

Chair's Corner

Linda Wettstone, Senior Systems Analyst, Senate, Virginia

As I write this, I think of all the leaders who have served in this position before me, and I am very humbled and honored to serve as the NALIT Chair this year. Our past PDS (Professional Development Seminar) in Indianapolis was a success. Thanks so much to the Indiana Office of Technology Services staff for hosting us in Indianapolis and our NCSL liaison Pam Greenberg for all the effort to make our PDS informative and fun. For all who were unable to attend, you were missed. The handouts from the PDS presentations are available on the [NALIT website](#).

I hope we will continue to communicate with each other in an interactive environment through our [listserv](#), Twitter (@NALIT) and Facebook (@NALIT1) accounts to assist each other in our professional needs. As a member of NALIT, there are many ways for you to be involved. Submitting an article in the newsletter, being a moderator/speaker at the Summit or PDS in the upcoming year and/or serving on a committee are just a few of the opportunities.

Our work is unique and diverse with technology that runs in different speeds at different times. Mobility and our changing workforce of millennials are moving us in new directions. NALIT is a great resource for ideas, shared knowledge and being able to talk to someone who does the same work as you.

We are working on some exciting plans for the Summit and our PDS this year! The executive committee is currently working on our schedule for the Legislative Summit in Boston. The Summit will begin on Saturday, Aug. 6 and run through Wednesday Aug. 9. We are in the process of finalizing the location for our PDS and, if all goes well, we should have the location secured soon.

If you would like more information about participating with NALIT, please contact me (lwettstone@senate.virginia.gov, 804-698-7470) or Pam Greenberg (pam.greenberg@ncsl.org, 303-856-1413).

IN THIS ISSUE:

○ Chair's Corner	1
○ State IT Profiles:	
○ Hawaii Senate	2
○ Hawaii House	3
○ Kansas	4
○ North Carolina	5
○ The Pull of the Capitol Dome	7
○ Connect with NALIT Colleagues	8
○ 2016 NALIT PDS Photos	8
○ NALIT Executive Committee	9



Mark Your Calendar! NCSL Legislative Summit

The NCSL [Legislative Summit](#) will be held Aug. 6-9 in Boston at the Boston Convention & Exhibition Center. NALIT will be sponsoring sessions each day Sunday-Wednesday during the meeting. More information about NALIT sessions and events will be available on the NALIT website at www.ncsl.org/nalit soon.

Legislative IT Profiles

In the Winter 2016 edition of the NALIT Newsletter, we began a series of articles profiling legislative IT offices, beginning with profiles of Alaska, Montana, North Dakota and South Dakota. Our Summer 2016 edition included profiles for Colorado, Kentucky, Ohio, Tennessee and Virginia. This edition covers Hawaii, Kansas and North Carolina.

Hawaii State Senate

By Jon Shimabuku, Information Technology Director, Senate

Per our state constitution, the Hawaii Legislature meets for 60 session days starting the third Wednesday in January, usually ending in early May. The Hawaii Legislature consists of 25 Senators and 51 Representatives. After the 2016 election for the 2017-2018 legislative session, the Senate consists of all Democrats, having lost our lone Republican.

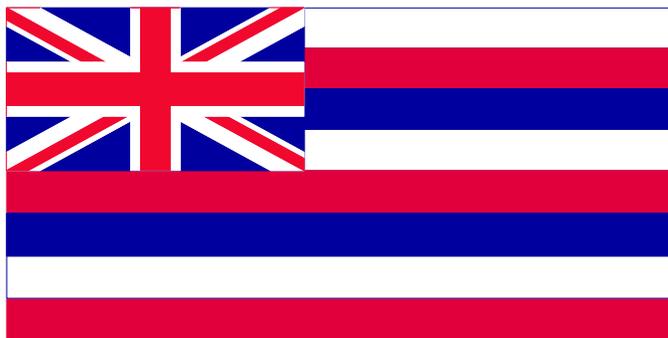
Our Capitol building is patterned after a volcano surrounded by an ocean (a moat around the building). There is a lot of symbolism in the building—the House of Representatives represents the earth and the Senate represents the ocean. The color scheme, most notably reflected in the carpets, is pervasive throughout the building with red carpets in all House of Representative offices and blue carpets in all Senate offices.

