May 22, 2007 Meeting Minutes

Leading the way in enterprise-wide technology

<b>Meeting Date:</b>	05/22/07	<b>Building/Floor/Room:</b>	C/C, 2 <sup>nd</sup> floor, Room 260
<b>Meeting Time:</b>	10:15 – 11:20	<b>Chairman:</b>	Robert Clifford
<b>Meeting Purpose:</b>	Monthly Update/Status	<b>CIO:</b>	Shital Patel

## Information Technology Board Members Present:

<b>Robert Clifford</b>	City Controller	Chairperson
<b>Ron Meadows</b>	Marion County Sheriff Department	Proxy (Marion County Sheriff)
<b>Earl Morgan</b>	Department of Public Safety	Voting Member
<b>Greg Bowes</b>	Marion County Assessor's Office	Voting Member
<b>Michael Rodman</b>	Marion County Treasurer's Office	Voting Member
<b>Beth White</b>	Marion County Clerk	Voting Member
<b>Judge Collins</b>	Marion County Superior Court	Voting Member
<b>Shital Patel</b>	Chief Information Officer	CIO (non-voting)
<b>Kareem Howell</b>	Office of Corporation Counsel	Legal Counsel (non-voting)

**Staff Present:** Vanita Anderson, Leveal Buels, Barbara Brinson, Phil Brummit, Joe Campbell, Chuck Carufel, John Chavez, Jim Effinger, Sean Fahey, Jeffrey Hayhow, Christine Kelsey, Joe Lex, Jim Nelson, Rick Petrecca, Patrick Phillips, Kevin Ortell, Wayne Praeder, Arnie Riisen, Angi Roembke, Jim Ruddell, Giesla Schepers, Jeff Snodgrass, Ken Sorenson, Amitav Thamba, Marv Thornsberry, Renee' Washington, Amber Watkins, Chad White

**Visitors:** Tony Buford, Frank Short, Strategies, Inc. Ami Guilfoy and Arleen Acton, LoGoIndiana; Mark Gibson, Netwise; Jon Kizer, Sam LeStourgen and Eric Decker, IBM; Joel Buege, Beth Malloy Premis Consulting Group

The May 22, 2007, Information Technology Board was called to order at 10:22.

## Approval of the March 27, 2007 IT Board Minutes

Mr. Michael Rodman, Marion County Treasurer, made a motion to approve the March 27, 2007, IT Board Minutes. The motion was seconded by Ms. Beth White, Marion County Clerk, and carried unanimously.

## ISA Report and Status Updates

### Project Update

Ms. Shital Patel, CIO, Information Services, presented the ISA update including details of four recently closed projects. The Fugitive Safe Surrender project was successfully closed this period with ISA receiving great feedback from the Marion County Justice Agency and the criminal justice community. The Microsoft Migration is complete as far as migrating all of the users from Novell to Microsoft. The project has been turned into an operational activity as



# Information Technology Board

## May 22, 2007 Meeting Minutes

Leading the way in enterprise-wide technology

completion of the decommissioning of the Novell environment continues. Video Streaming Technology is up and running and an announcement from the Mayor's office will be made soon. The service is currently available for constituents use on Indygov.org website. The WinACE project involved ISA working closely with IMPD to replace the evidence inventory system.

The statement of work has been finalized for the Acella Project and the kick-off is scheduled for June 4. The Automated Vehicle Locator (AVL) application is going well with installs in over 80 DPW vehicles. The Mayor's Office is continuing to schedule demonstrations of the MyNeighborhood Portal to additional groups of interested parties. The IMPD Camera Project continues to progress with continued meetings on monitoring and how the system will be maintained. The Property System kick-off was held May 3 with over 60 people from various City County organizations attending. During the next few weeks ISA will work to finalize the project team with executive sponsors and team leaders from each entity being identified along with subject matter experts by area of expertise.

### Staffing Update

Ms. Patel stated that ISA has added two new Service Delivery Managers, John Chavez and Leveal Buels; as well as, a Project Manager, Will Johnson. Offers have been made for a Chief Financial Officer.

