











































































































































































**G. Identify all funding sources and amounts for the program or function, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).**

<b>Operations and Administration</b>	
General Revenue	\$3,582,834
Agricultural Water Conservation Fund	11,062
Federal Funds	1,648,806
Appropriated Receipts	556,576
Interagency Contract	<u>4,116</u>
<b>Total</b>	<b>\$5,803,394</b>

**H. Identify any programs, internal or external to your agency, that provide identical or similar services or functions. Describe the similarities and differences.**

**Human Resources**

The Human Resources function must be performed by all state agencies in some capacity. The TWDB has determined that an internal program best suits its business needs as opposed to outsourcing these duties and responsibilities. The Human Resources function is centralized at the TWDB, and there is no redundant function elsewhere in the agency.

**Communications, Strategic Planning, and Records Management**

This division serves as the main point of contact for the agency, which is standard for all government entities. As with other water agencies and associations, staff members provide news and information and serve as a resource to the public. This is not duplicated. However, the agency’s mission is to provide education and assistance to the public. Therefore, there are many other areas of the agency that provide this function on a topical basis.

*Records Management*

By law, each state agency is required to have one records management program, which cannot be duplicated either internally or externally.

*Web Administration*

Externally—most state agencies have a Web Administration group that maintains their agency’s Web site. Web sites differ in their content management system, programming language, color and design schemes, navigation, file system infrastructure, and Web authoring tools. However, most Web sites have the same goal of providing access to vital information (such as documents, publications, agendas, and minutes); forms (such as application, surveys, and feedback); policies; accessibility (as in accessibility coordinator); and data storage.

Internally—there are assigned content providers contributing content on the Web site, both on the public site and Intranet to reduce the overhead on Web Administration. Content providers, however, cannot create templates, create new Web sites without prior authorization from Web Administration and

leadership, and they do not have the ability to repair or clean up the Web site or Web pages. They can post and edit contents, delete old pages or files (with prior authorization), and be part of the Web team.

#### *Publications and Graphics Support*

The Publications section functions are not duplicated internally or externally.

### **Information Technology**

The Information Technology function must be performed by all state agencies in some capacity. The TWDB has determined that an internal program best suits its business needs as opposed to outsourcing these duties and responsibilities.

#### *Security and Infrastructure*

There are no internal or external programs that provide similar services.

#### *Application Services and Database Administration*

The section known as the Texas Natural Resources Information System, or TNRIS, has staff members who develop their Web site, which is specific to providing a centralized information system incorporating Texas natural resources data in GIS.

#### *Help Desk*

The Help Desk is the only internal program providing this function. Externally, similar functions are provided by Department of Information Resources and Team For Texas staff.

Team for Texas (IBM) is used for data restores and all server functions. If a data restore is requested, the Help Desk contacts IBM with all of the information needed for a restore. A Remedy ticket is entered at the Department of Information Resources by either IBM or the Help Desk. Once the incident/request is completed and the customer is satisfied, the Help Desk notifies IBM to close the ticket.

#### *Project Management and Systems Analysis*

There are various business areas of the agency, other than Information Technology, that have staff members who perform project management and systems analysis activities; however, staff members in these areas who perform these functions generally do not have these duties as a primary focus of their job duties and responsibilities.

For example, within the Finance and Water Resources Planning and Information areas, some staff have project management and systems analysis responsibilities relative to those areas of expertise; however, these duties are not the primary responsibilities of those positions.

TNRIS has staff members who perform project management and systems analysis functions from an Information Technology perspective to various degrees; however, these functions focus on and are in direct support of the mandated mission of TNRIS and involve providing a centralized information system incorporating Texas natural resources data in GIS.

### **Support Services and Contract Administration**

Internal—Within the TWDB, there is no other division or section that performs the same functions or services as the Support Services and Contract Administration staff members do. All state agencies have staff members that provide similar or same services/functions for their agency staff and stakeholders. These functions are necessary in order for each agency to operate.

External—As mentioned above, all state agencies have similar in-house administrative staff. These employees support the agency and its programs. These functions are not performed by any external parties at any state agency.

**I. Discuss how the program or function is coordinating its activities to avoid duplication or conflict with the other programs listed in Question H and with the agency's customers. If applicable, briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.**

### **Human Resources**

There is coordination of training with internal divisions to avoid duplication of services. The Human Resources Division coordinates with external agencies such as the Equal Employment Opportunity Commission, State Auditor's Office, Attorney General's Office, Texas Workforce Commission, Employees Retirement System, and the State Office of Risk Management as needed to ensure mandated training, legal claims, unemployment claims, worker's compensation claims, employee benefits information, and other personnel matters are appropriately handled or resolved.

### **Communications, Strategic Planning, and Records Management**

This division works closely with internal stakeholders as well as external stakeholders, including other water agencies.

#### *Records Management*

By law, each state agency is required to have one records management program, which cannot be duplicated either internally or externally.