Each Senator generally has two permanent, year-around staff in their office to support their office and legislative operations, with members in significant leadership positions having more staff. General support staff, all of whom have offices in the basement, provide administrative and research/bill drafting functions.

The Senate IT office is comprised of eight staff. Two staff provide all Help Desk support for all Senator and Senate support offices, a total of about 130 permanent staff and an additional 100 or so session hires. The rest of the IT office manages the Hawaii Legislature's network and website, develops software for our information system, manages the servers (Exchange, SQL, etc.), and provides other services. We have written all of our software in-house, with most of the development being in Visual Studio and Visual Basic. Some of our development happens in Microsoft Office (Access, Excel, and Word), since Office's programming environment, Visual Basic for Applications, provides a surprisingly good development environment.

We've changed our backup system from tape-based to disk-based. The drawback to this is that we have no easy way to store our backups off-site. The benefits are that the backups occur hourly, and it is significantly quicker to restore files on request. We have yet to significantly explore cloud-based backups.

We are exclusively a Windows Server shop, with nearly all of our servers virtualized. Originally we were using VMWare for server virtualization, but we've begun moving to Hyper-V, since the improvements to Hyper-V give us all of the functionality we need at no additional cost. Our servers are predominantly Dell branded. We have a Dell SAN to support the server farm. Our network infrastructure is comprised of Cisco switches. Our wireless network is comprised of Cisco Meraki switches and APs. Our long term goal is to perhaps go cloud-based for most, if not all, of our servers and network.



A couple of years ago we completely revamped our training for session hires from one in which they sit in lectures for hours on end at the beginning of the year that covers the entire legislative session, to one that is more dynamic and interactive. We now focus on starting with the basics and just enough training to get them through the first couple weeks of session. From then on we hold brown bag training sessions every few weeks lasting an hour on average that give people the details they need to get through the next few weeks. In the big training at the beginning of the year we include a couple of games that reinforce lessons as well as teach new key topics.

During the interim we have an employee enrichment program, of which IT plays a fairly significant part. During this time we get to do some fun and educational computer training, which is always appreciated by the staff. In the past, some of these enrichment program courses have included such diverse trainings as yoga, boxing, cultural enrichment, and financial seminars. Some of these are taught by experts brought in to the Capitol, some are taught by in-house staff.

For more information on the Hawaii Legislature, visit our award-winning site at <http://www.capitol.hawaii.gov>.



Hawaii House of Representatives

By Craig Nakahara, Information Resource Coordinator, House

The Hawaii Legislature is comprised of 51 representatives and 25 senators, for a total of 76 legislators. Approximately one-third of our legislators come from the neighbor islands and remain on Oahu for the majority of the legislative session. We are a bicameral legislature that meets for 60 legislative days each year, convening on the third Wednesday in January and usually adjourning in the first week of May. Lately, we have been having at least one special session, while the Senate has had two or three.

Hawaii's State Capitol is one of the most unique State Capitols in the country, where we have no dome, but an open air roof (you can actually see the sky), and it's almost completely surrounded by water.

Each of the 51 representatives' offices is issued a tablet computer, a laptop, desktop computers, 23-inch monitors for the representative and full-time staffer, 19-inch monitors for the

session staff, a printer, and a scanner. During the legislative session each representative also has a permanent dual screen laptop on their chamber desk and each committee chair and vice chair receives a laptop to use during the committee hearings for paperless testimony.

The House and Senate have separate IT staff that work collaboratively to support one combined legislative system and network. Both have individual projects, as well as joint projects that are discussed during the interim. The House is comprised of eight IT staff that consists of one director, two helpline trainers, three hardware techs and two programmers that support 51 representative offices, two drafting agencies, and various support offices. We currently support approximately 350 PCs, 151 laptops, 60 tablets, six servers, 70 printers, and 51 scanners, plus cell phones, TV cable boxes, committee hearing paperless testimony system, video recordings of hearings and chamber sessions and legislative computer purchases. We also provide helpline support, application development support, daily trouble calls and training each year to approximately 190 full-time permanent employees and 250 session House staff. We are a Windows 10 based environment, with Microsoft Office 2016, virtual and physical servers. Our legislative system runs on a wired and wireless network that covers 80 percent of the State Capitol's five floors, including legislative offices, conference rooms, rotunda and hallways.