### IT Board/IT Team Retreat

Ms. Patel thanked members of the IT Board and IT Team for participation in the annual retreat. As a result of input received at the retreat ISA's executive summary submitted to the IT Board has been condensed.

### Vendor Performance

Ms. Patel stated Northrop Grumman missed two SLA's. In April DAI successfully made all of their service levels for the month.

### Information Services Agency Financial Report

Ms. Patel stated that the ISA Financial Report stands as submitted with no questions.

### Action Items

#### Approval of the Third Amendment to the Service Agreement for Communication Systems Cabling and Telephony Station Equipment Maintenance Services between Clawson Communications Inc. and ISA

Mr. Ken Sorenson, CTO, ISA presented the contract amendment. Mr. Sorenson stated that Amendment III is for a one year extension to the existing contract. ISA has an agreement with Clawson Communications to provide installation maintenance and trouble shooting of network and telecommunication wiring infrastructure enterprise wide. The vendor has agreed to keep pricing consistent with that of the current contract. Mr. Sorenson stated that the customers have commented regularly on Clawson's exceptional customer service ensuring



# Information Technology Board

## May 22, 2007 Meeting Minutes

Leading the way in enterprise-wide technology

that user needs are being met and Clawson has extensive knowledge of the environment. Mr. Ron Meadows, proxy for Marion County Sheriff, asked if the initial contract was for 3 years with 2 one-year renewals. Mr. Meadows also inquired if this was the last extension would ISA put this service out for bid next year. Ms. Patel confirmed that ISA would go out for bid for this service next year. She added this vendor has been very helpful with the consolidations and seeing projects to completion.

Mr. Ron Meadows made a motion to approve the Third Amendment to the Service Agreement for Communication Systems Cabling and Telephony Station Equipment Maintenance Services with Clawson Communications Inc. The motion was seconded by Mr. Rodman, Marion County Treasurer and carried unanimously.

### Resolution 07-12 to Amend DAI Contract to Approve Rent for PVDNet and Accela Contractors

Mr. Sorenson presented Resolution 07-12. In both contracts ISA is obligated to provide workspace for the PVDNet and Accela vendors when working on-site. Given limited space in the City County Building and the vendors will be working extensively with DAI it makes sense to centrally locate with DAI. DAI is willing to rent workspace for PVDNet and Accela commencing June 1, 2007, and terminating December 31, 2008. The rental rate will be \$1,400 per month with a total cost to ISA of \$26,600.

Mr. Rodman made a motion to approve Resolution 07-12. The motion was seconded by Director Earl Morgan and carried. Mr. Meadows abstained.

### Justis.Net Update

Ms. Amber Watkins, Project Manager, ISA and Mr. Marv Thornsberry, Program Manager, DAI were present for the Justis.Net Update.

Ms. Watkins narrated a PowerPoint presentation covering additional activities outside of UAT, Project Schedule, Accomplishments, and Remaining Tasks.

Ms. Watkins explained the four Logo Indiana development applications being recoded or reworked in order to work with the new Justis.Net application. The traffic application is 70% complete. The Court application target date is June 15, LCH is scheduled for June 25, and marriage on July 7, 2007. Ms. Watkins stated that the printing functionality has been developed and delivered.

The kick-off meeting is scheduled for Thursday, May 24 at 12:30 in City County Building Room 260. Core team members were invited along with two representatives from each department.

Mr. Robert Clifford, Chairman of IT Board, noted concern with keeping participants engaged with the scripts for testing and asked if all users of the system that volunteered plan to make



# Information Technology Board

## May 22, 2007 Meeting Minutes

Leading the way in enterprise-wide technology

time available to test. Ms. Watkins responded that further details would be determined at the kick off and added that smaller one on one or two on two sessions may take place to draw out the test scripts.

Mr. Meadows commented it was nice to see a User Acceptance Testing plan. The plan increases his level of comfort with the progress made in the project

Mr. Thornsberry discussed internal .Net Tasks Progress, UAT Status, Re-work of JUSTIS Profiles.