#### *Web Administration*

Externally—There is none.

Internally—Web Administration will be implementing content provider guidelines that will eliminate overlap or duplication of effort between content providers and Web administrators.

#### *Publications*

Not applicable

### **Information Technology Division**

#### *Security and Infrastructure:*

Not applicable

#### *Application Services and Database Administration*

As mentioned in Item H above, the development performed elsewhere is generally not viewed as redundant but more supplemental to activities performed in Information Technology, largely due to the different types of focus, concentration of services, and levels of services.

#### *Help Desk*

When the Help Desk receives an e-mail sent to “Help Desk” or takes a phone call from a business customer, the person who takes the email or call follows through the resolution unless another Information Technology resource has been assigned to address the incident.

#### *Project Management and Systems Analysis*

As mentioned in Item H above, the project management and systems analysis activities performed elsewhere are generally not viewed as redundant but more supplemental to activities performed in Information Technology, largely due to the different types of focus, concentration of the services, and levels of services.

### **Support Services and Contract Administration**

- All fleet functions are consolidated to improve efficiency and to ensure all data is accurately reported.
- All safety efforts are performed by Support Services staff. This ensures consistency in this area.
- All building-related issues are coordinated by the Support Services staff. No other staff is allowed to do this type of work.
- Contracting services are coordinated internally to eliminate duplication of effort and to ensure compliance with state and federal statutes.
- Contract payment review is solely performed in this division. This helps eliminate duplication of effort and ensures consistency.
- Only the agency purchaser is allowed to procure goods and services. No other TWDB staff is allowed to procure except in case of absolute emergency (such as roadway incident).
- All outlays are reviewed within the division. The division does rely on Construction Assistance staff to certify the outlay, but all reviews are performed by outlay staff.

**J. If the program or function works with local, regional, or federal units of government include a brief description of these entities and their relationship to the agency.**

### **Communications, Strategic Planning, and Records Management Division**

The division works collaboratively with media relations and public information professionals at other city, county, state, and federal agencies as needed for media communication topics of mutual concern. No specific function requires us to work with a local, regional, or federal unit of government.

#### *Records Management*

The Records Management Section submits regular reporting to the Texas State Library and Archives Commission to fulfill Texas Government Code, section 411, as well as 13 Texas Administrative Code, section 6.1. Since the agency works directly with local governments, staff members also work under regulations set forth in Texas Local Government Code, section 201-203.

Because some projects receive funding directly from the U.S. Environmental Protection Agency, there are requirements on record keeping and reporting for those projects.

#### *Web Administration*

There are some external links to and from various entities' Web sites. For example, TWDB's Web site contains links to the Texas Online and the Fraud and Waste (through the State Auditor's Office) Web sites.



Save Texas Water ([www.savetexaswater.org](http://www.savetexaswater.org)) is an external Web site separate from the TWDB function but hosted on the TWDB Web server. The content on this Web site is maintained by the staff in the Conservation Division in Water Science and Conservation for the Water Conservation Advisory Council.

*Publications and Graphics Support*

Staff members provide copies of all our materials to the State Library and also work with state printers on the Council of Competitive Government list.

**Information Technology Division**

*Security and Infrastructure:* Not applicable

*Application Services and Database Administration:* Not applicable

*Help Desk:* Not applicable

*Project Management and Systems Analysis*

The project management program area serves in a management capacity for the Texas Water Information System Expansion project, also known as the TxWISE project. Additionally, staff from the systems analysis program area is involved in support roles on the project.

This project, which involves consolidating data from various agency data systems into one application, is in part funded with federal funds from the U.S. Environmental Protection Agency (EPA). In addition to the federal funding, the TWDB uses an EPA national consultant from Northbridge for the developing and deploying this new data management information system. Also, as the EPA consultant has deployed systems of this type in other states, project management staff members network with government staff in other states such as California, Arizona, New Mexico, and Louisiana to share information.

**Support Services and Contract Administration**

The Support Service staff members work daily with the Texas Facilities Commission on building issues, maintenance, facility improvements and other related functions. The TWDB has a very good working relationship with this agency.

The Contract Administration staff works closely with the Comptroller's office and other state/federal agencies, as well as local entities on various contracting and purchasing issues. Again, the TWDB appears to have good working relationships with these parties.

**K. If contracted expenditures are made through this program please provide:**

- **the amount of those expenditures in fiscal year 2008;**
- **the number of contracts accounting for those expenditures;**
- **a short summary of the general purpose of those contracts overall;**
- **the methods used to ensure accountability for funding and performance; and**
- **a short description of any current contracting problems.**

FY 2008 expenditures: \$1,444,563

Number of contracts: 21

Operations and Administration contracted services are primarily for Information Technology services, but other operational contracts for Human Resources services are executed. The primary contract in Operations and Administration is an interagency contract with the Department of Information Resources for data center consolidation. Other services require the documentation of scope of work, budget, timeline, reporting requirements, and project deliverables. In addition to review by program staff, contract administration staff members review invoices to ensure that submissions are proper and correspond to contract requirements.