Some of the major projects we have incorporated into the House are Chamber automation, paperless testimony, a remote testimony pilot project and various support agency application programming projects to improve efficiency and accountability. Some of the joint projects with the Senate, Enterprise Technology Services and third party vendors are upgraded network switches to PoE switches, VoIP phones, HD TV capability in each office, upgraded legislative Wi-Fi throughout the State Capitol, HD cameras in the conference rooms and chambers, and HD recordings of hearings and floor sessions.

Participating in NCSL and NALIT conferences has allowed our staff to learn what other states have developed, what products and resources are available to assist us in our projects, finding out what applications other state IT staff found that work or don't work and that we all have very similar ideas and goals. We also

shared some of our accomplishments that the Hawaii House and Senate IT staff have developed and incorporated into our legislative system. We'd like to take this opportunity to thank the NALIT IT staffs that have shared their applications with us, as well as their time and knowledge.

As we head into 2017, we are jointly exploring the idea of upgrading our Capitol website and the search engine. The House is in the process of using the One Drive application for sharing files that can be accessed outside of the State Capitol, improving our inventory accountability program, expanding our remote testimony project, creating a disaster recovery plan and possibly replacing our 20-year-old CAT5/CAT5e wiring to CAT 6.

Kansas Legislative Office of Information Services

By Terri Clark, Director of Technical Services, Kansas

The Kansas Legislature meets annually for 90 days, beginning on the second Monday in January. The sessions are organized by biennium starting in odd years and bills can carry over to the second year. Senators are elected to four-year terms and Representatives to two-year terms, with elections held in even-numbered years. Our Capitol completed a \$300M renovation in 2014, restoring the Capitol to the grandeur of the early 1900's. The 10-year year project brought a number of artisans and craftsmen to Topeka to recreate the moldings, murals, detailed borders, stonework and other features.



There are approximately 150 session staff: House Clerk and Senate Secretary session staff, Sergeant-at-Arms and staff, Capitol Post Office staff, and administrative support to legislators and committees. There are approximately 170 full time staff in

Leadership offices, Legislative Research Department, Office of the Revisor, Post Audit, and Office of Information Services. The Research, Revisor, Audit, and IT staff are non-partisan and support all legislators.

In 1998, Kansas passed legislation creating an IT governance model for all three branches of government. The legislation created the position of Chief Information Technology Officer (CITO) for each branch, an Executive Council responsible for developing IT strategy and provided for legislative oversight of all IT projects over \$250,000.

KANSAS PASSED LEGISLATION CREATING AN IT GOVERNANCE MODEL FOR ALL THREE BRANCHES OF GOVERNMENT, CREATING THE POSITION OF CHIEF INFORMATION TECHNOLOGY OFFICER (CITO) FOR EACH BRANCH.

The Kansas Legislative Office of Information Services (KLOIS) is headed by the Legislative CITO, who reports directly to the Legislative Coordinating Council. Our department is organized into two core teams, each managed by a Director, for a total of 22 full time employees and four to six session staff.

The Applications Development team has four developers assigned to thick client application development (bill drafting, statutes, supporting documents, fiscal and some chamber processes). Four developers are assigned to thin client applications (some chamber processes, committees) and the website. We have two QA/Testers, and one Business Analyst. There are also vendor support staff embedded in the App Dev team. The App Dev team is currently rewriting the amendment drafting module, a multi-year project.

The Technical Services team has three staff focused on Active Directory, Windows servers, Exchange, voting systems, and other applications. Two staff work primarily with Linux servers and data center VMWare, servers, and SAN, and three staff work primarily with PC support and Service Desk. We hire four to six help desk employees for the legislative session.

We have been leasing computers and printers for many years. Five years ago we also started leasing servers and the SAN.

Leasing gives us a level budget each year, and the expected upgrade at the end of a lease period helps us stay current on new technologies. In the next 18 months, the current leases expire and the equipment will be upgraded.

Another important project underway is upgrading the wired and wireless networks in the Capitol. Traditionally, an executive branch agency has provided all network backbone services to state agencies. Two years ago, the executive branch agency began a path of outsourcing IT services, resulting in a price increase of 140 percent to the legislature. The switches in the Capitol are at end of life and due for replacement, further increasing our costs in the next fiscal year. Rather than absorb the price increase, we are working to move the network management function in-house.

