



National Association of Legislative Information Technology

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National Conference of State Legislatures
7700 East First Place, Denver, CO 80230 (303) 364-7700

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It is almost impossible to believe that the annual meeting is only weeks away. Not only have our annual meeting planning committee members been working hard to make this program of value and interest to all NALIT members, but a lot of fun as well, starting with the NALIT Dutch Treat Dinner Monday evening.

Tuesday has a topic of general interest for everyone: "Retaining the Best and the Brightest." Michael Adams, Colorado, our past chair, worked with NCSL and other staff sections to provide

these additional sessions for NALIT members on Tuesday which will address issues of concern for all legislative staff.

Wednesday has a session that will help us "stretch the hours in a day." (I thought that was called overtime!) You also will hear about "Experiences and Guidelines for Managing IT Consultants."

Thursday's sessions cover "Webcasting Policies and Pitfalls," "Legislative Voting System Trends and Technology," and "Wireless Access" — management and technical sessions. In addition, Thursday noon is the NALIT lunch and business meeting. Come and vote for your new officers and hear committee reports on this year's activities.

And, to top it all off, we get to do all this in beautiful Salt Lake City with a private concert by the marvelous Morman Tabernacle Choir and then a visit to the Olympic Oval.

Anyway, if you haven't guessed, I am very enthused about the sessions and the opportunity to visit gorgeous Utah. I hope that you all plan to come to the annual meeting and that I will see you there!

Then on to Vermont! (You can't say that NALIT members don't get around.) The NALIT Professional Development Seminar will be held in Burlington, Vermont, on September 8-11. Duncan Goss and his committee members have developed a great agenda including "Malware," "Managing Software Updates," "Gadgets, Gizmos, & Gear," "Contingency Planning and Business Continuity," "Security," "Voice over IP," "Web Tips," etc. In addition, we will have a joint lunch and sessions with the Legal Services Staff Section including "E-Mail as a Public Record." We also will have the ever popular state-by-state round table which is one of my personal favorites. You can learn what works and what doesn't from your fellow legislative IT staffers and save many hours of research.

And lest you think it is all work, we will tour the State House at Montpelier, Ben & Jerry's, and the Shelburne Museum. With its 39 galleries of art, Americana, and artifacts covering four centuries and 25 19th-century structures including a covered bridge, round barn, and a 220-foot restored steamboat, an evening at the Shelburne will be all too short.

So, plan to schedule Vermont and the 2004 NALIT Professional Development Seminar September 8-11 on your calendar. You will be glad you did!

From fantastic Utah to magnificent Vermont, 2004 is a year filled with great opportunities! I have enjoyed my year as Chair so much and I will be sorry to see it end. My very special thanks to Pam Greenberg for all the work she has done to make this a good year. The Executive Committee, the planning committees, and the 2004 committees all are to be commended for their hard work. As always, when IT people have work to do, it gets done and very well done at that! I appreciate your efforts and I hope that I will be able to thank you all in person at Salt Lake City.



Maryann Trauger
NALIT Chair

Can-Spam Act: Law, Business, and Technology

Al Donaldson, President
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The following are my thoughts on the CAN-SPAM Act of 2003, now on the books as Public Law 108-187. I have three basic problems with the law:

- (1) it is anti-business, (2) it probably won't "can spam,"
- (3) it ignores technology, the only real solution.

Last October, when Sean Johnson and I presented a session on spam at the NALIT seminar in Harrisburg, I would have put the odds of a Federal spam law at no greater than 20%. But Congress passed the Burns-Wyden "CAN-SPAM Act of 2003" (S.877) in early December, President Bush signed the bill December 16th, and it went into effect on January 1, 2004 as Public Law 108-187.

Most observers believe the main reason this legislation moved so quickly was to trump California S.B. 186, which was scheduled to go into effect on January 1st. S.B. 186 was an opt-in law that would have provided penalties of a million dollars per transmission and \$1000 per recipient. An opt-in law isn't inherently a bad thing for business-to-consumer e-mail, but this law had two particularly troublesome aspects: (1) it also covered business-to-business communications, and (2) it would have penalized out-of-state businesses who didn't realize they were sending to a California e-mail address. By creating a uniform national standard and preempting all state laws (including S.B. 168) regulating commercial e-mail, the Can-Spam act protected businesses across the nation from a looming disaster. (Can-Spam preserves aspects of state laws that deal with trespass and fraud.)

The title of the act is "Controlling the Assault of Non-Solicited Pornography and Marketing Act of 2003," but it seems to have little to do with controlling unsolicited bulk mail or pornography. Its purpose is to regulate commercial e-mail, which may include business-to-business communications, mailing lists from established companies such as Dell, GM, Sears to consumers, in addition to the unsolicited bulk mail that most of us consider to be spam. Paragraph 2(A) of the law defines commercial electronic mail as e-mail "the primary purpose of which is the commercial advertisement or promotion of a commercial product or service."

Can-Spam is an opt-out law. It was supported by the Direct Marketing Association because it establishes the right for any advertiser to legally send at least one message to every user in the United States. The law requires that

such advertising (1) must not have a misleading Subject, (2) must have a functioning return address, (3) must provide an electronic means of opting out from further messages, e.g., an e-mail address or web page, and (4) must provide a postal address for the sender. If a user opts out, the advertiser must cease sending to the user within 10 business days.

Can-Spam provides criminal penalties (enforced by the Justice Department) for the most egregious spammer actions, including hacking, using open proxies/relays, and providing false registration information. It provides civil penalties that may be enforced by the Federal Trade Commission, state Attorneys General, and ISPs. It does not permit an individual right of action, even if previously granted by state law.