Ms. White asked about the panels that have been monitored recently with concern that some panels could only be utilized once or twice a year and that would not be documented at this point in time. Thornsberry stated the possibility does exist. Mr. Thornsberry stated that there are not many clearly defined quarterly or annual reports. Ms. White asked for clarification if the panels were going to be tested or not. Mr. Thornsberry replied the decision would be up to the user community. The original intent was to test all the panels, but identifying users experienced to test has been a challenge. Mr. Bowes asked if down the road the discovery is made that the panels are utilized, is there a method available to add or fix. Mr. Thornsberry explained that the panels can be secured prohibiting use until they are tested. If the determination is made that they are not needed they would be removed. Eliminating panels would reduce the overall size and maintenance would be easier. Judge Barbara Collins, Marion County Superior Courts, added the old system will not be trashed. The old system will be accessible to make those changes and resolve issues.

### **Video Streaming**

Mr. Sorenson demonstrated the web- based streaming video initiative. A new link through the Indygov.org website called, "view public meetings" is now available that allows citizens to play back video of public meetings. Internet Explorer and Media Player 9 are required to view the files. Media Player 9 is a component within Microsoft Windows Operating system and may be downloaded for free. Mr. Sorenson demonstrated web streaming channel 16, web streaming channel 2, and "on demand" videos. On Demand provides the user the actual length of the video; as well as, an agenda that is provided with the video clip for indexing to a particular segment of the video clip. Mr. Sorenson expressed thanks to Channel 16 for providing the encoding. Judge Collins asked if PR is planned and stated many people watch the government channels.

Mr. Earl Morgan, Director of Public Safety, stated there appeared to be a delay in the video. Mr. Sorenson stated that the delay provides a buffer so that what the viewer sees is consistent and not 'spotty' video.

The next Information Technology Board Meeting is scheduled for June 26, 2007 at 9:30 in Room 260.

The May 22, 2007 IT Board adjourned at 11:35 am.



# Information Technology Board June 2007 ISA Report Summary

Leading the way in enterprise-wide technology

## ISA Project Status

Status Key	
<b>Blue</b>	Project has been completed. This is the last time it will appear on this report.
<b>Red</b>	The project is experiencing significant delays, potential cost overruns, or critical failure. Hard deadlines may be missed without the application of additional resources. Cost overruns may exceed 10% in excess of original budget. Immediate corrective action is needed.
<b>Yellow</b>	The project is experiencing minor delays or minor cost over-runs or the project has encountered problems which put it at risk of either going over-budget or missing deadlines. Hard deadlines can still be achieved, but original goal dates may be missed. Cost may end up 5-10% over original budget
<b>Green</b>	Project is on-time and on budget with no delays or budget issues anticipated.
<b>Black</b>	This project has been placed on long term hold, terminated early, or retired

Phase Key	
<b>Initiating</b>	Defining and authorizing the project, including prioritization.
<b>Planning</b>	Develop project scope, schedule and cost estimates. Define the work of the project and how the work will be executed.
<b>Executing</b>	Performing the work of the project according to the scope, schedule and cost baselines established in Planning
<b>Closing</b>	Formal acceptance of the product, service or result

Information Services Agency Major Business Initiatives	
Business Initiative	Definition
<u>Improve Efficiencies, Customer Service &amp; Quality:</u>	Financial & Human Resources Mgmt
<u>Improve Operation Efficiencies:</u>	Work Management & Asset Management
<u>Improve Neighborhoods:</u>	Permitting, Inspections, & Enforcement
<u>Improve our Understanding of Constituent Interactions:</u>	Case Management
<u>Improve Efficiencies of C/C workers &amp; visitors:</u>	Wireless Public Buildings
<u>Improve Delivery of Services; more C/C workers in the field:</u>	Mobile Work Force
<u>Make the Region Safer &amp; Healthier:</u>	Process Control Technology
<u>Increase Transparency:</u>	Document, Workflow and Image Mgmt
<u>Improve Public Safety:</u>	MCSD & IPD Integration
<u>Improve Customer Service thru 24x7 access:</u>	Citizen Concierge
<u>Improve Infrastructure:</u>	Data Center Health
<u>Accelerate Economic Development:</u>	Wireless Public Access