VOIP services will stay with the executive branch, requiring us to work together if problems arise. In addition to managed costs, this move gives us the opportunity to develop a stronger security model that balances public access with the inherent risks of a public building, and improve the wireless network. We expect to add two full time employees to manage the network.

There are several standards and philosophies we operate under. We have been striving to implement COBIT and ITIL controls for several years, and have documented both cost savings and more efficient processes. We also operate under the principles of the No A*** Rule. This rule has had a profound effect on relationships both within our team and with our customers. The theory and practical implementation guide are described in the book [The No A** Rule: Building a Civilized Workplace and Surviving One that Isn't](#), by Robert I. Sutton.

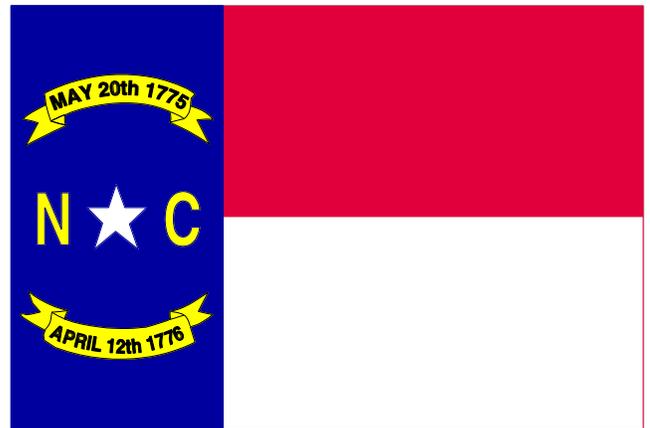
If you are driving across the country, please stop by for a tour of the Kansas State Capitol. We would love to show you around!



North Carolina Information Systems Division

By Peter Capriglione, Business Applications Manager. North Carolina

The North Carolina General Assembly is a bicameral legislature. The House of Representatives consists of 120 members; for the 2017-18 session, there are 74 Republicans and 46 Democrats, who serve a term of two years. The presiding officer of the House of Representatives is the speaker of the House. The speaker is elected by the members from their membership for a two-year term.



The speaker's duties include maintaining order in the House and appointing members to House committees.

The Senate consists of 50 members. For the 2017-18 session, there are 35 Republicans and 15 Democrats, who serve a term of two years. The lieutenant governor is president of the Senate and presides over the daily session. The lieutenant governor is elected by the citizens of North Carolina for a four-year term. He/she has no vote in the Senate except to break a tie. The Senate elects officers from their membership including the President Pro Tempore. The President Pro Tempore appoints members to Senate committees.

The legislature meets biennially, convening by law in January of odd numbered years. In even numbered years we return sometime in the April/May time frame. In the odd years we concentrate on the business of the state and the budget, and in even number years, the primary focus is on the budget. We are not bound by any date certain for adjournment in either year of the biennium. Special sessions are called at the discretion of the

governor. Additionally, extra sessions can happen on legislative call. The president of the Senate and the speaker of the House of Representatives can convene the General Assembly in extra session by their joint proclamation upon receipt by the president of the Senate of written requests signed by three-fifths of all the members of the Senate and upon receipt by the speaker of the House of Representatives of written requests signed by three-fifths of all the members of the House of Representatives.

The Legislative Services Commission is the governing body for the legislature. The Legislative Services Commission consists of the president pro tempore of the Senate or a Senator designated by the president pro tempore, four Senators appointed by the president pro tempore of the Senate, the speaker of the House of Representatives or a member of the House of Representatives designated by the speaker, and four Representatives appointed by the speaker of the House of Representatives. The president pro tempore of the Senate and the speaker of the House serve until the selection and qualification of their respective successors as officers of the General Assembly.

The Legislative Services Officer manages a non-partisan central staff of approximately 500 full time employees. Six divisions comprise the makeup of the LSO divisions: Administrative, Bill Drafting, Fiscal Research, Legislative Analysis, Information Systems and Performance Evaluation Division. The Bill Drafting, Fiscal Research, Legislative Analysis, Information Systems and Performance Evaluation Divisions are each headed by a director.

The Information Systems Division supports central staff. Staff not under the purview of the LSO office, but that we also support, are leadership staff, principal clerk's staff, and 170 plus full time legislative and research assistants that are assigned to our members.