In what must be an embarrassing turn of events for those who voted for the Can-Spam Act, the first lawsuit under the Act was brought by a California ISP (Hypertouch) against Bob Vila's web site (BVWebTies) and Bluestreammedia.com, the mailing service that sends Bob Vila's newsletter. I am not a lawyer, but it appears to allege that the Bob Vila newsletters (1) sent an invalid HELO name during the SMTP handshake, i.e., the remote host's IP did not match the HELO name, (2) referred to domains having incorrect domain registration data, (3) failed to provide a postal address, and (4) continued to send e-mail after the recipient opted out. I don't know about you, but I've never had a spam problem with Bob Vila. If I did, I'd just block their mail.

And so my main problem with Can-Spam is that it increases the cost of commercial e-mail for tens of millions of ordinary businesses. If a business mistakenly omits opt-out information, makes a typo in a Subject line, fails to honor an opt-out request, or provides incorrect information for a domain registration, they may have to spend thousands of dollars in legal fees, compliance services, and penalties to correct what is essentially an innocent mistake. Cumulatively, all businesses will take a hit, and small businesses are most vulnerable.

The Can-Spam winners are not so much the public (indeed, spam has increased since the law went into effect) but rather the consulting organizations that write procedures to ensure that businesses are compliant, the software companies that provide automated suppression of opt-out addresses, and the lawyers necessary to defend ordinary businesses when they make a mistake.



The second problem I have with Can-Spam is that spam laws have never stopped spam, and probably never will. We've had two spam laws here in Virginia. The big ISPs (e.g., AOL, Verizon) used the first Virginia spam law (1999) to put some big spammers out of business. Meanwhile, the total amount of spam increased several-fold. The second Virginia spam law (2003) was even tougher on spammers. The Virginia Attorney General recently charged two North Carolina men with felony counts of using fraudulent means to transmit unsolicited bulk e-mail. It is too early to determine if such actions will deter other spammers.

Recent articles indicate that spam has increased in the five months since Can-Spam went into effect. This is probably because, as those of us opposed to Can-Spam predicted, (1) offshore spammers aren't deterred by U.S. laws and (2) spam sent via hijacked Microsoft proxies is essentially untraceable.

The Can-Spam Act will either drive U.S. spammers offshore to avoid prosecution or to begin complying with Can-Spam. The New York Times reported earlier this year that Alan Ralsky, who was put out of business by a Verizon lawsuit under the first Virginia spam law, is preparing to get back to sending bulk mail. Verizon v. Ralsky established the precedent that a spammer is presumed to be aware of the target's acceptable use policies, but acceptable use policies don't matter now, since Can-Spam permits any advertiser to legally send at least one message to everyone in the US. Thus Congress has partially solved the spam problem by reclassifying millions of messages per day from "spam" to "compliant commercial e-mail."

The third problem I have with the Can-Spam Act is that it ignores (or is unaware of) technological solutions to the spam problem. US Senator Chuck Schumer tells a story about his 14-year old daughter being exposed to pornographic spam: "I was and remain virtually powerless to prevent such garbage from reaching my daughter's in-box." I beg to differ. An Infoworld report recently estimated as many as 300 companies selling anti-spam technology and cited an estimate that \$150 million dollars of venture capital were invested in spam filtering technology during the six months before the Can-Spam Act took effect. The spam problem results not so much from the lack of technology, but rather because customers such as Senator Schumer chose not to support ISPs (e.g., Earthlink, AOL, and some of my customers) that invested in spam filtering.

For the past 15 years the Internet has operated according

to the principle that each organization installs whatever technical means it requires to protect its own data and operations. Firewall and router vendors provide filtering (based on IP address and ports) to block undesired connections. And so while it is illegal to hack web sites, prudence dictates that administrators install firewalls to prevent their web sites from being hacked. Spam is just another network threat -- the important

thing is to prevent the attack and then prosecute the attacker.

One of the best ways to block spam is by detecting forged addresses. If the sender address is clearly forged, then the entire message is fraudulent. There are currently three ways of detecting forged user@domain addresses:

- (1) The address domain does not exist. This has been used for over 10 years.
- (2) The user does not exist at the domain. ESCOM holds a 2001 patent.
- (3) The remote host (e.g., dorm11.nctu.edu.tw) is inconsistent with the sender address domain (e.g., al@escom.com). There are two competing approaches:

(a) The Internet Engineering Task Force (IETF) is studying MTA Authentication Records in DNS (MARID).

(b) Microsoft has announced a similar approach (Caller ID for Email).

Both of these rely on a distributed database of domain names and a list of criteria for which hosts may issue e-mail addresses in that domain. Both approaches are essentially vaporware at present, until one or both registers a critical mass of domains.

So despite Can-Spam, expect increased volumes of spam from offshore, from hijacked proxies, and perhaps new techniques. For example, I've seen an organization called sendmails.com that apparently pays desktop users (probably without the organization's knowledge) to take over their desktop to distribute spam. Expect more show trials and more calls for an international spam law. And look forward to increased competition on the antispam technology front.



*SPAM is a registered trademark of Hormel Foods Corporation.

Illinois Legislature Replaces Legacy Apps with State-of-the-Art Systems

By **Tim Rice, Executive Director**
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[I've been waiting to write this article for five years. Actually, hoping I could write it might be a better description, at least for the first two or three years. The good news is that at last the time has come when the story can be told; even better, the ending is a happy one. Hopefully our story can be beneficial to you.]

First, I want to do something that usually doesn't occur until the end of these articles, which is to give some public recognition to those who have made our success possible. While I may be the face of our project to you, I'm not the brains or the muscles. Listing everyone involved is well beyond the scope of this article, although each of them certainly deserves the recognition. This has been a group effort, including our staff at the Legislative Information System (LIS), the user community, the Secretary and Assistant Secretary of the Senate and the Clerk and Assistant Clerk of the House, leadership, numerous outside consultants, vendors, and even those of you in the NALIT community who have offered advice and insight along the way.

