

# Five Minutes of Fame at NALIT PDS

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Washington

# Infrastructure Successes

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- Virtualization (the power bill's gone down)
- FIM (we-sync-a-lot)
- Bye-bye Cadillac network vendor...
- Hardware cost reductions saved our bacon (well, the little bacon we had left)
- SQL Always-On Cluster
- On-line licensing model
- Cutting the cord (Satellite TV)
- Hosted web infrastructure

# Application Successes

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- Implemented new legislative search using dtSearch (thanks, Connecticut)
- Implemented GovDelivery for committee notices, floor schedules, and member e-newsletters (thanks, Oregon)
- Began moving back-office applications from VB6 to ReQlogic – this is where the FIM stuff works (thanks, Nevada)
- In-house built voting system for the House

# Application Successes, cont.

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- Signing in to testify in committee, with related tools for committee staff and chairs
- Mobile Committee Meeting Documents
- Tools for blind legislator
- Changed back end for District Finder (twice, thanks, Google ☹)
- Our DBA produced useful reports for the public online comments pilot project using SQL Server Analysis tools (the vendor didn't)

# Customer Support Successes

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- Supporting on-campus staff and 61 district offices throughout the state
- Supporting various remote connectivity methods (VPN, Terminal Services, OWA)
- Supporting video conference technologies
- Supporting SmartPhones and tablets
- Creating custom online training

# Infrastructure Struggles (Rinse and Repeat)

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- General IT Scrutiny
- The cloud is pretty cloudy
- Limited Resources
- BYOD (you have how many devices, and you still need to print?)
- Keeping up with 3<sup>rd</sup> party updates
- Data Bloat (and where to put it)
- Vendor default
- Make it seamless, make it secure

# App Development Struggles

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- They keep asking us to do stuff
- Applications for mobile devices
- Legacy administrative apps
- Law-making apps vs. back-office apps
- Public online comments on bills – do they really need to store people's street addresses? Integration with other tools.
- Workgroup document management
- Holding onto staff

# Customer Support Struggles

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- Role of consumer IT in an enterprise environment
- Expectations that internal apps should be available on any device
- Limited resources