The Information Systems Division has 42 staff members. The Director of Information Systems has four reporting sections. Three sections have a manager and each section has staff in supervisory roles. The four sections are, Administration—the director and four staff; Applications—15 staff; Client Technologies (PC Support, Training, Help Desk)—12 staff; and Infrastructure—10 staff.

While some staff and members do bring their own devices, we are not a BYOD shop. However, we have been on that topic for a few years and since that train is coming down the track, we are mindful of the technology required to manage this endeavor.

As with most states this year, we will focus on session. In addition, we are extremely lucky in that we may have to redraw our legislative redistricting maps—yes, that was sarcasm.

Contribute Your State's Profile

Please consider contributing information about your office for the next edition of the newsletter. Send a profile of your office to Cindy O'Dell, NALIT Secretary, at Cindy.O'dell@LRC.KY.GOV. Here is some of the information to include in your state's IT profile narrative:

What is your normal legislative assembly schedule?

- Convene and adjournment schedule.
- Any constitutional limitations on legislative days.
- Session types.
- How many members and staff are supported by IT?
 - Number of legislative members by chamber.
 - Number of full and/or part time legislative assembly staff, including types of staff.
 - Number of council staff.
 - Any offsite locations supported.
- Do you have IT staff that support specific chambers or caucuses? If so, what does the IT staff support versus overall IT support staff?
- What areas of IT does your office support, and how many staff support each area?
- Do you support “bring your own devices” or do you provide equipment to members and staff?
- How is your IT organization governed?
- Major project information.
 - Any major projects in progress that you want to share?
- Provide a website link to your IT or office website.

The Pull of the Capitol Dome

By Steve Landers, Deputy Chief Information Officer, Legislative Research Commission, Kentucky

I've always been a bit of a nerd. I've always loved history and found politics rather fascinating. I hate to admit but I used to love collecting pens and nail files and buttons from all the local politicians when they came around campaigning and following election night results on TV. Perhaps if I had possessed a more outgoing personality, I would have studied politics and pursued that as a career.



However, I chose to follow in my father's footsteps and study computers and enter the exciting field of IT. So, it's not hard to imagine that when, two decades ago, I found myself with an opportunity to work for the Kentucky Legislative Research Commission (LRC) on the campus of the historic Capitol building, I eagerly jumped at the chance. To me, it was as close

to a dream job as I was going to find this close to home. An opportunity to work in an historic building and interact with the elected officials that I'd only seen on TV.

The compelling reason for LRC to seek a new employee at that time was due to the undertaking of the first implementation of computers on the chamber desks in the House of Representatives and Senate. I was thrilled to work in the chamber with all its history. If those walls could talk! I helped finish that development and implementation and for the next decade supported that entire system. I enjoyed coming to my job everyday (okay, I got pretty tired of session days but I saw a LOT of laws being made on the House floor).

Through my service to the legislature and implementing automation in the chamber, I got the opportunity to learn a number of new skills that simple software development would have never afforded me. But, more importantly than all that was the new family that I developed among my co-workers. I never served in the military, and I don't want to diminish our veterans,

but I can begin to understand the irrevocable bonds that are developed among people who go through arduous experiences. Nobody who has worked through a legislative session would argue that it's not arduous. Although I failed to appreciate it at the time, those experiences, though tough, and the bonds developed among co-workers, mean the world to me.

I left LRC twice now. Once, I "retired" and thought I would use that opportunity to try new things. But after three years working for what one of our NALIT friends from Illinois termed "The Dark Side," I was back here again. The second time I almost immediately picked up where I left off managing the chamber automation. But, after a time I began to feel a little stifled and stir crazy like I was living in Stephen King's story, *Under the Dome*.

I left again to try something else, and yet again, I felt the calling to return and here I am today writing this article for the NALIT newsletter. Certainly not where I envisioned I'd be even a short time ago. But, here's the thing, some things are in your blood and some things get there. You can't change it and you can't walk away from it no matter how hard you try. It's taken me awhile to realize how much it all meant to me, and although I've worked with great people in other places who I am honored to still call friends, there is no comparison to my co-workers here. I can't express enough how deeply I appreciate my LRC "family" and my NALIT friends that I've gained over the years. I know that we have bonds that will transcend workplace connection for a lifetime. For that I will be forever thankful.