It's always a risk to single out someone, because by definition it means passing over others. In this case, none of those others should feel in any way unappreciated; I merely think the circumstances call for recognition at this time of someone who has been not only a part of this project, but a part of LIS for over twenty years.

For years Bernie Emery has headed up our text processing group, first with

ALTER and then with TextDBMS. She managed that conversion in 1991, and she knew what we were up against this time. Bernie was essential to the success of this project, from evaluating proposals to providing in-depth analysis to overseeing our support and development staff to being the liaison for our users. She has been my right hand for the last six years and has the worn knuckles and the scars to prove it. Her well-deserved reward is to be able to walk away this June with her head held high from a job very well done and a legacy of excellent service to LIS and to our user community. We will miss her. Bernie, we dedicate this project and its success to you.

On with the article. Our story is probably not so different from many, if not most, other states. We were using information technology to assist the legislature, but the technology we were using hadn't kept up with the times. Our IBM 370 system running IMS for bill status and TextDBMS for drafting worked well, with sub-second response times, outstanding reliability, availability in the 99.99% range, and the stability and comfort of using the same systems for years and years.

The rise of the personal computer with its graphical user

interface in the workplace eroded some of the good will toward the existing system. The expansion of the Internet created more holes in the armor of the legacy systems, as we struggled with a

“Our goal was a state-of-the-art system that at minimum provided everything our legacy systems did while taking advantage of opportunities to add functionality and usability.”

myriad of manual processes to make legislative documents and information available via the world-wide web. The comfort factor wasn't strong enough to hold off the forces for change, and we were looking at alternatives when the big blow came in the

demise of support for TextDBMS.

That announcement at the end of 1998 was the major catalyst in the decision to seek to update our legislative systems. Given all the other factors and forces that had been accumulating over the years, we decided to rewrite everything, not just replace TextDBMS. That would give us the flexibility we needed to achieve the integration and modularity we wanted.

Our goal was a state-of-the-art system that at minimum provided everything our legacy systems did while taking advantage of opportunities to add functionality and usability. It was to be highly integrated while being as modular as possible. The integration would prevent duplication of effort and reusability of data and code; the modularity would reduce exposure if a piece needed to be replaced as well as provide opportunity if a better alternative came along.



At the time we had seven application developers on staff supporting the legacy systems. Not only did they have limited exposure to and skill in the technologies needed for the new systems, they were already busy fulltime supporting the existing systems. Therefore, we sought the help of a partner and found it in a local company with a consulting practice – Levi, Ray, and Shoup, Inc. (LRS). While they did not have specific expertise in our legislative applications, they had extensive experience in application development and a reputation for quality work and results. Their methodology for analyzing and executing the project was sound and in line with our needs. In addition, there was an accountability factor in working with a local firm.

The analysis phase of the project began in October 1999 and development began in May 2000. By the time development was in full swing in 2001 and 2002, we had as many as twenty consultants on-site working concurrently on the project alongside our own staff of thirty-five. Of course, our support, development, and systems staff all had their normal workloads in supporting the existing systems both in and out of session. On top of that they did a great deal of work on the project, including analysis, user interfacing, testing, training, documenting, development, and infrastructure construction. It was a team effort of our agency and our consulting partners; without that type of effort, we would have failed.

The first new system, maintenance of administrative rules, went into production in the summer of 2002. In late 2002 the new bill-tracking, calendar, committee, minutes, journal, and digest systems were implemented for use in the new biennium to begin January 2003, along with a completely revised web site. Drafting, engrossing/enrolling, and statutes revision were moved into production in November 2003.

We have now just completed the first full spring session with all of the new systems in place. While there have been

plenty of bumps and bugs, overall those systems have worked very well and have also been well-received by their users. Thus, the initial objective of the rewrite project has been achieved.

Now for the nuts-and-bolts stuff. We are using a two-tiered client/server architecture on a Windows 2000 Server/Professional platform. Development is done with Visual Basic 6; configuration and change management is done with StarTeam. Microsoft SMS is used to distribute updates to the clients. SQL Server 2000 provides database services. Applications include:

- Legislative drafting
- Drafting request log
- Engrossing and enrolling
- E&E tracking
- Legislative filing
- Legislative tracking
- Daily calendar (order of business) creation and maintenance
- Committee postings and maintenance
- Public display of committee postings
- Messages from House and Senate
- Interface with the existing voting system
- Legislative journals
- Minutes of floor proceedings
- Transcription of floor debate
- Legislative digest and synopsis
- Statutes update and history
- Legislative reports
- Bill room printing management
- Legislative directory
- System administration
- Members' laptops
- Illinois General Assembly web site (www.legis.state.il.us)

We chose to use XML for document markup, which led to using a highly customized version of Corel XMetaL 3 as the document editor for substantive bills and amendments. The customization

“...this project and its products, while they consist of technology, are ultimately not about technology ... It's not about us, our hardware, our software, or our networks. It's all about giving our clients the best opportunity to do their jobs and do them well.”

includes wizards to simplify and standardize the drafting process. The documents are stored and indexed using Microsoft SharePoint, and publishing is accomplished with Advent 3B2 and XSLT.

There were some performance issues using XMetaL for appropriations, so we developed an alternative drafting application for those documents using Word 2003, which provided needed XML capabilities. The drafting applications are used by entities that are not in our domain; therefore, we use Microsoft Terminal Server to handle that access. Several applications use Word XP, including creation and maintenance of the journals, editing of the daily calendar, minutes, debate transcription, and maintenance of the administrative code.