### **Security and Infrastructure**

The Department of Information Resources data center services contract was executed on May 1, 2007. Data center services expenditures in FY 08: \$1,212,494.40

This is a single, legislatively mandated contract between the TWDB and the Department of Information Resources to have a selected service, now known as IBM Team for Texas (IBM), manage the agency's data center.

The general purpose of this contract is to consolidate 27 state agency data centers into two state data centers managed by a single contract. For the TWDB, this means IBM now manages our data center to include servers, network storage, systems administration, and disaster recovery of agency data. The TWDB is currently scheduled to transform our data center to the state data centers (Austin and San Angelo) by December 2009.

The methods used to ensure accountability for funding and performance include a monthly invoice, validation of invoices, and continual monitoring of servers, backups, and IBM's ticketing system known as Remedy, which is used to track changes, incidents, and solution requests.

Service provided by IBM continues to degrade and is hampering the ability of the TWDB to work efficiently. Some examples include:

IBM continues to provide insufficient backup of TWDB systems. Not all systems are being backed up nor being addressed appropriately. The TWDB received a backup audit from IBM on 8/25/2008; we met with IBM and the Department of Information Resources on 11/12/08 to identify issues, and change requests were submitted; however, not all changes have been completed.

There continues to be a lack of movement by IBM regarding establishing a site-to-site encrypted tunnel between the TWDB and the state data centers, which has caused a delay in the network connectivity of the TWDB and, in turn, is delaying TWDB's transformation.

IBM has not successfully completed the TNRIS backup and restoration of approximately six terabytes of special geographic information systems data. This request is older than 26 weeks and has prevented TNRIS from loading additional data from portable hard drives, thereby putting this data at risk of being lost. This same request would have taken the TWDB a maximum of two weeks to complete.

### **Application Services and Database Administration**

Two contractors are employed to augment the development staff. One contractor is providing programming services for infrastructure financial reports, report interface projects, and Water Use Survey applications. The other contractor is developing the security framework modules and Application Program Management System that will be used by Water Information Integration & Dissemination applications such as the Water Use Survey. The Application Program Management System provides user authentication and a single point

of access to TWDB’s Web applications. The development of this system is in response to the security vulnerabilities identified in Texas Administrative Code 202 and is part of the Information Resources Deployment Review Corrective Action Plan response.

**Help Desk:** Not applicable

**Project Management and Systems Analysis**

*TxWISE Project Information*

- Amount of expenditures for FY 2008 (state expenditures) – \$10,895.67
- Number of contracts (state expenditures) – One
- Short summary of purpose of contract – Developing and implementing the state portion of a comprehensive management information system for agency loan, grant, and contract funding assistance programs. Contract obtains the services and expertise of an EPA national consultant who has performed these activities in other states.
- Consultant performance is monitored by the Information Technology project manager using weekly and monthly status reporting from the consultant, weekly status meetings with the project team, and semi-weekly meetings with the steering committee. Funding is monitored by the TWDB Contracts and Purchasing staff and the Information Technology project manager through the invoice review and approval process.
- No current contracting problems exist.

**Support Services and Contract Administration**

Below is a summary of the FY 08 contracts and purchases:

Category	Number Processed	Value
New Contracts Executed	94	\$29,501,029.68
Total Purchase Orders	1,469	\$7,459,824.66
Federal Outlays	333	\$146,832,340.68
Contract Payments	608	\$37,992,074.30

All of these contracts and purchases were performed in accordance with state and federal rules and regulations and are subject to both state and federal audit.

**L. What statutory changes could be made to assist this program in performing its functions? Explain.**

None.

**M. Provide any additional information needed to gain a preliminary understanding of the program or function.**

**Publications and Graphics Support**

Although this section’s primary task is to edit, design, and print major agency publications, they also assist agency staff with a multitude of small projects. These projects do not fit neatly into categories, but they include the following:

- Scanning and posting historical agency reports on our Web site

- Producing over-sized maps, posters, and other materials
- Providing graphic support
- Producing event-announcement post cards
- Copying, collating, and binding in-house reports
- Providing logos and photos for presentations

We also assist our Web Administrator daily in managing the 105,000 files on our Web site.

**N. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. For each regulatory program, if applicable, describe:**

- **why the regulation is needed;**
- **the scope of, and procedures for, inspections or audits of regulated entities;**
- **follow-up activities conducted when non-compliance is identified;**
- **sanctions available to the agency to ensure compliance; and**
- **procedures for handling consumer/public complaints against regulated entities.**

Not applicable

**O. For each regulatory program, if applicable, provide the following complaint information. The chart headings may be changed if needed to better reflect your agency's practices.**

Not applicable