# Information Technology Board June 2007 ISA Report Summary

Leading the way in enterprise-wide technology

<b>ISA Project Summary</b>			
<b>Project</b>	<b>Business Initiative</b>	<b>Overall Status</b>	<b>Phase</b>
Accela Automation	Improve Operation Efficiencies	Green	Initiating
Automated Vehicle Locator (AVL)	Improve Operation Efficiencies	Green	Executing
Avaya Modular Messaging	Improve Operation Efficiencies	Green	Initiating
Document Management	Increase Transparency	Green	Planning
Enterprise Print Assessment	Improve Operation Efficiencies	Green	Planning
Enterprise Messaging	Improve Operation Efficiencies	Green	Initiating
FileNet Upgrade	Improve Efficiencies, Customer Service & Quality	Green	Initiating
IFD/ Warren Township Fire Merger	Improve Public Safety	Green	Executing
Justis.NET	Improve our Understanding of Constituent Interactions	Green	Executing
MOSS 2007 Implementation	Improve Delivery of Services	Green	Initiating
MyNeighborhood Portal	Improve Customer Service thru 24x7 Access	Green	Executing
Outdoor Warning System	Improve Public Safety	Green	Planning
Portable Camera- High Crime Area	Improve Public Safety	Green	Initiating
Portable Camera / Liberty Shield/ Buffer Zone	Improve Public Safety	Green	Executing
Property System Replacement	Improve Operation Efficiencies	Green	Planning
RFID	Improve our Understanding of Constituent Interactions	Green	Executing
Wireless	Improve Delivery of Services	Green	Initiating



# Information Technology Board

## June 2007 ISA Report Summary

Leading the way in enterprise-wide technology



### Completed Projects

There were no major projects completed during the month of June.

### On-Going Projects

**Accela Automation:** The kickoff meeting occurred on June 4<sup>th</sup> and was well attended by all parties. Carol Horne was introduced as the ISA project manager for this project and will provide project leadership, representing ISA and the participating agencies and departments interests in the project. Work continues on the initiation phase of the project, which includes the charter and project plan.

**Automated Vehicle Locator:** The AVL project continues on schedule with the continued installation of the devices in the vehicles. 78 vehicles are waiting on the mobile data terminals (MDT), and it has been decided that to reduce the number of times a vehicle needs to be "touched" by the vendor, MDTs & touch screens will not be installed until programming is complete on the interface. The basic design for the Water Services interface has been finalized and a vehicle installation list has been created for the Water Services & Traffic departments.

**Camera Projects:** This initiative is broken out into three separate phases.

*High Crime Areas:* Funds for this phase have been identified and will be coming from the Bond Bank. A request for proposal will be released in July.

*Liberty Shield:* 15 of 21 cameras are on-line, but not all are fully functional. RMS has brought in Proxim, radio vendor, to troubleshoot video feed quality. They determined power had been turned off on three cameras, but more work still needs to be done on the video quality. Several challenges still exist including three cameras will not be

viewable until State fiber has been completed (Capital/Maryland, Capital/Washington, and CSX). Also two Lafayette Square Mall cameras will not be viewable until two VLANs are added at the northwest quad backhaul.

*Buffer Zone:* The number of cameras for phase 3 has increased from 5 to 16. The MCOPS van was cancelled eliminating one camera, but the funds were reallocated to purchase 12 stand-alone cameras (with network functionality) to equal 16 cameras total. There are a number of risks involved in this phase of the project including the fact that the grant deadline for completion of payment on all invoices by ISA is 8/31/07.

**Enterprise Print Assessment:** ISA is working with Xerox Global Services to establish a baseline total cost of ownership (TCO) for printing, copying and faxing documents within the enterprise. By creating a baseline of the current practices, this study will enable fact-based decision making to achieve sustainable costs savings through future strategic recommendations. The TCO assessment will be based on a representative sample of the enterprise and should be completed by the end of July.