If you're a young person just starting a career in the legislature, you may also get pretty tired of the long days of session and the maddeningly constant changes that are always occurring, but mark my words, you will grow addicted in time to the lifelong friendships and exciting work environment. Never let the bad days color your experience as a whole.

So, once again, I'm at Kentucky LRC in a brand new role and once again I enjoy coming to work every day just like I did way back when. As I write this today, the view of Kentucky's Capitol Dome outside my window serves to remind me why I was so eager to come here 20 years ago.

Connect with NALIT Colleagues

NCSL provides a way for you to find and connect directly with your NALIT colleagues. The [legislative staff directory](#) on the NCSL website allows you to search for contact information for state legislative staff, including members of NALIT and of other legislative staff sections or networks. The online directory is available only to state legislators and legislative staff.

To access the directory, use the [Login](#) link at the top right of the NCSL website. If you have not yet created an account with NCSL, select the “[Create Account](#)” link and follow the directions to set up your account.

You'll find links to the legislative staff directory from the “Legislators & Staff” tab on the red banner on the NCSL web page. From there, select “Staff Directories.” You can also find a link to the directory at the bottom right of the NALIT web page. Under “About NALIT,” click on the [Key Contacts/Membership](#) link.

From the directory, select either “NALIT General Membership” or “Key Information Technology Contacts (NALIT).” Key contacts are the CIOs or IT directors for each state (or NALIT Officers), and are a subset of the larger list of all members.

IF YOU ARE AN IT PROFESSIONAL WORKING FOR A STATE OR TERRITORIAL LEGISLATURE, YOU ARE AUTOMATICALLY CONSIDERED A MEMBER OF NALIT.

If you are an IT professional working for a state or territorial legislature, you are automatically considered a member of NALIT. If you are not listed in the NALIT Membership directory, but would like to be, please email [Pam Greenberg](#) with your contact information. Please also send in any corrections or updates to your listing.

2016 NALIT Seminar, Indianapolis



Briefings in the Chamber



Luncheon Keynote: Apple Encryption Debate, Fred Cate



Social Event at Stadium

Call for Newsletter Articles

This newsletter would not be possible without contributions from our members. If you have ideas for articles—short or long—please contact Cindy O'Dell, Kentucky Legislative Research Commission, NALIT Secretary and Newsletter Editor, at Cindy.O'dell@LRC.KY.GOV.

NALIT Executive Committee

The NALIT Executive Committee is made up of the four officers and six directors. It guides NALIT efforts in all areas, including sessions and activities at the NCSL Legislative Summit, outreach to NALIT members and other programs and activities.

NALIT officers are the chair, the vice-chair, secretary and past chair. The terms of officers commence at the close of the annual meeting at which they are elected and continue through the next ensuing annual meeting.

OFFICERS

Chair: Linda Wettstone

Senior Systems Analyst
Virginia Senate Clerk's Office

Vice Chair: Kyle Forster

Information Technology Manager
North Dakota Legislative Assembly

Secretary: Cindy O'Dell

Service and Support Manager
Kentucky Legislative Research Commission

Past Chair: Terri Clark

Director of Technical Services
Kansas Legislature

DIRECTORS

Directors are appointed by the NALIT Chair. Directors serve staggered two-year terms, i.e., three are appointed in even years; three are appointed in odd years. The terms of office of the NALIT Directors commence at the close of the annual NALIT Business Meeting after which they are appointed and continue two years until the next Business Meeting.

Scott Darnall

IT Director
South Dakota Legislature

Term of Office: August 2016-August 2018

Rebecca Garcia

Project Lead
Texas Legislative Council

Term of Office: August 2016-August 2018

Dale Gow

Chief Information Officer
Montana Legislature

Term of Office: August 2015-August 2017

Gary Schaefer

Senate Information Systems Coordinator
Louisiana Legislature

Term of Office: March 2016-August 2017

Kelly Stallings

Development Team Leader
North Carolina General Assembly

Term of Office: August 2016-August 2018

Ronda Tentarelli

Senior Projects Coordinator
Washington Legislative Service Center

Term of Office: August 2015-August 2017

National Association of Legislative Information Technology (NALIT)

WWW.NCSL.ORG/NALIT

National Conference of State Legislatures, 7700 E. First Place, Denver, CO 80230 | 444 North Capitol St., N.W., #515, Washington, D.C. 20001