Obviously, there is some infrastructure necessary to make all this possible. We are approaching 100 servers in general use, including providing for development, testing, and whether and when to implement them. Those that make the cut will be installed, tested, and implemented over the next several months.

As usual with a new system, once the users learn and use it, they think of changes and enhancements they would like. This project has been no different, and we have a long list of things we are working on. Some are minor, while many are major to the point of representing a version 2 of a given application. There are even a couple of applications that

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AGENDA
National Association of
Legislative Information Technology
NCSL Annual Meeting, July 19-23, 2004
Salt Palace Convention Center
Salt Lake City, Utah <http://www.ncsl.org/programs/lis/nalit/am04.htm>

Monday, July 19

8:00 am – 5:00 pm

Registration

6:45 pm – 9:30 pm

*Salt City Jail Restaurant,
500 South 1000 E.*

NALIT Dutch Treat Dinner

Join IT colleagues from around the country for a great evening at the Salt City Jail restaurant, 500 South 1000 E. Spouses and guests are welcome. For more information, contact Mark Allred at mallred@utah.gov or Pam Greenberg at pam.greenberg@ncsl.org.

Tuesday, July 20

7:30 am – 9:00 am

Continental Breakfast

8:00 am – 5:00 pm

Registration

8:30 am – 10:00 am

*Ballroom A-D,
Lower Level*

Opening Plenary Session: Jobs and the New Economy

Two experts will share their views on the economy, the prospects for employment growth, the role that outsourcing is playing in this economy, and what they expect in the future.

Presiding: *Representative Martin Stephens, Speaker of the House, Utah, President, NCSL*

Speakers: *John Castellani, President, The Business Roundtable, Washington, D.C.
David Wyss, Chief Economist, Standard & Poors, New York, New York*

10:00 am – 4:00 pm

Exhibit Hall Open

10:15 am – Noon

Standing Committee Meetings

NCSL's 15 standing committees will hold informational sessions and policy meetings. The programs are open to all meeting attendees.

12:00 pm – 1:30 pm

*Ballroom A-D,
Lower Level*

Legislative Staff Luncheon

Christopher Buckley, "the quintessential political novelist of his time" according to *Fortune* magazine, is one of the country's leading humorists and satirists.

Presiding: *Max Arinder, Executive Director, PEER Committee, Mississippi*

Speaker: *Christopher Buckley, Washington, D.C.*

1:30 pm – 3:15 pm

250 D-E, Upper Level

Focus on Legislative Staff, Part 1: Retaining the Best and the Brightest

Co-sponsored by the NCSL Legislative Effectiveness & State Government Committee, NALIT and nine other staff sections.

Good legislative staffs are worth their weight in gold. With tight budgets, short timelines, partisan conflicts and term limits, staff play a critical role. This two-part session explores how to keep outstanding employees in the midst of competition, reduced funding and an aging workforce.

Moderator: *Katherine Schill, Fiscal Analyst, House Fiscal Analysis Department, Minnesota*

Speakers: *Ronald Sims, Floyd Dewey Gottwalld Senior Professor, Graduate School of Business, College of William and Mary, Williamsburg, Virginia
Representative Fabian Nunez, Speaker of the Assembly, California
Susan Swords, Manager LIBR, Office of Legislative Services, New Jersey
Senator Jeff Wentworth, Senate President Pro Tem, Texas*

Tuesday, July 20 (cont.)

3:30 pm – 5:00 pm
250 D-E, Upper Level

Focus on Legislative Staff, Part 2: The Management Game of the Apprentice, Trading Spaces or Survivor?

Co-sponsored by the NCSL Legislative Effectiveness & State Government Committee, NALIT and nine other staff sections.

This second part of the program focuses on the wide variety of management styles in legislative service agencies. How can management style help nurture employee growth and development, foster productivity and improve employee morale?

Moderator: Michael Adams, Director, Legislative Information Services, Colorado

Speakers: Karl Aro, Executive Director, Department of Legislative Services, Maryland

Dina Hidalgo, Director of Personnel, Senate, California

Representative Danice Picraux, House Majority Leader, New Mexico

6:00 pm – 9:00 pm

Welcoming Reception

Enjoy Utah fare, mix and mingle with friends, and get reacquainted at this elegant event at the Utah State Capitol, overlooking the fabulous Salt Lake Valley. After the reception, attend a private concert especially for NCSL given by the world-famous Mormon Tabernacle Choir at Temple Square.

Wednesday, July 21

7:30 am – 8:30 am

Coffee Service

8:00 am – 5:00 pm

Registration

8:15 am – Noon

Standing Committee Meetings

NCSL's 15 standing committees will hold informational sessions and policy meetings. The programs are open to all meeting attendees.

9:00 am – 4:00 pm

Exhibit Hall Open

Noon – 1:00 pm

Exhibit Hall Lunch

1:15 pm – 3:00 pm
250 C, Upper Level

Technology Time Warp: Stretching the Hours in the Day

All of us, legislators and staff, have days where the work to do exceeds the time available. What does technology offer that may help us avoid having to read *The Seven Habits of Highly Effective People*?

This session will explore technologies that have promise for the harried legislator or staffer, including:

- ⊕ Instant Messaging—Does it have a place in the legislative environment? How does it work and what are the policy as well as technological questions?
- ⊕ Gadgets—Technologies continue to develop and converge. How can the busy legislator use the new generation of phones, digital assistants, and wireless devices to leverage the time they have?
- ⊕ Directing the Flow of Information—Technologies like RSS exist for searching through news.

Moderator: Mark Allred, Information Systems Manager, Utah

Speakers: Todd Jewell, Director of Information Technologies, House of Representatives, Pennsylvania

Linda Pittsford, Manager, Computer Center, Legislative Council, Texas

3:15 pm – 5:00 pm
250 C, Upper Level

Experiences and Guidelines for Managing IT Consultants

Contracting out IT projects, even those that appear to be straightforward at the outset can sometimes run into time-consuming and costly problems. Learn from the experiences of colleagues and consultants about the keys to successful relationships with consultants.