**Justis.Net:** The Justis.Net project is moving along on the revised schedule and has seen increased participation from the departments in the user acceptance testing process (UAT). ISA has received all of the business process documentation from the departments which will allow the team to develop test scripts. The JustisLock security administration application has been completed and deployed into production. ISA has received 2 formal change orders to the existing Justis application that will impact the project timeline. Additional details will be presented at the IT Board meeting.

**MyNeighborhood Portal:** This project involves the creation of a new public internet application which is envisioned to become a single source of information related to a citizen's surroundings. Some of the planned items for inclusion are: Elected Officials, Trash Collection Day, Crime Statistics, Parks, Libraries, Police & Fire Facilities, Neighborhood Associations, etc. During the last month the GIS team implemented a new home page for this portal which will improve the ease of use when selecting a neighborhood via the map.



# Information Technology Board

## June 2007 ISA Report Summary

Leading the way in enterprise-wide technology

ISA will be presenting a demonstration of this portal during the board meeting.

**Property System Replacement:** The Property System replacement is remains on schedule. There have been a number of meetings held with the stakeholders and they have identified approximately 100% of the subject matter experts (SME) that will be required to participate. One of the challenges that have been identified is how complex the data conversion from the existing system to the new will be. ISA continues to work with partners and customers to mitigate this risk. The SMEs will begin the gap analysis soon, and discussions around the inheritance tax process are scheduled for late June. Another important piece to the success of this project will be the change management process. It will be imperative that strong business cases are made for any changes that need to occur to the existing system along with identified funding for these changes to avoid delays in the schedule or cost overruns.

**Wireless:** Northrop Grumman developed a proposal for executing a design study for the city of Indianapolis and Marion County wireless infrastructure. This proposal had to take into account the challenges facing the enterprise including the various existing or planned systems including Federal Signal Sirens, RMS Cameras, MECA's radio system, etc. The timeline on this design study is approximately six months and will involve a committee made up of current wireless users.



### ISA Operational Update

**Asset Management SLR Update:** Three separate performance targets for Asset Management Inventory data accuracy are being established. This proposed approach maximizes the use of the

Altiris Asset Management Software tool and establish industry standard performance measures based on the ability to "see" the asset, both electronically and manually. This approach also provides for a monthly auditing of assets.

**Northrop Grumman True Up:** ISA and Northrop Grumman, in the spirit of partnership, are working on a ways to handle reconciliation when the overall IT support needs increase or decrease for the enterprise. This is important because the current agreement does not have a mechanism for this sort of true up process. The goal will be to present the amendment with final numbers at the July IT Board meeting.

**Standards & Policies:** ISA continues to work with the IT Team and its representatives to drive forward the Standards and Policy Committees. ISA has received the approval to bring to the IT Board a new password policy which will allow for a balance of security and flexibility for how passwords are handled in the enterprise. The Policy Committee will be focusing its attention on updating the City/County acceptable use policy.

**Staffing Update:** Aaron Hood has joined the ISA team as the new Chief Financial Officer. Aaron is a Certified Public Accountant who has joined us from Southwest Electric Cooperative where he was the Controller. Aaron brings a strong accounting and customer background that will be an excellent addition to the team. ISA would like to welcome Bob Cole on board as the new Quality Assurance Analyst. Bob has a wide variety of IT experience in the private sector with extensive experience in the Quality Assurance/Quality Management field. Please welcome them to the enterprise.

**Around the Industry:** Several members of the ISA team have attended industry events to network and see how other government agencies are handling IT services. Chief Information Officer Shital Patel was part of a panel discussion for the Governing Conference on Managing Technology, where the topic was E-Government.



