



IT Preparedness Update

April 2011

IT Preparedness Update

- **Challenges**
- **Goals**
- **Approach**

Challenges

- No long-term, strategic vision
- Neglected IT systems fundamentals
- Core business applications decades old, not integrated
- Good start on PCI compliance, completion required
- Need for improved management of outsourced systems
- Need for business continuity and disaster recovery planning
- Inadequate IT policies and procedures



Goals

- Implement a 3 - 5 year strategy focusing on a standardized, scalable and easily supportable foundation for future technology initiatives.
- Develop systems that use the latest technology to maximize efficiencies and enhance the Tollway's critical business processes.
- Strengthen relationships with our service providers.
- Ensure that all IT systems meet security and compliance requirements.
- Develop IT plans that protect revenue collection and Tollway operations in the event of a disaster.
- Implement standardized IT policies and procedures based on industry best practices.

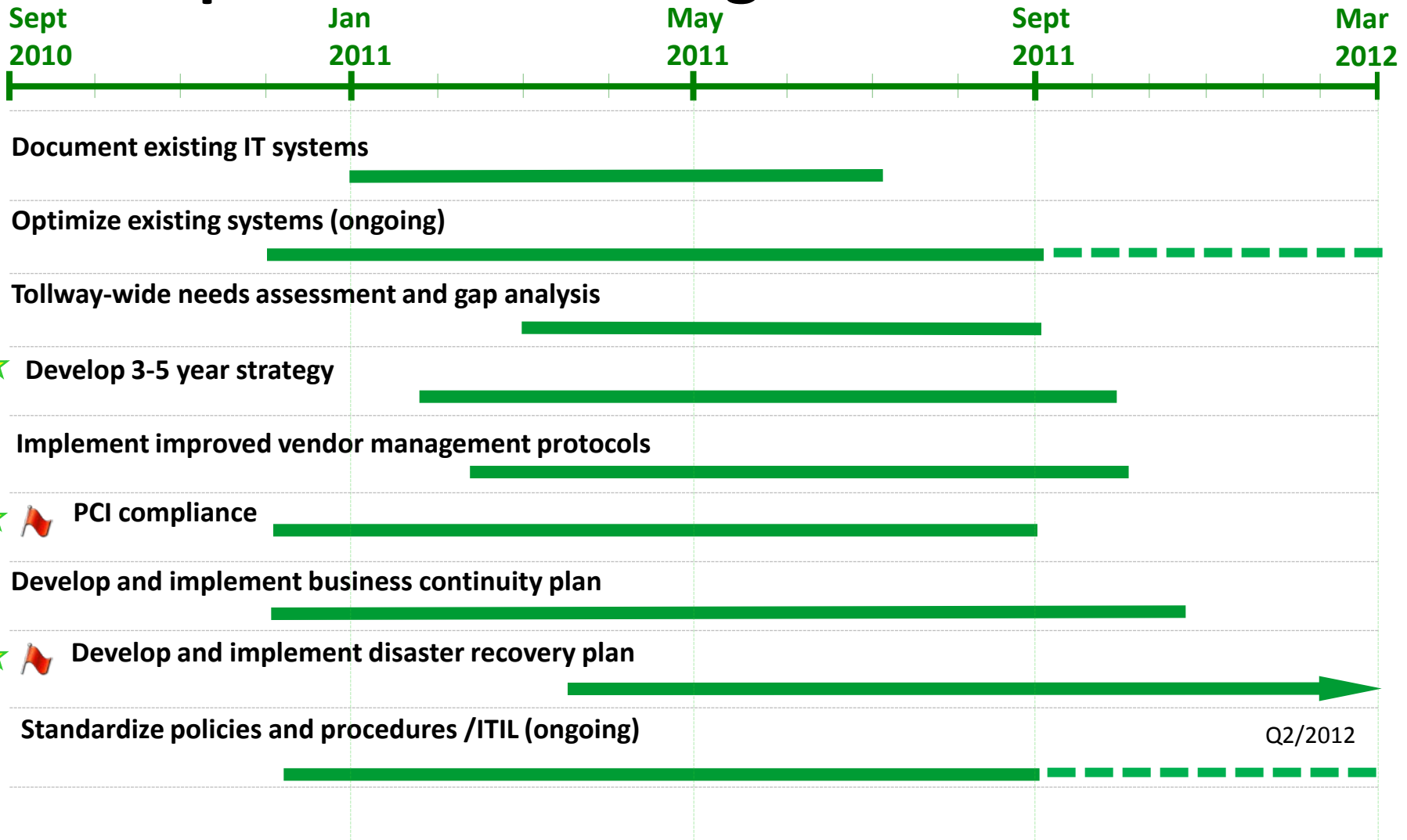


Approach

- Document existing IT systems
- Optimize existing IT systems, where possible
- Conduct Tollway-wide needs assessment and gap analysis
- Develop 3 - 5 year strategy
- Implement improved vendor management protocols
- Complete PCI compliance efforts
- Develop and implement business continuity plan
- Develop and implement disaster recovery plan
- Standardize policies and procedures based on IT Infrastructure Library (ITIL) framework



IT Preparedness Strategic Timeline



★ Professional service contracts needed

🚩 Hardware/software procurement needed

Tollway-Wide IT Systems

■ Findings

- Disjointed and overlapping systems
- Hardware and software applications reaching end of life
- Lack of monitoring and capacity planning
- Need for improved management of outsourced systems

■ Action Items

- Document existing IT systems
- Identify gaps and optimize existing IT systems
- Develop 3 -5 year strategy
- Assess needs and options for future Tollway-wide IT systems
- Focus on electronic tolling system technology update



Business Continuity and Disaster Recovery

■ Findings

- Lack of Tollway-wide plan
- Some departments had plans – most outdated
- Critical systems currently have long recovery time

■ Action Items

- Completed comprehensive business impact analysis
- Tollway-wide plan in development
- Improve disaster recovery technology
 - Initial focus on electronic tolling system



PCI Compliance

■ Findings

- Conducted a variety of assessments
- Overall, the Tollway is in better shape than most businesses
- Identified the need to update policies and procedures
- Identified the need for technology upgrades

■ Action Items

- Completed remediation plan
- Developed list of hardware needs and external services
- Started procurement process
- Develop a plan for ongoing compliance



Policies and Procedures

■ Findings

- Inadequate technical standards, policies and procedures
- No formal distribution and training process
- No systems development methodology

■ Action Items

- Completed development methodology, implementation ongoing
- Develop policies and procedures based on IT Infrastructure Library (ITIL) framework
- Identify and document hardware/software standards
- Develop and implement policies and procedures based on PCI compliance and security assessments



THANK YOU