Moderator: Maryann Trauger, Manager, Information Technology Services, Legislative Council, North Dakota

Speakers: Mark Allred, Information Systems Manager, Utah

Duncan Goss, Director of Information Technologies, Vermont Legislative Council

Ann M. McLaughlin, Director, Legislative Information System, Delaware

Jim Richards, Principal Consultant, Capstone Consulting, Inc., Omaha, Nebraska

George Yeager, Director, Legislative Information Systems and Chief Technical Officer for the General Assembly, Ohio

Thursday, July 22

- 8:00 am – 5:00 pm Registration
- 8:00 am – 9:00 am Coffee Service
- 8:30 am – 10:30 am**
250 C, Upper Level
- Webcasting Policies and Pitfalls**
(Co-sponsored by the Legislative Research Librarians)
Internet streaming of live committee meetings and chamber proceedings is becoming more prevalent. This session covers a number of policy issues to consider when webcasting is implemented, including staffing requirements, content disclaimers, archiving policies, webcast files versus official legislative records, bandwidth, and accessibility of webcast files.
Moderator: Gary Schaefer, Information Systems Coordinator, Senate, Louisiana
Speakers: Scott Darnall, Programmer/Analyst, Legislative Research Council, South Dakota
Andy Harvey, Webmaster, Legislative Counsel Bureau, Nevada
Gary Wieman, Network Manager, Legislative Technology Center, Nebraska
- 9:00 am – 12 noon Exhibit Hall Open
- 10:45 am – 12:15 pm**
258, Upper Level
- Legislative Voting System Trends and Technology**
(Co-sponsored by the American Society of Legislative Clerks & Secretaries)
The evolution of legislative voting systems has taken several twists over the past five years. We will examine an in-house system introduced at the 1999 Annual Meeting and show where it's heading. Voting system industry representatives will give a preview of upcoming voting system technologies.
Moderator: Andy Kraus, Senior Network Administrator, Kansas
Speakers: Tracy Fong, Chief Deputy Director, Legislative Data Center, California
Ann Niethamer, Applications Services Manager, House of Representatives, Pennsylvania
Pat Saville, Secretary of the Senate, Kansas
Bill Schaeffer, Vice President, International Roll-Call Corp, Mechanicsville, Virginia
- 12:30 pm – 2:00 pm**
256 C, Upper Level
- NALIT Lunch and Business Meeting**
Presentation of NALIT Legislative Staff Achievement Awards, NALIT committee reports and election of officers.
Presiding: Maryann Trauger, Manager, Information Technology Services, Legislative Council, North Dakota
- 2:15 pm – 3:45 pm**
258, Upper Level
- On Offering Wireless Access to Legislative Information for Staff and the Public**
Several legislatures offer wireless access to legislative information for public and staff with wireless-enabled devices, and one offers free Internet access. Learn how some have structured the service. The panel will discuss their experience with costs, benefits, risks, and strategies for deploying wireless networks.
Moderator: Rick Johnson, Senior Software Engineer, Legislative Service Center, Washington
Speakers: Lou Adamson, Information System Coordinator, Legislative Research Council, South Dakota
Allan Smith, Manager, Information Systems, Legislative Counsel Bureau, Nevada
Steve West, Information Systems Manager, Arizona
- 4:00 pm – 5:00 pm**
258, Upper Level
- On Offering Wireless Access to Legislative Information—Technical Session**
Wireless technologies present technical and security challenges for IT staff, especially when providing the public with wireless access to legislative systems. This session will walk you through the technical ins-and-outs of deploying wireless networks.
Moderator: Scott Darnall, Programmer/Analyst, Legislative Research Council, South Dakota
Speakers: Rick Gee, Network Security Engineer, Department of Administrative Services, Utah
Greg Johnson, System Analyst/Computer Specialist, Senate, Utah
James Swain, Chief Information Officer, Legislative Research Commission, Kentucky
- 6:30 pm – 9:30 pm
- Utah Social Event**
Experience the chills, thrills, and spills of the Olympic Oval where U.S. athletes won 10 Olympic medals and eight world records were set. You will have the opportunity to get your picture taken with Olympic athletes on the podium where the gold medals were awarded. Enjoy demonstrations in slap shot hockey, curling, figure skating, and speed skating.

8:00 am – 12 noon

Registration

8:00 am – 9:00 am

Coffee Service

8:30 am – 10:00 am

Ballroom A-D, Lower Level

Closing Plenary: Election 2004—Insight, Analysis, Perspective

From the White House to the Statehouse, the results of November's elections will shape all approaches to America's issues. Bill Kristol, editor of the *Weekly Standard* is well-known as a shrewd political observer and commentator. Donna Brazile, Al Gore's campaign manager in 2000, knows politics from the trenches as well as the towers of CNN and the talk shows. If anyone can tell you what will happen in November 2004, it's this pair.

Presiding: *Delegate John Hurson, Maryland, President-elect, NCSL*

Speakers: *Donna Brazile, Commentator, CNN, Georgetown University*

Bill Kristol, Editor, Weekly Standard, Washington, D.C.

Illinois Implements New Legislative Systems

Continued from page 5

are being reviewed for possible rewrite based on what we have learned along the way and the capabilities that are now available to us.

Part of that last point involves .NET. We plan on migrating eventually, although we have not yet decided when or how much to tackle at a time. We are currently developing a timekeeping application in ASP.NET, and assuming success there, we will likely use it to develop new property control and accounting applications.