# Information Technology Board

## June 2007 ISA Report Summary

Leading the way in enterprise-wide technology



### Vendor Performance

**Northrop Grumman:** The overall call volume in May was more consistent to previous years, but there has been a 71% increase in calls year-to-date versus this time last year. NG completed 975 IMACs for the month of May in addition to the PC Refresh. Two SLRs were missed including:

- SLR # 1 Mainframe Production System Availability
- SLR #26 Severity-1: Urgent Resolution

One incident caused both SLRs to be missed. An operating system failure on the mainframe caused all related applications to be unavailable until a system restart was completed. The issue has been escalated to IBM for their assistance in determining the root cause of the problem. This is the first time that these SLRs have been missed in over one year.

**DAI:** All SLRs were achieved by DAI for the month of May. DAI continues to focus on the Justis.Net and Property projects along with the projects under 160 hours. They have been assisting ISA in improving the process of evaluating and estimating new project requests coming into ISA.



# Information Technology Board

## May 2007 Financial Report

Leading the way in enterprise-wide technology

### Financial Report

This report describes the financial position of ISA in three areas: 2006 vs. 2007 Budget Comparison, Year to Date Revenue Statement, and 2006 vs. 2007 Contract Comparison.

Budget Comparison – May 2006 vs. May 2007

<i>Characters</i>	<b>Budget 2007</b>	<b>YTD May 2007</b>	<b>% Used</b>	<b>Budget 2006</b>	<b>YTD May 2006</b>	<b>% Used</b>
<b>TOTAL</b>	<b>\$34,644,938</b>	<b>\$13,844,614</b>	40.0%	<b>\$35,183,092</b>	<b>\$15,165,490</b>	43.1%
Char 1 - Personnel & Fringes	\$2,978,373	\$989,365	33.2%	\$2,942,426	\$1,009,019	34.3%
Char 2 - Supplies	\$36,273	\$6,996	19.3%	\$77,536	\$29,649	38.2%
Char 3 - Contractual Services	\$31,549,362	\$12,828,023	40.7%	\$32,049,214	\$14,057,488	43.9%
Char 4 - Capital & Equipment	\$80,930	\$20,230	25.0%	\$113,916	\$69,334	60.9%

ISA expenditures as of May 2007 totals \$13.8 million or 40%. This includes payments to Northrop Grumman and DAI year to date. The 2007 budget includes \$6.3 million in prior year purchase orders. The 2007 YTD expense for character 3 includes \$3.6 million carried over from 2006.

### 2007 May Year to Date Revenue

	<b>2007 Total Projected</b>	<b>YTD 2007</b>	<b>% Collected</b>
<b>TOTAL REVENUE</b>	<b>\$28,445,199</b>	<b>\$12,118,806</b>	<b>42.6%</b>
<b>Chargeback/Pass Through</b>			
City	\$13,673,810	\$6,191,675	45.3%
County	\$12,792,814	\$4,652,302	36.4%
Other (Outside Agencies)	\$200,745	\$97,935	48.8%
<b>Telephones</b>			
City	\$794,472	\$601,199	75.7%
County	\$626,410	\$369,573	59.0%
Other (Outside Agencies)	\$106,948	\$55,113	51.5%
IMAGIS	\$0	\$151,000	--
Misc Revenue	\$250,000	\$9	0.0%

ISA has collected \$12 million dollars or 42.6% of our projected revenue for YTD May 2007, which includes payments received for the 4<sup>th</sup> quarter 2006 billings.

The projected revenue does not include \$1 million to be billed for the remaining balance of the IPD Camera Project and the Fusion Center.



# Information Technology Board

## May 2007 Financial Report

Leading the way in enterprise-wide technology

### May 06 vs. May 07 Contract Comparison

(In Thousands) Actual Cost	YTD** May-06	YTD May-07	Variance
<b>TOTAL</b>	<b>\$4,854</b>	<b>\$4,206</b>	<b>-\$648</b>
SV1 & SV2	\$3,582	\$2,885	-\$697
SV3*	\$1,272	\$1,321	\$49

Includes SLR credit  
(Jan&Apr 06)\*\* \$34,600

Jan 07-May 07 includes  
Amendment \$625,000  
4 Credit


\*SV3 includes Justis  
System



# Information Technology Board

## Password Policy

Leading the way in enterprise-wide technology

	<b>Policy #:</b>	
	<b>Title:</b>	Password Policy
	<b>Author(s):</b>	Ken Sorenson
	<b>Last Revised:</b>	21 June 2007
	<b>Approval Date:</b>	26 June 2007
	<b>Effective Date:</b>	1 July 2007

### 1. POLICY STATEMENT

This policy describes the required complexity of passwords used within the City of Indianapolis/Marion County computing environment along with the requirements for changing passwords on a regular basis and when accounts are locked out due to invalid login attempts.