We have a lot of interest in SQL Server 2005. Beyond an upgrade of our database product, it may provide us an alternative to SharePoint, which also has a new version to be considered. In addition, we are evaluating whether to migrate existing servers to Windows Server 2003, although we are installing it on new servers as they are added.

A major new initiative was begun in April to develop a new voting system for the Illinois Senate. The current system is fragile and support is not adequate. It also is not compliant with our new systems nor is it easily modifiable. Our goal is to provide a system that provides the necessary functionality along with additional desirable features and to have that system integrated into our other systems while being under our control. There are some challenges, but our team has done some great work already, and we anticipate excellent results.

It's taken a lot of time and effort to get where we are. There have been some big challenges and hurdles. There have been many times when one or more of us despaired of ever finishing. And even though we have achieved this significant milestone, it never ends. Still, we can celebrate our accomplishments, and I know that everyone here relishes the challenges that lie ahead.

I'll close with two final points. First, this project and its products, while they consist of technology, are ultimately not

about technology. Those of us who provide information technology services to the legislature are doing just that – providing service. It's not about us, our hardware, our software, or our networks. It's all about giving our clients the best opportunity to do their jobs and do them well. Our success is not that we have developed some state-of-the-art legislative systems. Our success is that the systems we have developed work and work well for our users. But then, you knew that, right?

Second, I am reminded every day of how much the contributions of every individual matter. I really do wish I could name them all and applaud the parts they have played. I didn't pull this off; our staff and our partners did. Individuals who listened to users countless times to understand their needs and wants, who wrote line after line of code, who tested and tested and tested, who trained the users and held their hands as they struggled to adapt, who took the brunt of criticism even when it wasn't their fault or that of the system, who worked long hours and then longer hours, who gave it their best and didn't complain when asked for more. I singled out one person at the beginning of this article, but it's about all of them, and to all of them I publicly offer my sincerest praise and deepest thanks.

We're still not cleared to do any business travel, so don't look for any of us at NALIT meetings any time soon. But we're quite happy to talk to anyone with questions and to share our experience. We made plenty of mistakes along the way as well as getting some things right. Our end result isn't perfect, and it isn't the solution for everyone. If you want to visit, we will show you everything you want to see, and you can score a horseshoe while you're here.

Thanks to all you NALIT folks for your advice and support and encouragement along the way. Hopefully we can give something back.



MANAGING FOR THE FUTURE

Preliminary Agenda
NALIT Professional Development Seminar
 Wyndham Burlington Hotel, Burlington, Vermont
 September 8-11, 2004

Wednesday September 8	Thursday September 9	Friday September 10	Saturday September 11
7:00 a.m. Registration	7:00 a.m. Registration	7:30 a.m. Registration	7:30 a.m. Registration
8:30 a.m. – 12 noon Technical and Management Training <i>Malware</i>	8:00 a.m. – 9:00 a.m. Vermont Pancake Breakfast and Opening Session	8:15 a.m. – 9:30 a.m. Bus to Montpelier	8:30 a.m. – 9:45 a.m. General Session <i>Gadgets, Gizmos and Gear</i>
	9:15 a.m. – 10:15 a.m. Management Track <i>Managing Expectations</i> Technical Track <i>Voice over IP in the Legislature</i>	9:30 a.m. – 10:30 a.m. Tour of State House	10:00 a.m. – 11:15 a.m. Management Track <i>Contingency Planning and Business Continuity</i>
	10:30 a.m. – 11:45 a.m. Management Track <i>Getting Users, Management and Legislators to Embrace Security</i> Technical Track <i>Web Tips, Tricks and Techniques</i>	10:45 a.m. – 12 noon General Session <i>(Joint with NCSL Legal Services Staff Section)</i> XML Bill Drafting Systems	Technical Track <i>XML Editors</i>
12 noon – 1:00 p.m. Lunch	12 noon – 2:00 p.m. Lunch <i>Exhibits and Product Demonstrations</i>	12 noon – 1:00 p.m. Lunch <i>(Joint with NCSL Legal Services Staff Section)</i> Speaker Frank Bryan	Lunch <i>Exhibits and Product Demonstrations</i>
1:30 p.m. – 4:00 p.m. Technical and Management Training <i>Managing Software Updates</i>		1:15 p.m. – 2:45 p.m. General Session <i>(Joint with NCSL Legal Services Staff Section)</i> E-mail as a Public Record	11:30 a.m. – 1:30 p.m.
	2:15 p.m. – 5:00 p.m. General Session <i>State-by-State Roundtables</i>	3:00 p.m. – 5:00 p.m. Group Outing <i>Ben & Jerry's Tour</i>	1:45 p.m. – Evening Group Outing <i>Shelburne Museum</i>
	Evening Opening Reception		Evening Dinner at the Shelburne Museum

VT Gears Up to Host 2004 PDS

By **Duncan Goss, Director of IT**

Vermont Legislative Council

dgoss@leg.state.vt.us

The 2004 NALIT Professional Development seminar will be held on September 8-11, 2004 in Burlington, Vermont.

“Vermont? Wherein hell is that? Is that part of Canada?”

No, Vermont is just where it’s always been, nestled between Lake Champlain and the Connecticut River, with the Green Mountains holding them apart. It’s a small place, home to about 600,000 people. Burlington, site of the 2004 PDS, is, at 36,000 residents, the state’s largest city. Montpelier, the state capitol, is home to about 8,000 residents.

At one time, it was said that there were more cows than people in Vermont – when a flatlander asked how that came about, the old farmer replied “we prefer ‘em.” This flinty independence is part of the Vermont spirit. The state and its inhabitants pride themselves on not following national trends. There are only two Starbucks shops in the entire state. However, you can get Ben & Jerry’s ice cream at any corner store.

Vermont’s rural character, its colleges and universities, and its proximity to Boston, New York, and Montreal, have made it an attractive location for high-tech companies. IBM located a plant here in the late 1950s, followed by Digital Equipment Corporation, General Electric, and others. Other companies, such as the medical software and services company IDX, were founded here and have grown to serve national and international markets. Today, there are over 500 high-tech companies operating in Vermont.

The 2004 NALIT PDS will be held in Burlington, which is a lovely city that ranks high each year as one of the most livable cities in the country. The conference site, the Wyndham hotel, has a spectacular view of Lake Champlain and New York’s Adirondack mountains, and is within walking distance of the Church Street Marketplace, which has a wide variety of shops and restaurants. The Flynn Center for the Performing Arts, the Echo Science Center, and the Burlington Bike Path are also nearby.

The seminar theme is “Managing for the Future,” and will feature sessions on a wide variety of topics:

- * [Malware – Spyware, Adware, & Browser Hijackers](#)
- * [Managing Software Updates](#)

- * [Managing Expectations](#)
- * [Contingency Planning and Business Continuity](#)
- * [Getting Users, Management, and Legislators to Embrace Security](#)
- * [Voice Over IP](#)
- * [Web Tips, Tricks, and Techniques](#)
- * [XML Editors](#)

We will also spend a day at the Vermont State House in Montpelier, where we will hold two joint sessions with the Legal Services Staff Section:

- * [XML-based Bill Drafting](#)
- * [Email as a Public Record](#)

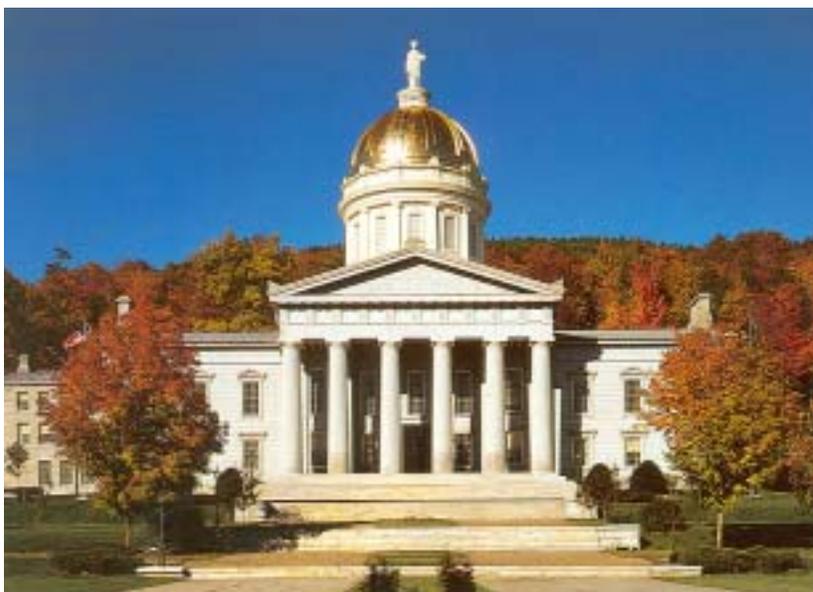
This day will include tours of our beautiful State House and lunch with the University of Vermont’s Frank Bryan, who is a professor of political science, a storyteller, and a Vermont institution. It will conclude with a tour of the Ben & Jerry’s Homemade Ice Cream factory. Yum!

Finally, we will visit the historic Shelburne Museum, a collection of early Americana spread over nearly 40 buildings. The centerpiece of the museum is the Ticonderoga, a gorgeous side paddlewheel passenger steamship which carried passengers and freight on Lake Champlain from 1906 to 1954, when it was moved overland nearly five miles to its current location in the middle of the museum grounds!

Travelers have a number of options to

get to Burlington. The Burlington International Airport is only a few miles from the hotel, and taxis and shuttles are available. However, some travelers might find it convenient or economical to fly into Montreal, a two-hour drive to the north, or Manchester, New Hampshire, a three-hour drive to the east, or into Albany, New York, a three-hour drive to the south. Boston is about four hours away by car.

I should warn you that the weather in Vermont in early September can behave like August (hot and steamy) or October (cold and wet), often on the same day. As the old farmer said, “If you don’t like the weather, wait five minutes!”



NALIT News

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Nominations for NALIT Officers

The NALIT Nominating Committee is seeking nominations for the NALIT Executive Committee for the 2004-2005 term. Officers will be elected by NALIT members at the 2004 NCSL Annual Meeting in Salt Lake City on July 22.

If you are interested in running for office, please contact members of the 2004 Nominating Committee. Attendance at this year's Annual Meeting is not required, but you should notify the nominating committee of your interest by July 6, 2004. Officers will be elected for the positions of Chair, Vice Chair and Secretary. Duties of each office are described in the NALIT By-Laws at <http://www.ncsl.org/programs/lis/nalit/guide.htm#bylaws>.

NALIT Directors and committee members are appointed by the Chair, but anyone interested in these positions is encouraged to notify the committee members, who will forward your interest to the new Chair.

The positions of the Chair and Vice Chair require the ability to travel. These positions represent NALIT at Legislative Staff Coordinating Committee (LSCC) meetings, which are held four times a year with one meeting held at the annual NCSL meeting. In addition to these four trips, NALIT holds an annual Professional Development Seminar (PDS) once a year.

This year's Nominating Committee members are:
Gary Schaefer, Louisiana (Chair) (225) 342-1001

schaegef@legis.state.la.us

Michael Adams, Colorado (303) 866-6412

michael.adams@state.co.us

Jim Swain, Kentucky (502) 564-8100

jim.swain@lrc.state.ky.us

Visit NALIT on the Web!