### 2. POLICY OBJECTIVES

Create rules related to password complexity that balance the need for security with the end-user's ability to remember passwords without having to write them down.

### 3. DEFINITIONS

- 3.1. **City/County**-City of Indianapolis/Marion County
- 3.2. **ISA**-Information Service Agency

### 4. PASSWORD POLICY

#### 4.1. Password Aging

- 4.1.1. Passwords must be changed every 90 days.

#### 4.2. Password Length

- 4.2.1. Passwords must be a minimum of 8 characters.
- 4.2.2. Maximum length is 32 characters.

#### 4.3. Password Complexity

- 4.3.1. Passwords must contain characters from 3 of the following 4 categories:
  - 4.3.1.1. Lowercase letters (a, b, c ... z)
  - 4.3.1.2. Uppercase letters (A, B, C ... Z)
  - 4.3.1.3. Numbers (0, 1, 2 ... 9)
  - 4.3.1.4. Special Characters (!, @, #, \$, % etc.)

#### 4.4. Password History

- 4.4.1. 24 passwords are remembered in the history.
- 4.4.2. A password cannot be repeated that is in the history.

#### 4.5. Account Lockout

- 4.5.1. 50 invalid login attempts will lock a user's account.
- 4.5.2. Account will be locked for 15 minutes.



# Information Technology Board

## Password Policy

Leading the way in enterprise-wide technology

---

### **5. EXCEPTIONS TO POLICY**

Exceptions to the policy may be granted by ISA where necessary for on-going operations or where the security risk is considered minimal.

### **6. POLICY ENFORCEMENT AND VIOLATIONS**

The system will automatically enforce compliance with this policy, and will not allow a user to change their password to a non-compliant password. In addition, the user will not be allowed to access the system should their password expire until they assign a new password.

### **7. IMPLEMENTATION RESPONSIBILITY**

ISA will implement this policy in phases, with the complexity, account lockout, history and length rules taking effect July 30, 2007 or as the Novell client is removed from desktops within the environment, whichever is later. The password expiration will be phased in starting in August of 2007 and continuing through October of 2007.



# Information Technology Board Password Policy Communication

Leading the way in enterprise-wide technology

---

Subject: Password Policy Changes

In order to better secure the computing environment of the City of Indianapolis/Marion County, the Information Technology Board has approved several changes in the policy regarding passwords. These changes include:

1. Passwords will expire every 90 days, meaning that you will have to change your password at least once every 3 months. You will be notified starting 15 days before your password expires.
2. Passwords must be at least 8 characters in length.
3. Each password must contain one character from 3 of the following 4 categories:
  - a. Lower case letters (a, b, c ... z)
  - b. Upper case letters (A, B, C ... Z)
  - c. Number (0 to 9)
  - d. Special Character (!, @, #, \$ etc.)
4. Passwords cannot be repeated until 24 unique passwords have been used. This means that the system will remember each of the last 24 passwords that you use and when you go to change your password, you cannot repeat any of the passwords that the system remembered.

An example of a password is "4abcABC\*" (please do not use this password).

These changes will be phased in over the next several months with the password complexity and history taking effect in July. Your password will be set to expire sometime between August and October. Detailed information on these rules will be available when you are prompted to change your password.

If you have any questions about these changes to the password policy, please contact the ISA Help Desk via e-mail at [helpdesk@indygov.org](mailto:helpdesk@indygov.org) or 327-3075.



# Information Technology Board Password Policy Communication

Leading the way in enterprise-wide technology

---