<http://www.ncsl.org/programs/lis/nalit/>

NALIT News, Continued

2004 Committees

Outreach and Newcomers' Welcome Committee:

Todd Jewell, PA, Chair
Lorie Johnson, AR
Craig Nakahara, HI
Dave Larson, KS
Tim Lowry, KY
Gary Wieman, NE

Web Page Award Exploratory Committee:

Gary Wieman, NE
 NALIT Co-chair
Mitch McCartney
 LINCS Co-chair
Wayne Lesperance, PA
Scott Darnall, SD
Mitchell P. Goldstein, VA

Web Page Advisory Committee:

Andy Harvey, NV, Chair
Lorie Johnson, AR
Guillermo Cordon, LA
Sharon Crouch Steidel, VA
Rick Johnson, WA
Nichole Dillon, WY

Information Technology Survey Committee:

Allan Smith, NV, Co-chair
Harold Berkowitz, NJ, Co-Chair
Ann McLaughlin, DE
Jenny Wilhelm, FL
George Yeager, OH
Jonathon Palmore, VA
Sharon Crouch Steidel, VA
Patty Wells, WY

2004 Annual Meeting Planning Committee:

Maryann Trauger, ND, Chair
Mark Allred, UT
Michael Adams, CO
Andy Kraus, KS
Gary Schaefer, LA
Gary Wieman, NE
Ann McLaughlin, DE
Todd Jewell, PA
Scott Darnall, SD
Jonathon Palmore, VA
Rick Johnson, WA

2004 PDS Planning Committee:

Duncan Goss, VT, Chair
Ann McLaughlin, DE
Andy Kraus, KS
Gary Schaefer, LA
Todd Jewell, PA
Lou Adamson, SD
Scott Darnall, SD
Maryann Trauger, ND

2004 Nominating Committee:

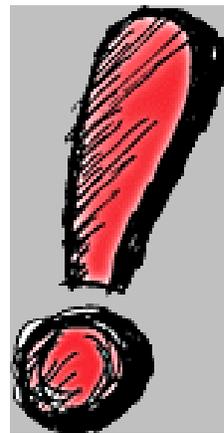
Gary Schaefer, LA, Chair
Michael Adams, CO
Jim Swain, KY

2004 NALIT Legislative Staff Achievement Awards:

Allan Smith, NV
Ann McLaughlin, DE

NALIT Fast-Fact

Want to find out more NALIT-specific news? You have several options available.



One option is to log into NCSL's news server and check out the news groups. Instructions for this are located at:

<http://www.ncsl.org/public/ncsl/newsreadersetup.htm>

Another option is to access the archive on NCSL's web site. Instructions for setting up MyNCSL can be found at:

<http://www.ncsl.org/public/ncsl/myncsl.htm>
Scroll down to the section on Discussion Forums.

Redesigned NCSL Web Site Provides More for Legislative Staff

By Gene Rose

NCSL Public Affairs Director

gene.rose@ncsl.org

Earlier this year, NCSL launched a redesign of its Web site, www.ncsl.org. The site brings significant improvements that will help state legislative staff quickly get the information they need.

A task force made up of members of NCSL's Legislative Staff Coordinating Committee, working with a workgroup of the NCSL Executive Committee, set four goals for the new site. The following explains the goals and how they were implemented.

Simplified navigation and improved organization is achieved through a streamlined navigation bar available on every page and home page tabs that take you directly to issues or key NCSL pages. The search box is more convenient and accessible on every page. A new feature, Grasscatcher — a collection of news clippings on key policy issues — is updated daily, ensuring fresh content on the home page every day.

Greater emphasis on public policy issues comes through a more focused "Content" section on each main level menu page. NCSL staff worked over the last few months to streamline their content to make links more intuitive. In addition, each issue area now has an "Issue Overview" that provides context and focus on material available on NCSL's substantive site.

A clean design actually provides more direct links from the home page to the information you need. The site allows for a better use of photos and graphics, and menu pages show the dates of news items, demonstrating that the information on the page is fresh.

More personalized services are available to state legislative staff through a new MyNCSL design. The service allows members to sign up to receive an email every time a key item in areas they've selected is updated on the Web site.

State legislative staff will notice several new features designed specifically for them. They include:

- The navigation bar has a separate dropdown menu for "Legislative Staff" to highlight NCSL services and programs for staff.
- Staff section menu pages were modified to allow for better use of logos and more flexibility in listing items of interest.
- An improved search function and page design that provides direct access to several searchable databases, including state documents, directories, legislative audits, state statutes and constitutions.

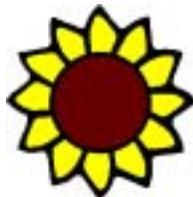
For comments or questions about the Web site, contact the project's team leaders, Doug Sacarto (doug.sacarto@ncsl.org) or Gene Rose (gene.rose@ncsl.org).

Editor's Corner

By Andy Kraus

NALIT Secretary

AndyK@LAS.state.ks.us



It's hard to believe that my term as NALIT secretary is coming to an end. Putting together the NALIT newsletter has been a very rewarding experience, particularly in that I have found an outlet for the skills I learned in college journalism classes!

As I promised last time, there is a prize waiting for each person who submitted an article. Those of you who will be unable to attend the annual NCSL meeting should watch the mail for your prize. For everyone else, I'll see you in Salt Lake City. If you find me there cowering behind a table, then it means I went off and left my Kansas goodies at home!

All jokes aside, I have really enjoyed serving NALIT this year. This organization is full of great people who really care about state government. I look forward to working with you in the years to come! I would especially like to thank Pam Greenberg for her helpful advising this year with getting me up to speed as a NALIT officer.

Start Planning Now!

The next NALIT Professional Development Seminars will be:

- September 8-11, 2004 in Burlington, Vermont
- October 5-8, 2005 in Rapid City, South Dakota